

Background

In summer of 2015, a committee sponsored by John Krogman, DoIT COO, was charged with assessing the campus content management system (CMS) landscape and making recommendations for campus CMS. The committee submitted to the CIO, DoIT COO, and MTAG two documents, one in 12/2015 with factual findings and a final report in 5/2016 with recommendations. In summer of 2016, MTAG endorsed the final report, part of which recommended implementing a campus-scoped Drupal solution. Additionally, the recommendations included that the campus-scoped Drupal service should be established using the campus assessment line item for WiscWeb (campus CMS service).

Facts

- There is a viable contract offer from Acquia available now that will expire in the short term. The price has already risen over the past year due to inaction.
- This will allow a shared Drupal service on campus in alignment with our cloud-first strategy, and likely solution improve security through consolidation.
- This would allow those currently running Drupal servers to spend more time with users, rather than running their own infrastructure and software.
- The length of time taken in the decision making process is causing harm to the Drupal customers as they are in a holding pattern waiting for a decision to be made.
- The Acquia solution will add a more reliable, more secure, more robust development than anything we have running on campus.

Why DTAG?

- This affects Divisional IT most of all –
 - Divisional IT is running the servers
 - Divisional IT is working with the customers
- DTAG should have a voice in how their campus assessment funds are spent.
- As good stewards of campus funds, DTAG should ensure that shared solutions meet the needs of as many campus units as possible.

Why Acquia?

- More about Acquia
 - At over 750 employees, Acquia is the largest and only commercial entity with a dedicated focus on Drupal.
 - Acquia provides “follow-the-sun” support with resources across 4 continents (2 Support Centers in the US).
 - Acquia provides unmatched Drupal expertise with over 250 years of combined Drupal experience.
 - Acquia’s Support Team has resolved over 300,000 Drupal support issues to date.

- Acquia's employees include:
 - Acquia's CTO/Founder, Dries Buytaert, is the creator and project lead for Drupal
 - Three Drupal Core maintainers, Dries Buytaert, Angela Byron (6,7,8) and Gabor Hojtsy (6)
 - Four of the top 10 Contributors to Drupal 8 (Gabor Hojtsy, Jess Myrbo, Wim Leers, Tim Plunkett)
 - 10 members of the Drupal Security Team
 - Four current Drupal Board members
 - Over 150 Drupalists who maintain critical Drupal 8 subsystems, Drupal 8 Core Modules and key Contributed Modules
- Acquia Cloud is monitored 24/7 by a global operations team who can respond to issues or traffic spikes
- Acquia created Lightning to enable developers and empower editorial teams on Drupal 8 by providing a framework, documentation and best practices: <https://www.drupal.org/project/lightning>
- In addition to direct development effort, Acquia has invested \$500,000 to port modules to Drupal 8 through the D8 Module Acceleration Program (MAP): <https://www.acquia.com/blog/acquia-blog/accelerating-drupal-8-adoption/27/01/2016/3291486>
- Acquia has developed an extensive catalog of training material, The Acquia Academy, for Drupal 7 and 8 available to customers at: training.acquia.com
- Acquia has been recognized by both Forrester and Gartner as a leader in the CMS and Digital Experience space
- Why Acquia?
 - Acquia offers 24hr x 365 SLA bound Drupal application support, and is the only organization in the world to do so specific to Drupal.
 - Acquia is the only company that offers a 60-minute SLA response time for "critical" Drupal support requests.
 - Acquia provides unmatched Drupal expertise with over 250 years of combined Drupal experience.
 - Acquia is the only company that provides a cloud platform, Acquia Cloud, dedicated to building and deploying Drupal applications
 - Acquia Cloud is the only platform that provides a 99.95% uptime SLA for both infrastructure and Drupal applications
 - Acquia is the only cloud platform that provides Drupal Core and Drupal Modules updates
 - Acquia Cloud provides unparalleled security mapping to the following standards: SOC 1 and SOC 2, HIPAA, ISO 27001, EU Data Protection, FERPA, PCI-DSS
 - Acquia is the only CMS platform provider that partners with Internet2: <http://www.internet2.edu/products-services/cloud-services-applications/acquia/>
 - Acquia dev desktop - an application which integrates with the live/test/dev environments/workflow

- Acquia's integration into the development cycle of Drupal is uniquely beneficial
- Potential to join with Wisconsin Public Radio, UW Colleges and Extension, UW Stout, UW Eau Claire, Gateway Technical College, Wisconsin Department of Public Instruction, to leverage individual contracts into a single contract with better pricing.

Proposed Recommendation:

Timing is critical, having this available now will allow for learning and transition while divisional IT staffs have time available for projects. This will allow deployment for entities looking to migrate during the summer.

As this affects divisional IT currently supporting Drupal servers, and their customers, DTAG recommends that a shared Drupal solution for campus be finalized by signing a campus scale solution contract with Acquia as soon as possible.

