

Home

Website Help

Content Accessibility

WordPress

Processes


Website Channels

Recycle bin

Edit



Service Level Agreements (SLAs)

 **Sumption, Chris**
WEB CONTENT MANAGER 2

We would like to provide the highest quality of service when updating and publishing your content. In order to achieve this goal, we ask that you provide us with adequate time to complete your requests. Use the listings below to help aid in your project planning.

Typical Request Turnaround Times

- Website Edits (simple edits, PDF uploads) = 48 to 72 hours
- Add Calendar Events to the District Website Calendar = 4 weeks
- Videos Uploaded to the District YouTube Channel = 48 to 72 hours
- Website Post that appears in the "District News" section of the district homepage = 4 weeks
- Web Page (single webpage, complete update or redesign) = 1 to 2 weeks
- Web Page (multiple pages, complete update or redesign) = 4 to 5 weeks
- Web Forms (Microsoft Forms) = 1 to 3 months

August, September, and Periods of High-Volume Turnaround Times

We must adjust our timeline estimates due to the volume of content requests that we receive during certain times of the year.

- Website Edits (simple edits, PDF uploads) = 1 week
- Add Calendar Events to the District Website Calendar = 4 weeks
- Videos Uploaded to the District YouTube Channel = 1 week
- Website Post that appears in the "District News" section of the district homepage = 4 weeks
- Web Page (single webpage, complete update or redesign) = 2 to 4 weeks
- Web Page (multiple pages, complete update or redesign) = 8 to 10 weeks
- Web Forms (Microsoft Forms) = 1 to 3 months

Priority of Requests

Typically, priority is given to the following types of requests:

1. Student wellbeing and regulatory compliance
2. Communication from leadership
3. All other requests

Note: We do understand that emergencies happen. We will make every effort to prioritize any and all emergency requests using the above criteria.

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Changes to any content on the district website should be recorded in the **Website Updates Teams** channel and the **Website Production Plan**. The goal of this step is to ensure that documentation about the update is easily accessible by all team members.

Website support requests should be made through the [Website Support Request Form](#) located on the [Communications SharePoint page](#). Once a form is submitted, a conversation is automatically added to the Website Updates Teams Channel. At the same time a corresponding card is automatically added to the Website Production Planner Board and an email capturing the request is sent to responsible parties.

As conversation occurs or more information is gathered about the request, capture that information in a reply to the respective Teams conversation. If applicable, store any relevant documentation related to the task in the "Notes", "Checklist" and "Comments" sections of the related Website Production Planner card. Typical things that can be captured: Any relevant task steps (especially if the task is complicated), relevant correspondence to and from stakeholders (that is not being captured in the Teams conversation), and steps that were taken to complete the task.

- [See an example update request Teams conversation.\(jpeg\)](#)
- [See an example Task in the Production Planner \(jpeg\)](#)
- [See an example notification email notification to responsible parties.\(jpeg\)](#)

Record Retention Resources

- [Policy 4041 Records Retention \(PDF\)](#)
- [Procedure 4041 Records Retention \(PDF\)](#)
- [Washington State Archives - Managing School and ESD Records](#)
- [Washington State Archives - Managing Websites](#)