IOC Meeting
8/17/11

Present: Bo Bodenhammer, Jaysen Buterin, Shannon Clegg, Lyda Adams Carpen, Scott Cooper for Jaap-Jan Van Duin, Kevin McClain, Robert Walker,

Absent:  Tim George, Susan Hensley

## IOC Committee Website

Todd Sutton

We want to discuss the unit website requirements and the document regarding the WS.

### Wrapper System

There may have been some confusion about where we are headed with the WS System(WS). The intent was not to stop individuals from using the WS, the intent was to allow people to maintain the WS individually. The assets provided moving forward does not include the WS.

Bo Bodenhammer – it does affect everyone across campus. You are forcing individual units to maintain hundreds of individual WS files.

Todd – the approach we have decided is that instead of picking one day to change the WS system, we are giving the units the option of maintaining their own WS.

Kevin McClain – this gives the units more work. Users will have to edit several individual files used to build hundreds of pages.  The html is simpler than the current WS html. To say the changes will radically impact the work is not accurate.

Todd – we are characterizing the WS system as something that the user can just fix one file and it will automatically update all the pages. This is not so.

Kevin McClain – what is the problem with taking the new look and dropping into the WS system.

Todd – the WS system is a support burden to ITS. It takes quite a few people/hours to maintain the system.

Kevin – it is not meant to be a universal fix for everyone. ITS is interested in making tools for people, but they don't want to use the WS? We were promised in 2005 that we will have less work to do in order to use the new look. Now you are saying that we have to do more work.

Todd – I'm not saying that you can't use the tool, you absolutely can. You just have to maintain it yourself.

Bo – The Provost office can't use the central WS files because it doesn't work with the windows systems. We have had to develop our own WS.

Todd – if we use the WS – we force a timetable on people. If we pick a date to put up a new WS, then we are forcing people to update by a certain date/time.

Kevin – if you pick a date out far enough and communicate it, it shouldn't inconvenience people.

Todd – why not say to folks, in a year, there will be another system we are moving to. The new method is dynamic. We are not forcing people to change to a new method.

Robert – when we go to the template version, will ITS have a general folder they will update and maintain?

Todd – yes. What you have is an html template that refers to include files located in a folder called inc_uncg.

Robert – the only time you would need to update your template file is when ITS makes html changes.

Kevin – So, it isn't a 100% push application?

Todd – no. We realized that we are not going to build a solution that works for everyone.

Kevin – I don't understand why we can't capitalize on the work done in 2005.

Todd – ITS has been on the support end of it for a couple of years – we've seen what it takes to support this.

Kevin – one level of support – you put documentation out there and tell people to use the documentation and call if they have issues. We started out with extensive training for this system. If there is a support issue it is because WOC didn't train people.

Todd – I would go down a layer to say that Web3 dropped the ball.

Kevin – I think it was assumed that once ITS took it over, ITS would also take over training.

Lyda – My staff has told me that the new assets are much easier to use for them and for outside vendors. Having something that doesn't require specialized training is a benefit to us.

Kevin – there is no doubt that people have poorly implemented it. Why should you penalize people that worked so hard five years ago and implemented it correctly because it wasn't managed correctly since then.

Shannon – We as a group have to come to a happy medium on what is coming forth. I understand there are staffing cuts, we can't continue to support multiple levels of systems. For IOC – where do we go forward from here? Maybe we can recharge a web3 committee with some volunteer help.

Todd – my intent in creating this document is to support people through this. We aren't going to throw the document out there and say good luck. We are going to help people use it. The WS is still a tool for people to use. The real issue is who does the work. The fact that we are trying to force one size fits all – that is not the case.

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Kevin – we have consistently talked about better tools coming about. Eventually 2005 technology will be used less. We have 10-12 units in Student Affairs that are heavily invested in the WS and what they are expecting is that whenever the new look comes out, it will be done so through the WS. Five years ago WOC made the decision to adopt the WS because one day we will have a new look. We are squandering that. We are going to have all kinds of small departments, and, they are going to want to be in compliance, and why are we doing it this way now? I don't think we have a good answer for them. The support burden is not enough of a response.

Todd – I don't believe the support burden is the only obstacle. We are acknowledging that there will be work to do even if they used the WS because many people will have to make individual changes.

Robert – is there a reason we haven't thought of using WordPress?

Todd – We are working on this now.

Lyda – We hope to roll templates out in February. The folks we have talked to have been very vocal in asking us for templates to help them.

Kevin – in the same sense that the WS is not a universal tool, neither is WordPress – it is just a tool. Kevin feels that Todd and he are at an impasse. I feel like it should not be a 100% decision by ITS. In many ways we feel as though ITS doesn't care.

Lyda – we talked about this in March. I feel like we did make this clear. Andrew was here a couple of times since then to discuss the new methods.

Kevin – this was not made clear. It was never made clear of what the future of the WS is. I don't think it was communicated. None of the minutes spell this out. There has been lots of talk about the plans for html assets and how those will be built and rolled out. I interpret that as one more tool in the toolbox. It is the best tools – it is the barebones. What my constituents are expecting is when will the WS be updated?  Todd stated there is no plan for a future WS system. I don't think that ITS can make this decision.  I said in the May meeting that ITS was disingenuous. I was told that ITS would take it under advisement. When Todd sent the email about the new IOC website, I asked about the future of the WS, and Todd stated that it was dead.

Robert – is it possible to form a group that we can alter the central WS system. Then they are responsible for updating their content.

Todd – if you do that, you guys would have to support it, and I don't think it is fair to ask you to do that. I also don't think it is wise for the campus to have separate systems running.

