

# **SAITS Web Development Services Protocol and Services Request Policy**

All web development requests should be submitted by sending an email to the web developer at [mjk7@humboldt.edu](mailto:mjk7@humboldt.edu) or by submitting the Web Development Request Form at [http://studentaffairs.humboldt.edu/saits/web\\_request.php](http://studentaffairs.humboldt.edu/saits/web_request.php). Please call ext. 3373 if you need immediate assistance or help determining the level of your request. Jobs will be ranked and completed based on their level, urgency and divisional priority.

## ***Level 1 Requests***

Level 1 requests are completed in the order in which they are submitted and/or according to the critical nature of the update/problem. Level 1 requests are usually completed within one to five working days. Level 1 requests include the following:

### **Website Problem/Troubleshooting**

(e.g. Problems with websites' display and presentation, ADA issues, design suggestions, HTML questions, how-to questions).

### **Limited Content Updates**

(e.g. Adding a new page of content to a website, removing a paragraph, changing dates, changing links, adding or removing images).

## ***Level 2 Request***

Level 2 requests take longer to complete, two to fifteen weeks, and are completed based on the priority of the project(s). Level 2 requests include the following:

### **Web design**

- New site design
- Existing site redesign
- ADA compliance

### **Graphic design**

- Image manipulation (e.g., logo creation and custom graphics)
- Scanning images
- Document conversion to PDF
- Limited cover design and layout for division-wide publications
- Consultation for campus-wide publications

### **Multimedia**

- Limited video capture and production
- Animation (e.g., Flash)
- Presentation help and design (e.g., Power Point)
- Internet broadcast research (research and solutions)
- Web programming & development

- Content management solutions (e.g., bulletin board, web calendar, web journal, routine update capabilities by staff)
- Web statistics
- Conversion of paper based forms to on-line forms and applications
- Web security (e.g., secure transfer of confidential data, defacement prevention)
- On-line surveys and polls

### **Web site management**

- Non-routine web site updates and content changes

### **Media Services**

- Training and consultation on use of media equipment

### ***Level 3 Requests***

Level 3 requests are projects expected to take more than 15 weeks to complete and consist of automating a process or providing advanced database with Web solutions. Such projects may include Web interaction with other departments and outside resources (e.g., interface with Banner resource information system).

### **On-line application processing**

- Secure transactions and information processing
- Process directly to existing database or internal management system

### **Web based applications**

- Interactive Web site providing complex support