



IMSA Wordpress site standards and procedures

This document defines the operational standards and procedures for the use of the systems operated by IMSA Information Technology Services (ITS) that provide access to Wordpress web sites. These websites contain content created and maintained by any member of the IMSA community for the purpose of displaying information related to the curricular, co-curricular or extra-curricular activities at IMSA.

- Wordpress is an Open Source application that provides blogging, web page publishing and content management.
- IMSA ITS provides the services necessary to operate a Wordpress website. These systems include the front end web servers, middle layer Wordpress application and back-end database servers. These systems are operated in accordance with current production Service Level Agreements (SLA) for confidentiality, integrity and availability (CIA).
- These systems are subject to regular site preventative maintenance outages according to the schedule published on the 12 month school calendar.
- The CIA of any individual Wordpress site is not subject to any SLA by IMSA ITS. The content created and maintained on individual Wordpress sites is solely the responsibility of the authors and site maintainers.
- All content must be in accordance with all existing federal, state and local laws as well as all existing IMSA policies. Any violations will result in the immediate removal of the offending site. The issue will then be referred to IMSA Student Life or Human Resources, as appropriate, for further action.
- Every Wordpress site hosted on the production servers must have a designated IMSA community member who is responsible for providing a contact point for IMSA ITS. This contact is established at the time of the initial request for a Wordpress site. If/when this contact leaves IMSA, the site for which they are responsible will be taken off-line until another contact is designated. This transfer of responsibility can take place before leaving to ensure site continuity.
- Any community member can request a Wordpress web site by submitting the form at https://www3.imsa.edu/helpdesk/wprequest_form. ITS will contact the requester within two working days to implement the request.
- All site administration will be through the Wordpress administration interface. File system level access to Wordpress sites is not available. IMSA ITS does not provide any support to end users for site administration or for Wordpress operation. The Wordpress project documentation is available online at http://codex.wordpress.org/Main_Page.
- IMSA ITS **will not** provide restore services for any site content. Individual site operators must use existing Wordpress capabilities to back up and restore their site content. All content is archived periodically and stored offsite according to current ITS procedures.

- Individual sites can use any theme or plug-in that has been approved by ITS. These items will be installed by ITS and can be added to individual sites by the site administrator through the Wordpress admin interface. Requests for installation of themes or plug-ins should be made via a request to helpdesk@imsa.edu.
- The web address (url) of individual sites will be of the form <https://sites.imsa.edu/<sitename>>, where “sitename” is chosen by the requester. No “top level” names are available. An exception is made to redirect top level names in existence as of November 1, 2011.
- Site administrators can choose to create additional administrative or operational users for their site. Maintenance of these users is the responsibility of the site administrator(s).