

**\*\*\*DRAFT\*\*\***

# UW-Madison CMS Governance - July 2017

## Introduction

The UW-Madison CMS Service (the service) will provide our faculty and staff with well-run, reliable, and cost effective content management systems (CMS). Specifically, the CMS that will be offered with the service are Drupal and WordPress. The purpose of this document is to create and define a working decision-making structure for the service. It describes the roles, responsibilities, and relationships between the service and existing campus units and committees. This document also defines two new committees, and describes their roles, responsibilities, and relationship to the service<sup>1</sup>.

## UW-Madison CMS Teams and Committees

### UW-Madison WordPress Service Provider

#### *Description*

While the UW-Madison CMS Service provides service to the entire campus, the WordPress CMS portion is operated by the Campus WordPress Consortium (CWC), comprised of the College of Agricultural and Life Sciences (CALS), College of Engineering (CoE), and School of Education (SoE). CWC is therefore the WordPress Service Provider. The CWC leverages Amazon Web Services (AWS) as its infrastructure platform, and operation of the AWS platform is managed by the CWC Infrastructure Team. Software support for the WordPress application and its individual components is provided by the CWC Development Team. These teams are collectively managed by the IT Leads.

#### *Membership*

The makeup of the Service Provider is chosen by the IT leads of the individual Schools and Colleges. The IT leads have joint responsibility for providing staff toward the team.

### UW-Madison WordPress Service Team

#### *Description*

The UW-Madison WordPress Service Team (the service team) is responsible for day-to-day operation of the service and its support activities. The team is organized into two sub-teams,

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<sup>1</sup> See appendix A for a graphical representation of the relationships between the committees and the service team.

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known as the Infrastructure Team, and the Development Team. Each of the sub-teams has its own leader, and the service team as a whole is lead by the “Service Coordinator”, which is the CWC IT leads. The teams are expected to meet as necessary, and one or more CWC IT leads should attend meetings so as to ensure good communication and decision making processes.

### *Membership*

The makeup of the Service Team is chosen by the IT leads of the individual Schools and Colleges. The IT leads have joint responsibility for providing staff toward the team.

## **UW-Madison Drupal Service Provider**

### *Description*

While the UW-Madison CMS Service provides service to the entire campus, the Drupal portion is operated by a contracted outside vendor, [vendorname]. [vendorname] is therefore the Drupal Service Provider. Infrastructure support is provided solely by [vendorname]. Software support for the Drupal application and its individual components are provided by units adopting the service and [vendorname]. The UW-Madison CMS service only provides a path to use the outside service and a relationship with the vendor, [vendorname]. All support for the service is through [vendorname].

## **UW-Madison CMS Steering Committee**

### *Description*

The UW-Madison CMS Steering Committee (the steering committee) makes operational policy decisions for the service and directs the service team regarding tactics. This team represents the service to the executive committee (described later), the “Divisional Technology Advisory Group” (DTAG), the “Information Technology Committee” (ITC), and the CMS Council. Together these units and committees represent the interests of a wide range of stakeholders including students, instructors, support personnel, and administrators responsible for the web presence and CMS landscape at UW-Madison. The steering committee is accountable to the executive committee for the successful operation of the service, and will send regular status reports to the executive committee, DTAG, ITC, and the CMS Council. These reports will also be made available to the campus community by posting on the UW-Madison CMS governance website, <https://it.wisc.edu>. The steering committee requests funding from and provides advice regarding service priorities to the executive committee.

The steering committee interacts directly with the service coordinator and service team leaders. The steering committee monitors and advises on funding requests and advocates for additional funding when needed. This committee makes operational decisions for the service team to implement. The steering committee is expected to meet monthly.

### *Membership*

The steering committee consists of one representative from the CWC, one representative from WiscWeb, three members nominated by the CMS Council, one member nominated by the DoIT EIS Director, and one by the Director of University Marketing. The service team leaders and the service coordinator will participate in the steering committee as non-voting members.

## **UW-Madison CMS Executive Committee**

### *Description*

This committee is charged with securing funding and setting high-level priorities and strategies for the service. In addition this committee will resolve any policy or operational issues that the service team leaders and the steering committee are unable to resolve.

The executive committee will receive status reports and requests for funding and help with prioritization from the steering committee. The executive committee will determine long-term strategy for the service and communicate that strategy to the steering committee. The executive committee will secure funding for the service and make it available to the service provider. The executive committee is expected to meet annually or semi-annually.

