

Computing and Information Services – Fred Miller, Chief Information Officer

Title: Web Support Policy

Applicable: Furman University [Students, Staff and Faculty]

Contacts: Computer Help Desk ext. 3277

Background: As the use of web technologies increase on Furman's campus, it has become necessary to create a policy that states the level of support Computing and Information Services will offer for those services.

Policy: Computing and Information Services will offer support for C&IS approved web servers, web systems, and web applications. Upon request and approval, faculty and staff may receive additional support for coding and special projects.

Guidelines:

1. Computing and Information Services will offer support for all University web servers, web systems, and web applications.
 - a. SharePoint - Computing and Information Services is responsible for
 - i. ensuring this system is online and that the operating system is fully patched.
 - ii. for all network related issues that surround this server.
 - iii. creating all accounts on this system and ensuring those accounts are functioning properly.
 - iv. offering basic advice and instruction related to access, permissions, templates, web parts and sub site creation.
 - b. eWeb - Computing and Information Services is responsible for
 - i. ensuring this system is online and that the operating system is fully patched.
 - ii. all network related issues that surround this server.
 - iii. ensuring all C&IS installed software is running and functioning properly.
 - iv. creating all accounts on this system and ensuring those accounts are functioning properly.
 - c. Special Web Projects - Computing and Information Services is responsible for
 - i. ensuring these system are online and that the operating system is fully patched.
 - ii. for all network related issues that surround these servers.
 - iii. ensuring all installed software is running and functioning properly.
2. It is the responsibility of the user to create and maintain site structure and content.
3. Upon request and approval, faculty and staff may receive additional support for coding and special projects.
 - a. The CIO must approve all special requests.
 - b. Additional funding may be needed for custom application development and coding support.
4. Computing and Information Services does not offer support for non-University or personal websites.
5. All web services must comply with the Computing and Information Services Web Content Policy as well as the University Web Content Policy.