

Web Development Unit: Service Level Statement

About the Unit

The Web Development Unit has overall responsibility for designing, implementing and administrating all the University's major websites. The Unit provides a bespoke design and consultancy service to the University and also to high profile Government and European funded educational projects.

The web team is part of Corporate Information Services and includes a Unit Manager, a Senior Web Developer, a Web Designer, a Site Editor, a Web Applications Developer and two Web Developers. The services the team provides can be grouped into three strands:

1. Design and development of bespoke websites and web applications.
2. Website administration and user support.
3. Quality assurance and consultancy.

The core activities of the Web Development Unit are reported to the Web Development Steering Group and to the Information Services Committee. The priorities for the unit are led by the Information Strategy and the Strategic Plan 2006-2010.

Mission

The Web Development Unit aims to provide first class online services to support learning, teaching, research and the business processes of the University - creating advantage through the innovative use of web technology.

Design and development of bespoke websites and web applications

The Web Development Unit will:

- Design and build high quality bespoke websites for all the University's academic faculties, departments, centres and campuses as requested, in a timely fashion as prioritised according to the annual plan.
- Provide bespoke websites for externally funded projects to time, to budget and to specification.
- Build all website applications to the coding standards defined for CIS projects, using .NET, SQL and C# and ensure that code is audited.
- Build all database driven applications according to the 3-tier architecture defined for CIS projects.
- Document all projects and applications to a high standard, including commenting code clearly and comprehensively.
- Administer projects according to Prince2 standards and using JISCINFONET documentation templates.

- Provide written content of a high standard for the University's external website in the form of features about the varied aspects of University life.
- Provide high quality graphic design services for both printed and digital media.

Website administration and user support

The Web Development Unit will:

- Assist External Relations in managing the content of the external website's home page, including posting features, events and open day advertisements and managing a home page diary.
- Support PageBuilder and FrontPage generated websites until the migration of departmental websites to the new Content Management System has been completed.
- Support websites held within the new Content Management System as they are migrated.
- Support the StaffNET intranet in collaboration with the External Relations team.
- Support the StudentNET portal in collaboration with the Registry.
- Support legacy websites according to the terms and conditions agreed in the maintenance contracts.
- Provide trouble shooting services for Progress in collaboration with LTEU.
- Support web authors across the University after they receive their initial training from LTEU, including providing ad hoc advice, one-to-one refresher sessions or specialist training as required.
- Provide day-to-day administration and support for departmental websites temporarily without designated web authors until a member of staff within the department can be trained by LTEU.
- Administer and support the online prospectus and courses database for the Admission Department.
- Administer and support the job vacancies database for the Human Resources Department.
- Administer and support the second hand book exchange for the Book Shop.
- Administer and support the events database and post 90% of events submissions within 24 hours.
- Administer and support the Sales, Wants & Services database and post 90% of submissions within 24 hours.

- Respond to 90% or more of feedback responses sent to the unit with at least an acknowledgement of receipt within 24 hours. Resolve any issues raised within 5 working days where possible. Issues that cannot be resolved within 5 working days will be escalated and prioritised according to the schedule of pre-existing work as set out in the annual plan.
- Offer technical consultancy to departmental and faculty web author groups as required.

Quality assurance and consultancy

The Web Development Unit will:

- Ensure that all University branded web pages are created using approved templates and hence conform to the W3C Web Accessibility Initiative and comply fully with the Disability Discrimination Act.
- Ensure that all University branded web pages comply with any other relevant legislation eg the 2007 amendments to the Companies Act.
- Ensure that all University websites are supported on as wide a range of browsers, devices and computer platforms as possible.
- Ensure that all websites built by the team comply with the highest usability standards and are robust and user friendly.
- Participate in and contribute to University committees, working groups and project boards as required, including the Marketing Forum, Disability Working Group and the Accessible Technology Group.
- Update and maintain the Web Style Guide designed to help all web authors follow best practice when creating content for departmental websites. Ensure that the Web Style Guide continues to form part of the training provided to web authors by LTEU.
- Take responsibility for all day to day issues of quality control, including the correction of spelling and typing errors, broken links, style sheets and scripting errors and general trouble shooting.