### *Membership*

To fulfill its mission, the executive committee needs its membership to represent the service funders and high-level leaders who determine strategy for central IT services on our campus. These include the Chief Information Officer, the DoIT Chief Operating Officer, the Director for the IT Center of Excellence, the [...]. All of these campus leaders are requested to participate in the executive committee or to name representatives to participate on their behalf.

## **Relationships With Existing UW Campus Committees**

### **Divisional Technology Advisory Group (DTAG)**

#### *About DTAG*

*[From the DTAG Charter - October, 2016]*

*The Divisional Technology Advisory Group (DTAG) is comprised of both business and technology leaders from schools, colleges, divisions, auxiliaries, and administrative units from around campus. These members are leaders in their campus units and are instrumental in both crafting and implementing new strategies:*

- *Members of DTAG are engaged in campus-wide initiatives involving technology;*

- *Through their understanding of the budget and need for administrative efficiencies, DTAG members are aware of the benefits of partnership and collaboration and will use these techniques when considering issues;*
- *Leaders of schools, colleges, divisions, or units look to DTAG members for advice on direction and resource prioritization. By virtue of the breadth of their engagement on campus-wide issues, DTAG members work to optimize their resources to meet the needs of their area and will share this knowledge more broadly;*
- *Although effective on their own, DTAG members recognize that the collective whole is greater than the sum of its parts;*

#### *Relationship to UW-Madison CMS*

DTAG can help define long-term strategy for how the development and adoption of central IT services like a CMS fits into our strategic plan for services at UW-Madison. DTAG can also provide representation of key stakeholder interests, including the interests of faculty and students. The steering committee will provide regular status reports to DTAG.

### **Information Technology Committee (ITC)**

#### *Mission*

*[From the ITC website] The University of Wisconsin Information Technology Committee (ITC) is the shared governance advisory body, composed of faculty, academic staff, and students, for information technology policy and planning throughout the University.*

#### *Relationship to UW-Madison CMS*

The ITC can help define long-term strategy for how the adoption and use of centralized services such as a CMS fits into UW strategic planning and the technology landscape. ITC can also provide representation of key stakeholder interests, including the interests of faculty and students. The steering committee will provide regular status reports to the ITC.

### **CMS Council**

#### *Purpose*

*[From the CMS Council Charter - July 2017 Draft] The UW-Madison CMS Council represents a self-organized federation of Drupal and WordPress users. The CMS Council is authorized by its members to provide leadership and advocacy on the use of Drupal and WordPress, and other components of these content management systems at UW-Madison.*

*Purposes of the CMS Council include:*

- *Foster a federated community of Drupal and WordPress users, administrators, and developers at UW-Madison.*
- *Partner with institutional resource providers to negotiate and make recommendations for the use of campus resources to support campus Drupal and WordPress at UW-Madison.*
- *Provide steering and guidance for the UW-Madison CMS Service to prioritize and meet the needs of the UW-Madison Drupal and WordPress community.*
- *Promote the effective sharing of Drupal and WordPress resources such as modules, themes, and plugins within the UW-Madison community.*
- *Create, share and encourage best practices in the use of campus Drupal and WordPress.*
- *Interact with the global Drupal and WordPress community.*

#### *Relationship to UW-Madison CMS*

*[fill in with what the Council will do, old Moodle stuff left for reference]*

As specified in the UW-Madison CMS Business Plan, support for WordPress will be done by a combination of DoIT Help Desk, DoIT WiscWeb, DoIT Shared Hosting, the UW-Madison CMS Service Team, and support personnel provided by local units. Support for Drupal will be done by the vendor, [vendorname], and support personnel provided by local units. To be successful, WordPress support personnel need to work together, learn from each other, and support each other. The CMS Council serves as a home and a voice for this support community. ~~The CMS Council has agreed to help and support UW-Madison CMS in the following ways:~~

- ~~*Provide help and advice to the service team and the steering committee*~~
- ~~*Organize and lead community events*~~
- ~~*Create and deliver training for support personnel and instructors*~~
- ~~*Help with creation and maintenance of the KB documents*~~
- ~~*Work on special projects as needed*~~
- ~~*Nominate three members of the steering committee.*~~

~~*The CMS Council is already doing the first five of these things, and has demonstrated leadership and fostered cooperation between Moodle stakeholders across campus. The Moodle Council has agreed to nominate three members of the steering committee. The Moodle Council has also given a “vote of confidence” to this document and the governance plan it describes.*~~

Appendix A: Graphical representation of relationships between committees and the service team.

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