Web Office

Web Development Request process

Document Control:

Version	Author	Issue Date	Revisions
0.1	Cade Whitbourn	13/12/2017	DRAFT based on previous doc
0.2	Cade Whitbourn	9/1/18	Updates based on feedback from Tim Mannes

This document outlines the process for requesting web development or redevelopment work.

The Web Office requires **six weeks' notice** before we can begin any new web development work. This timeframe allows for the steps in this process to occur, as well as the necessary scheduling of resources. If your request is urgent and falls outside of the control of the business (e.g. compliance issues), this must be indicated when logging a job.

People involved

- Web Operations Manager, Web Office
- Web Office management team
- Web Strategy Committee (WSC)
- Client

Overview of the web development request process

1. **Submit an IT help desk request** for a new website or application, or the redevelopment of an existing website or application.
2. If the job requires, you will need to **submit a business case** to the Web Operations Manager who will review all new development requests, along with the relevant specialists from the Web Office (WO).
3. Significant work that is likely to impact existing endorsed work (Web Improvement Program) will be referred to the Web Strategy Committee for their review and approval.

Detail of the web development request process

Your request goes through a standard process to ensure it's aligned with the strategic objectives of the Web Strategy Committee and University Strategy.

Logan IT help desk request	All web-related requests large or small should be initially submitted through the IT Help Desk
	The Web Operations Manager determines if the request is a web development request, based on: 1. Scope of request (e.g. number of pages) 2. If the request involves new web functionality or new design components 3. If the request requires input from a variety of WO specialists 4. The overall complexity of the request
Submit a business case	If your request is found to be a web development request, the Web Operations Manager will work with you to complete a business case document. This document will be provided to you by the Web Operations Manager. The business case helps to clarify the scope of the work, the impact of completing or not completing the work, timeframes, approvals and overall goals of the request. Based on the business case, relevant WO managers will provide advice to the Web Operations Manager on projected timelines for completing the work, and likely impacts on existing work.
Approval decision	The Web Operations Manager will approve the work if there is strategic alignment and the work can be delivered alongside existing endorsed work. Significant development requests that will impact endorsed Web Improvement Program will be triaged to the Web Strategy Committee. The WSC meets 4-6 times a year to make decisions on significant website redevelopment requests. The Web Operations Manager will present each request to this committee and provide advice to you on the outcome of their review.

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Scoping the work	If approved, the Web Office will work with you to undertake a scoping process, which includes developing the following:
	1. Technical requirements
	2. Business requirements
	3. Required/optional services
	4. Proposed timeline
	If additional work is required outside of the agreed scoping document, this may affect delivery dates or cause funding implications.
Delivering the work	A project manager from the Web Office may be allocated to coordinate the work. Different experts from the Web Office will be engaged throughout the project's lifecycle. You will receive items, such as reports, mock-ups and written content, to review and approve as required.
	We work in an agile way, which means you will be engaged for input periodically throughout the project and may see iterative prototypes.
	Our quality assurance procedure is rigorous and we make a number of checks and assessments on the final product to ensure compliance with internal and external standards.
	Depending on requirements, we'll engage the following expertise:
	• User Experience and Design
	• Web Development
	• Content Management System integration
	• Web Content Editor training and support
	• Web Accessibility
	• Web Content development and training
	• Web reporting and analytics
Go-live and launch	Taking major websites live requires a communication strategy and the WO can work with you to create this. WO management approve the launch before sending to you to approve. The website can then go live at the pre-approved time.

Web development request flowchart

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Log request in IT Help Desk  →  Is it BAU?
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Is it BAU?
- Yes → Request completed (2 days global response time, 4 weeks resolution)
- No → Web development request

Web development request

Note: Requires development of a business case (client) and scoping document (WO)

Can it be delivered operationally alongside existing approved work?
- Yes → Request completed (6 weeks notice period for resources, delivery schedule to be negotiated)
- No → WSC review

WSC review → **Was project approved?**
- Yes → Request completed
- No → Request rejected