

**University of California, Riverside
Computing and Communications**

Overview of Content Management Support / Deployment Planning R1V3

October 5, 2008

Introduction and Background

The University of California Riverside Content Management System (CMS) has been designed with two purposes in mind: The first objective is to allow campus units to develop and maintain timely and relevant web resources without the need for technical / programming support, and the second goal is to allow UCR to develop a common and consistent method of displaying content on the internet.

UCR has been piloting its CMS for about 18 months, and the system is currently utilized by 100s of users to support a wide variety of web sites with consistent “branding” and up-to-date content.

Given the success of pilot efforts, it is now time to move to a production implementation of the system. This document outlines how the CMS will be made available to the campus during the next nine months (through the end of the 2008 / 2009 academic year).

Additional CMS information can be found at the following web site: <http://cms.ucr.edu/>

Utilizing UCR’s Content Management System - Overview

In general, there are six steps to utilizing UCR’s Content Management System as follows:

1. *Requesting Access / Development / Support for a UCR CMS Web Site.*
In general, support will be provided on a “first come, first serve” basis (exceptions will be made to meet strategic campus communications goals / objectives).
2. *Designing the Web Site (using pre-defined CMS templates or designing a custom site on a fee-for-service basis).*
3. *Obtaining Enterprise Access Control System (EACS) Training for the Departmental Systems Access Administrator.*
4. *Obtaining Training for the UCR CMS Content Providers, Content Publishers, and (if applicable) for Super Editors.*

A wide variety of on-line training exists for the UCR CMS. In general, face-to-face training sessions will be very oriented towards problem solving and will assume participants have taken the online training.

5. *Migrating Content to the new UCR CMS Web Site.*
6. *PUBLISHING the New CMS enabled Web Site.*

Utilizing UCR's Content Management System – Detailed Notes

- ***Requesting Access / Development / Support for a UCR CMS Web Site.***

Step One: Departments Review the CMS Support Site.

Step Two: Departments fill out the form at <http://cms.ucr.edu/contact.html>.

Step Three: C&C schedules an initial meeting (on “first come, first serve” basis) on Tuesday afternoons.

Step Four: C&C will publish on the CMS all active and pending UCR CMS development efforts.

In general, support for UCR CMS Web Site Development will be provided on a “first come, first serve” basis (exceptions will be made to meet strategic campus communications goals / objectives). *The primary goal of this deployment phase (2008 / 2009 Academic Year) will be to support academic department web page development.*

To begin the process, departments will review the CMS web site to become familiar with the system. Next, departments fill out the CMS Site Request form.

Upon receipt of the request, C&C will interact with the department (via e-mail) to ensure all pertinent information has been provided to enable development of the CMS site. Once these interactions are completed, a meeting will be scheduled to discuss next steps, creation of the site, etc.

All UCR CMS design meeting will be held on Tuesday afternoons in the UCR Computing and Communications Training Facility (located in the C&C building just east of lot 9).

Please note the following:

1. Support will be provided on a first-come first-serve basis.
2. Tuesday afternoon meetings will be scheduled based on the number of requests for support and the availability of resources.
3. Departments must review the CMS support web site and provide all appropriate background information as a prerequisite to scheduling the initial consultation meeting.
4. All UCR CMS projects (both active and pending) will be published on the CMS support site so that the campus may view CMS deployment progress as well as “lead times” for new site development. In addition, sites that are under development that are strategic, campus wide efforts will also be presented on this site (to present a complete understanding of all CMS projects underway and planned for the near future).

- ***Designing the Web Site (using pre-defined CMS templates or designing a custom site on a fee-for-service basis).***

In general, the initial CMS support meeting will focus on four topics as follows:

1. *Design of the new CMS site.* C&C has prepared several no-cost templates for departmental use (this templates use campus design standards, graphics, fonts, etc.). At this initial meeting, C&C and the department in question will engage in a web site design session using these no cost templates.

Importantly, if CUSTOM CMS web site development is required, C&C will provide it on a fee-for-service basis. If at the initial meeting the department decides that custom support is needed, C&C will schedule independent meetings to dialog and discuss this fee-for-service support.

