
UMContent

The intent of this document is to describe UMContent web services provided by the Office of Information Technology, define boundaries of such services, and identify levels of services customers should expect.

UMContent is the University of Minnesota's enterprise web content management system, and is available for use by all units. UMContent allows sophisticated web sites to be designed and maintained, yet simplifies content creation and management by non-technical users.

Definition of Services Provided

[UMContent](http://umcontent.-support.umn.edu) - <http://umcontent.-support.umn.edu>

[Training Resources](http://uttc.umn.edu/training) - <http://uttc.umn.edu/training>

UMContent is the University's enterprise web content management system. The system runs the Oracle Universal Content Management application (formerly Stellent Universal Content Management).

A web content management system such as UMContent allows design and content to be separated, which can provide several advantages:

- User roles can be differentiated:
 - Web design professionals can create and manage complex web designs and architectures. Standardized templates and layouts can be developed to assist users enter and maintain content, as well as maintain consistency and design integrity throughout a site.
 - Content creation and management is simplified. Authors and content contributors can create and manage content without worrying about web design or programming issues. Multiple authors can update content concurrently.
- Workflows and approval processes can be developed and enforced.
- New designs can be easily applied to web sites to update identity elements and the overall look of the site.

Resource Administration

The administration and management of the UMContent system is handled by both central UMContent administrators and sub-admins in local units. UMContent administrators are responsible for managing the overall infrastructure to assure continuity and reliability across the University. UMContent administrators will provide support to unit sub-admins as requested.

Each system user is given a unique account that has controlled access permissions. Security groups are also created to simplify the management of access permissions for users from common units (e.g., *organizational groups*, such as users from a specific department; or *functional groups*, such as

“content contributors” within a unit). In UMContent, security groups form the base for user administration, workflow administration, and access control.

Each unit is able to delegate the management of resources to local sub-admins. In UMContent, sub-admins have the ability to manage users, accounts, access rights, workflow, and dynamic converter templates for their security group.

File Storage

Space within UMContent is assigned on a per-unit basis, allowing OIT to work with units to effectively coordinate based on the unit’s needs and OIT’s allowable storage space.

Units that need more storage space than approved by OIT can contact the UMContent team (via the online request form at <http://umcontent-support.umn.edu>) to request additional storage allocations. The UMContent team will escalate requests to OIT management for decisions. Units may be required to pay for additional storage.

Service Performance

The UMContent service includes several components, some of which are used by administrators and others which are used by end users. The most visible component for end users is web content management contribution. Administrators have tools available for managing user accounts, web sites, digital assets, as well as other tools to assist them in efficiently and effectively providing support to their unit(s).

Service levels apply to all parts of the UMContent service. Successful, degraded, or failed service levels apply to normal, schedule operating hours. During scheduled maintenance, the expectation is that the services will not be available.

Hours of Operation

It is OIT’s goal to provide UMContent system availability 24x7x52, except for scheduled maintenance periods. Normal system support is available between 8 a.m. and 5 p.m., Monday through Friday, with on-call staffing for after-hours emergencies. Systems are monitored 24x7x52. System status is available at: <http://systemstatus.umn.edu>.

Performance Measurement

Performance measures for UMContent Services will be available online Spring of 2011 at <http://www.umn.edu/UMContent/performance>.

Change Management

Change Management is the structured approach OIT uses to manage changes to the University of Minnesota IT environment via formal request and approval mechanisms. By employing a consistent, structured approach to change management, we are able to ensure that all changes are efficiently and promptly handled, thereby minimizing the impact of change-related incidents on service delivery. The Change Approval Board (CAB) oversees and approves OIT changes to service. There are four change categories: Standard, Normal, Urgent, and Emergency. For more information, visit the [Change Management website](#).

Scheduled Maintenance

UMContent has time reserved for scheduled maintenance between the hours of 7:00 p.m. and midnight on the first and third Sunday of each month.

Please note: As of July 1, 2011, the UMContent scheduled maintenance window will change. The new maintenance window will be between the hours of 6:00 a.m. and noon on the fourth Sunday of each month.

During scheduled maintenance, the expectation is that UMContent services will not be available. Every effort will be made to use this window to perform maintenance activities. If the maintenance activity extends beyond anticipated end time, the [System Status page](#) will be updated accordingly. The schedule of OIT maintenance windows is published on the [System Status page](#).

Should maintenance be required outside of the scheduled maintenance window, an announcement will be posted to the [System Status page](#).

Service-Impacting Maintenance

If a scheduled maintenance activity is expected to impact service, OIT intends that information regarding that maintenance activity will be communicated via the System Status page, UMCONTENT-USERS mailing lists, and other appropriate venues no fewer than 10 business days in advance of the maintenance activity.

Communications

Communications about maintenance will include the start time, anticipated end time, and a description of the maintenance to be performed (upgrades, patches, etc.).

Dependencies

UMContent is dependent upon the University data center power, network, and related systems. The availability of those systems will have a direct impact on the availability of this service.

Service	Dependency on Service	Service Provider
Power	There must be power to at least one Content server, the Database server and the SSPU servers	OIT
Network	There must be network access to at least one Content server, the Database server and the SSPU servers	OIT
SAN Storage	There must be a connection to the OIT SAN	OIT
Environment	There must be network access to at least one Content server, the Database server and the SSPU servers in a room temperature environment	OIT
Vendor	Vendor support may be required for resolving complex problems. Support timetables from vendors are highly variable and will extend time needed to resolve problems.	Vendor

Retention Policy

Older revisions of content items will be removed from UMContent. The following rule is used to determine which revisions are removed:

- Revisions over 20 that are older than two months.
- A content item can build up as many revisions as necessary during a two-month period. If the 21st revision (or higher) of a document is older than two months, it is removed. If a content item never reaches 20 revisions, all its revisions remain available.

