Minutes of the UNSW Web Steering Committee held at 12.00pm on Wednesday 6 July 2011, in Committee Room 2, the Chancellery.

IN ATTENDANCE: Neil Morris, Executive Director, University Services (Chair)
Professor Ross Harley, Head, School of Media Arts, COFA
Barbara Chmielewski, General Manager (Research),
Office of the Pro-Vice-Chancellor (Research)
Judy Brookman, Director, Media & Communications
David Turnbull, Manager, UNSW Web & Innovation
Professor Wai Fong Chua, Pro-Vice-Chancellor (Enterprise Systems)
Bronwen Turner, Project Officer, University Services
Michael Kirby-Lewis, Director, IT Services
Denise Black, Director, IT Transition

Note taker: Linda Li

1. APOLOGIES:
   Patrick Stoddart and Joan Cooper.

2. CONFIRMATION OF MINUTES FROM 2 FEBRUARY 2010
   All agreed.

3. UPDATE TO THE UNSW WEBSITE POLICY

   The Web Steering Committee discussed the amendments to the UNSW Website Policy requested by Michael Kirby-Lewis. Kirby raised concerns that Section 4.3 of the policy (Content Management Systems) could be misinterpreted and imply a greater level of support than IT is capable of delivering – specifically that the term “network supported and hosted” were open to misinterpretation.

   It was agreed that S4.3 should be amended, and that a draft amendment would be circulated to Committee members.

   The effect of this amendment is that ITS would provide full hosting support to only one CMS, up to Tier One. Others not needing that level of support can be supported locally.

   The fact that so much of the University is moving to Drupal was discussed. Kirby agreed that there are a number of people who are dissatisfied with the Teamsite solution. He proposed that a submission should be made through ITIP to evaluate the most suitable CMS for the University. The Committee was advised that the web unit had already submitted an ITIP proposal in the current round to evaluate the cost of providing full hosting support internally for Drupal. The Committee agreed that this submission would be withdrawn and that Kirby would work with David Turnbull to urgently draft the new submission, as per his proposal.
2. Hosting of Drupal
   David Turnbull updated the Committee on the Drupal developments across the University, including that the corporate site would be hosted externally from August 2011. Kirby and Denise Black requested a copy of the SLA terms put out to potential hosting and support providers.

   **Tier One Support**
   Wai-Fong raised concerns that users themselves are deciding whether a website requires Tier 1 support, and therefore incurring higher costs.

   The committee agreed that it would be useful to know which websites needed to be Tier 1 or those that require a lower level of support. It was asked how IT can provide assistance to decide whether a site requires Tier 1 support or not. When asked which sites Kirby considered required Tier 1 support, he cited the Research and Learning and Teaching Gateways.

   Actions:
   - David Turnbull to provide the terms of the SLA for external hosting of Drupal to ITS.
   - Kirby and David to work on revising S4.3 and circulate to committee.
   - Kirby to provide a draft ITIP proposal for the open CMS evaluation process to Neil and David.

5. **BUSINESS WITHOUT NOTICE**
   Neil Morris raised concerns about the amount of time being dedicated to issues around content management systems. He would like the Committee to consider top level strategies - using the web as a communication tool, intranet and consistency of approach to websites.

   Wai-Fong suggested a portal strategy.

6. **NEXT MEETING**
   11:30am, Tuesday 11 October 2011 in Committee Room 3