2. *Create a Migration Plan and Timeline.* C&C and the department will create a migration plan and timeline. This migration plan will consider departmental resources, C&C resources, migration of existing content, creation of new departmental content, and other issues / milestones relating to developing and deploying the CMS web site.
3. *Finalize Participants, Discuss EACS, and Dialog on Training.* C&C and the department will finalize the list of various departmental participants and stakeholders (e.g. providers, publishers, etc.) as well as associated training required for each participant.
4. *Schedule Second Meeting to Present CMS Web Site.* Finally, C&C and the department will schedule a second meeting to present/discuss the new CMS web site and kick-off the migration process.

Please note that all UCR CMS design meetings will be held on Tuesday afternoons in the UCR Computing and Communications Training Facility (located in the C&C building just east of lot 9).

- ***Obtaining Enterprise Access Control System (EACS) Training for the Departmental Systems Access Administrator.***

Access to the UCR CMS requires the use of a valid UCR NetID and password (the UCR CMS uses the campus single sign-on environment known as CAS or Central Authentication Services).

Authorization to use the UCR CMS is granted via the Enterprise Access Control System (EACS). Information on CMS roles, granting access, etc. can be found at UCR's CMS support site (please visit <http://cms.ucr.edu/>).

System Access Administrators (SAAs) are required to participate in training prior to granting access to UCR's CMS. However, this requirement may be met via web-based training. This online SAA training is available from the CMS support site (please visit http://cms.ucr.edu/training_saa.html).

In addition to the online SAA training, C&C will host 30 minute face-to-face training sessions on the second and fourth Fridays of each month from November 2008 through February 2009 (these

face-to-face trainings will be extended through the end of the academic year if needed). The face-to-face trainings will be held in the UCR Training Facility from 9:00 AM to 9:30 AM on Friday mornings. C&C will inform departments concerning the availability of this training during the orientation meetings and will also notify participating departments via e-mail. If SAAs are interested in attending these face-to-face meetings, they are asked to send mail to CMSHELP@UCR.EDU to reserve a seat.

- ***Obtaining Training for the UCR CMS Content Providers, Content Publishers, and (if applicable) for Super Editors.***

SAAs may establish three CMS roles within UCR's Enterprise Access Control System as follows:

Content Provider - Content Providers may create and edit pages within the CMS and submit content to a Content Publisher for approval.

Content Publisher - Content Publisher have the same capabilities as Providers, but in addition may approve and publish content to the web.

Super Editor - Super Editors have more access to content in the CMS than Providers and Publishers. In addition to the abilities above, Super Editors may (for example) edit HTML code as required.

After C&C creates the CMS web site and releases it to the department, SAAs may grant access to the site by assigning faculty and staff one of the roles noted above. CMS users are required to attend both technical and writing-for-the-web training prior to utilizing the system. This training may be obtained online and is available from the CMS support site (please visit <http://cms.ucr.edu/training.html>).

In addition to the online training noted above, C&C will host weekly face-to-face training sessions on Fridays mornings from November 2008 through February 2009 (these face-to-face trainings will be extended through the end of the academic year if needed).

The face-to-face trainings will be held in the UCR Training Facility from 9:30 AM to 10:30 AM on Friday mornings. C&C will inform departments concerning the availability of this training during the orientation meetings and will also notify participating departments via e-mail. If CMS users are interested in attending these face-to-face trainings, they are asked to send mail to CMSHELP@UCR.EDU to reserve a seat. Please note that the first 45 minutes of the class will concern topics of interest to all roles (Providers, Publishers, and Editors) while the final 15 minutes will focus on topics of specific interest to Super Editors.

- ***Migrating Content to the new UCR CMS Web Site.***

Once the various items outlined in the document have been completed (e.g. a site has been designed, SAAs have granted access, training has occurred, etc.) content migration can begin (or a combination of migrating content as well as updating / creating content can begin).

C&C has a limited suite of resources that may be utilized to facilitate content migration (the use of these resources will be discussed during the two orientation / introductory meetings that have already been outlined in this document). It is assumed that departmental staff (e.g. Content Providers and Content Publishers) will provide primary support for content migration from the existing departmental site to the new CMS web pages.

- ***PUBLISHING the New CMS enabled Web Site.***

After all content has been migrated (or updated and migrated) to the new CMS enabled web site, the new CMS site will be published and the old (non-CMS site) will be retired.