SSPU Error Threshold

Error limits are in place on sites crawled and deployed by SSPU. Two types of errors are distinguished: hard and soft errors. Hard errors (e.g. HTTP 503 errors) are more severe and if any are encountered by SSPU, the site will not deploy to the destination server.

- Soft errors (e.g. HTTP 404 errors) are limited to 100 per site. Soft errors indicate poorly formed links and decrease performance of both SSPU and Content Server.
- OIT will attempt to notify sub-admins when a site they are responsible for is not deploying because of SSPU error limits.

Service Provider and Customer Responsibilities

Staffing

The UMContent team currently consists of three FTE employees who are responsible for the implementation of the product, updates/upgrades, management of the central service, and providing best practices and user support for local units for administering services for their area. UMContent support is available between 8 a.m. and 5 p.m., Monday through Friday via the online request form at <http://umcontent-support.umn.edu>.

OIT Duties and Responsibilities

UMContent staff provides Level 2 support to IT staff in local units in addition to the support offered by the University's 1-HELP service.

Sub-Admin Support

Sub-admin support shall be provided by the UMContent Support team via the online request form at <http://umcontent-support.umn.edu>. Initial response shall be within one business day. Resolution of support requests shall happen as soon as is reasonably possible.

Training

The University Technology Training Center (UTTC) has created training courses for content contributors and sub-admins (<http://uttc.umn.edu/training/resources/umcontent>).

The UMContent team will be expected to:

- Communicate and coordinate with IT staff in local units to minimize disruption to end users.
- Notify customers about all scheduled maintenance
- Meet response and resolution times associated with service-related incidents

Customer Duties and Responsibilities:

Sub-admins are given control of their unit's resources on the UMContent system, and are expected to manage these resources proactively. Sub-admins must maintain security of their resources. UMContent administrators have no responsibility for management of a unit's resources or for security issues that occur on a unit's resources.

Customers will be expected to:

- Manage and maintain security of local UMContent resources
- Adhere to any related policies, processes, and procedures
- Report problems using reporting procedures described in this service statement
- Provide input on the quality and timeliness of service

Customers are responsible for writing and maintaining their own custom code including iDoc script.

Sub-Admin Responsibilities

College and department units will designate sub-admins who will manage their UMContent resources, and can open tickets with the UMContent support team. UMContent administrators have no responsibility for management of a unit's resources or for security issues that occur on a unit's resources.

Sub-admins will be responsible for keeping sites in check. SSPU Errors introduced into UMContent affect all units including the overall performance of the system. Sub-admins can view a report of the SSPU error log using the link on <http://umcontent-support.umn.edu>.

Product restrictions are in place to prevent sites from deploying when errors for a given site have reached a set threshold. It is the responsibility of the sub-admins to clean up SSPU errors so deployment resumes.

Problem Management

The status of University systems is available online at: <http://systemstatus.umn.edu>. Whenever possible, users are encouraged to check the status page before contacting technical support.

Users are strongly encouraged to first contact technical support resources in their local unit if they are experiencing problems with computers or applications. Local technical staff will be able to resolve many problems or escalate them to the appropriate levels, helping to increase the speed and effectiveness of the service response. Response time is dependent on the local unit's technical support processes and policies.

If local technical support resources do not exist or are not available (e.g., outside of normal work hours) users are encouraged to contact the University's 1-HELP service (<http://www.oit.umn.edu/help>):

- On-campus – 1-HELP (1-4357)
- Off-campus – (612) 301-HELP (4357)
- Email – help@umn.edu

1-HELP hours are found at:

<http://www.oit.umn.edu/help/contacts/>

Monday-Friday: 7:30 a.m. - 8:00 p.m.

Saturday: noon - 5 p.m.

Sunday: closed

Outside of these hours, or on University holidays, callers may leave a message, which will be responded to the following business day.

1-HELP will escalate incidents, when necessary, to appropriate service providers. All incidents and changes reported to 1-HELP will be logged into Service Center.

Disaster Recovery

UMContent is an important service. In the event of a disaster, recovering UMContent service is a high priority. Redundancies are built into the UMContent system to minimize outages and to assure that service is restored as quickly as possible in the event of a disaster. Degraded or failed service receives immediate attention and all available resources are brought into force to recover full operations.

UMContent servers are load-balanced, and auto fail-over is set up between application nodes. Recovery from database problems is a manual process that may take two days or more.

In the event of a site failure or another event causing multiple service failures, UMContent will be placed at a non-business critical level in the recovery queue, depending on the nature of the failure. In other words, services like PeopleSoft or e-mail would receive higher priority.

Unexpected Interruptions

In the event of unexpected service interruption, OIT will update the System Status web page and send notification of service interruption to subscribed individuals within 15 minutes of service loss identification by the UMContent Support team via the UMCONTENT-USERS mailing list. Status updates will be provided on an hourly basis to both system status and subscribed individuals. Post mortem will be released after the resolution of the interruption.

Policies

University of Minnesota Information Technology policies are available on the web at:
<http://policy.umn.edu/Policies/it/Use/ITRESOURCES.html>

Policies related to this statement include:

Acceptable Use of Information Technology Resources
http://www.policy.umn.edu/groups/ppd/documents/Policy/Acceptable_Use.cfm

User Authentication for Access to University Computer Resources
http://www.policy.umn.edu/Policies/it/Use/SECUREDATA_PROC01.html#authentication

More Information

For more information about this and other OIT services, visit the [OIT service catalog](#).

Service Statement Maintenance

This statement of service will be reviewed annually.

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