Minutes of the UNSW Web Steering Committee held at 11.30am on Tuesday 11 October 2011, in Committee Room 3, the Chancellery.

IN ATTENDANCE:

Neil Morris, Executive Director, University Services (Chair)
Patrick Stoddart, Senior Manager, Educational Technology
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)
Professor Joan Cooper, Pro-Vice Chancellor (Students)
Denise Black, Director, IT Transition

Note taker: Tim Bernnett

1. APOLOGIES:
   Professor Ross Harley, Professor Wai Fong Chua

2. CONFIRMATION OF MINUTES FROM 2 FEBRUARY 2010

   There was discussion of the rejected ITIP proposal for IT Services to support Drupal. It was decided that the Committee would revisit the submission.

   Minutes were then approved.

3. CORPORATE SITE UPDATE

   The design and development is basically complete. CWU is working through individual migration issues with IT. Denise Black; pointed out that as it is not possible to identify all the sites that may have linked to pages/objects in the CWS. David Turnbull stated that as investigations into the migration continued highlighted that due to the age, lack of documentation and number of people who have been involved with the existing system there may be some lost of minor service. Both Denise and David agree that in all likelihood something will break in the migration - the goal is to ensure that any disruption to service is minimal. Therefore, it is important to have communication before, and support for going live.

   The Hostworks contract has been approved by Legal – Neil Morris will be responsible for signing it. The timeframe for the migration to Hostworks is 5-10 days and another three weeks to complete testing and user acceptance.

   There is a project in place to identify any missing redirects, particularly as given the time of year, recruitment content cannot be lost.

   The Hostworks contract was discussed. Denise Black asked the Committee to note that “99% availability” in the Hostworks contract permits up to seven hours per month of unscheduled outages, in addition to any time related to scheduled maintenance (excusable downtime.) Excusable downtime are any outages that are caused b components not supported by Hostworks.
The full redundancy offered by Hostworks will mitigate this. Given the Research Gateway’s contract with Anchor expires in early 2012 and anticipating that the site will move to Hostworks infrastructure, the Gateway’s availability requirement of 99.4% will then extend to the corporate site.

As the Foundation site is not being migrated to Drupal, the content from that site is instead being moved to www.giving.unsw.edu.au, an address which currently redirects to the Foundation pages. It has been asked to assist with this migration as part of preparing for the deployment of the new corporate site.

4. WEB POLICY CLAUSE 4.3

There was further discussion on the proposed amendment to Section 4.3. It was agreed that rather than using the section to try to define the support that could/would be provided by ITS to nominated CMS’s, the section should focus on encouraging consultation with the CWU on the most appropriate CMS, in order to encourage best practice.

It was agreed that the amended section 4.3 should read:

4.3 Content Management Systems
The University will evaluate and identify preferred content management systems for developing and/or redeveloping UNSW websites. Those involved in developing or redeveloping websites should contact the Central Web Unit for advice and assistance to determine the most appropriate CMS for the intended purpose. This will limit the number of CMS being used across the University, and encourage “best practice”.

Denise Black requested that an agreed checklist be developed which would guide and advise on the most appropriate CMS.

5. WEB STRATEGY

A paper outlining the development and implementation to date of the University’s web strategy was provided to the Committee, with reference to the recommendations of the 2007 Web Project Report and the 2009 Strategy Discussion paper.

The paper also outlined major projects planned for 2012. These include projects aimed at further promoting single sources of truth for critical content, such as the PDF engine, which will provide version control and a canonical reference. Other projects, such as the proposed conferences hub, will free up resources, especially in the faculties, while improving branding continuity.

Effective domain management was described as critical to reforming the web environment. Neil Morris requested that David Turnbull provide him with another copy of the business case for the search engine Funnelback.

6. IT AND WEB GOVERNANCE

Judy Brookman raised the issue of where responsibility lay for decisions critical to the effectiveness of the UNSW Web as a communication tool. Domain management decisions are being made through the ITS governance structure and this can lead to action being taken without consultation/input from the web governance committees. Neil Morris emphasized the need for
more consultation and he intends to propose that the Web Steering Committee provide formal input into the cross-enterprise domain management committee. Barbara Chmielewski proposed there be a formal template for Business Domains strategy documents for the various domain management committees.

Denise Black asked for clarification as to the issue that was being discussed. Judy Brookman clarified that the discussion point was the upgrade of IDOL. Denise recapped the points that had previously been supplied with respect to IDOL.

1. There was an existing product (Verity) that had come to an end to its support life
2. The product vendor has provided IDOL as an upgrade path as per the standard maintenance agreement.
3. The project to upgrade to IDOL was approved by the ITP governance process.

It was suggested that if the Committee wished to include operational issues into its scope than these can be brought to the table.

Neil Morris requested an operational update be added as an agenda item to cover issues from CWS or IT.

Denise Black raised the issue of the role of the Web Steering Committee and work of the Cross Enterprise Business Domain as she is aware that the CMS formed part of the inventory for this domain.

7. NEXT MEETING

Scheduled for 11:00am, Thursday 8 December 2011 in Committee Room 2