Robert – if you are going to sunset it at some point, what is the harm?

Shannon – the harm is that if something happens to those people who use the WS, what do we do? We have to have centralized support.

Kevin – given that Todd and I disagree on this fundamental issue how do we resolve it?

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Todd – what are you looking for?

Kevin – I would like the centralized files to have the new look.

Todd – I think you understand our position.

Kevin – do you understand mine?

Todd – Yes.

Bo – I know from some people that they are expecting the WS to be updated and they do not know where they are going to get the resources to handle the new system.

Robert – I like the WS. I was hoping it would be updated. However, I've done websites for several business affairs sites. If you update the WS, I will have to update each site anyway as the new code will "break" them.

Bo – I've been away from it for a long time, but I don't understand how it will break.

Lyda – I'm like Shannon. I do understand there is disagreement about the amount of work. It is my perception there is disagreement about how much work needs to be done.

Bo – If the provost office were able to use the central files, I don't think I would have much problem.

Lyda – I understand that is one opinion, but other people also have opinions. Personally, I do like that people can be on their own timetable. This group has been willing to reach out and be helpful, and I plan to extend the staff I have to help people with the assets. I would like to think that we are all in this together and provide advice, etc.

Todd – if somebody wanted to take their site to copy over and test what the WS would do, I'd be fine with that.

Kevin – In my opinion, it would be very easy to take the files and make the switch.

Bo – Isn't it possible to set codes to ignore the liquidate layout code?

Todd – I'm willing to devote some time to test these things.

Lyda – regarding the document – do we want to review it now?

Todd – I still want to use this as a tool.

Bo – I would like to use the centralized tools but can't.

Todd – Andrew is working with the server folks now on those types of issues.

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Jaysen – I started playing around with the header and footer. I wasn't planning to use the WS system. I did try to update the WS with this but it didn't load correctly. Reading it off the directions, it didn't work for me.

Todd – I'm looking for someone who is currently using the WS to test it.

Kevin – are you saying you are for the development of WS for the new html?

Todd – I would like to create a version 2 of the current WS so we can test on a page by page basis.

Kevin – I would love to test it.

Todd – I want you to test it, but I also want to test it with folks that haven't used it correctly.

Kevin – Dan Koon (sp?) in SOE may be a good choice.

Todd – I really hope I'm wrong and that the new version delivers very well.  I don't want to have multiple channels of delivery. We would create an expectation that we will be able to support multiple systems that achieve the same goal. I would rather support something that is more agnostic.

Kevin – in theory I understand that, but then you say you are rolling out WordPress with plans to support it. You are saying that you made that decision?

Todd – the campus has been requesting it.

Kevin – isn't Student Affairs part of the campus? We are requesting the WS system. I look forward to testing it.

Todd – when we deliver the new look and feel, then moving forward – here is how you can use it and maintain it yourself.

Kevin - If it does what it does well, why would you stop supporting it?

Todd – The people we have heard from are having trouble with the WS.

Kevin – if you could give people a date that says we will sunset the system, this is good. I think that now is not the time.

## Unit Website Requirements.

Todd - We need to increase access to the assets – multiple links, etc. We have also written a section about accessing Google analytics.

Scott Cooper – we have had trouble finding the assets. I'm glad we are going to make this clearer.

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Scott Cooper had a question about the header. He showed several samples of what they have created for the sites they are launching in October.

Lyda – There are a number of design solutions you can try and other ways to deal with navigation. Since we have the gold bar now, we are trying to get away from units have different uses for the gold bar. We have written the requirements to keep the gold bar and not revise it.

Todd – there is a template that Andrew is working on that may solve this issue.

Lyda – please use the flexibility we have given you for your content area to find some other solutions there.

Kevin – we are probably going to see sites like these that emerge -- people will try to do tricks to get around the code.

Todd – the idea is that the top tier pages have one look. Anything below would have a different look.

Lyda – there are going to be a lot of things that people will try to do, but we need to stick with the requirements.


## Top Tier Pages
Lyda Carpen

University Relations maintains a lot of the top tier pages. I know now that Jaysen is working on IPC. We have heard from Doty so we know that Research is on their way. Is anyone else having issues? If anyone needs any help please let me know. We would like to get as many sites ready to go live October 3.

Bo – we can't guarantee that IPC will go live October 3, but we are going to try.


## IOC in the community
Kevin – I feel like there is a lack of knowledge on campus as to the activity of IOC. I think that a lot of people are going to be surprised by this. I don't know what we can do to get the word out there.

Todd – I purposely didn't send the requirements or the WS document out to the campus until we had a chance to have our discussions. We do want to do some sort of soft launch.

Lyda – Something will go in campus weekly the week before.

Bo – it may be a good idea to have something on the news releases on the home page?

Lyda – yes, I'll talk to Helen about it.

Todd – there are several listservs we can send an email out to.

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Kevin – I would like us to have an option for folks to meet with IOC to see us and ask questions and be more intentional in getting this out there.

Lyda – as part of Integrated Marketing, there will be training rolling out, but the C3 group that Shannon mentioned will be actively meeting/training.

Kevin – I'm not familiar with C3.

Lyda – it is the Community of Content Creators group that we formed in Integrated Marketing.

Bo – what is the possibility of scheduling the IOC meetings on a different day/time? It would be helpful to me.

Todd – we will have to figure out when people can meet, but we can change it.

Kevin – there was talk about having divisional web managers come on IOC. What is that process?

Todd – that is a discussion we need to have at a future meeting.

Kevin – those are the key players we need to get on board so they can start letting people know.

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