Request workflow

Page contents:

Request types

Routine

- "Post this news or announcement"
- "Change this information"

Not routine, and we may not have local authority to do

- "Fix this problem/ bug/ behavior"
- "Add new category of data or a new page"
- "Make a functional change"

Process outline for routine requests

"Post this news or announcement"

Is it a "**News**"or an "**Announcement**" article?

- **Q:** Who decides this? Chair's office or Web Cmt Chair?

Poster benefits from an explicit deadline so expectations can be met while also fulfilling competing priorities.

- Joyce is fine defining a deadline and addressing issues if that deadline can't be committed to by poster.

If "News"

Requires a square picture equal to or better than 180*180 pixels (or it looks bad).

- **Q:** Who decides on picture, and crops picture to a square, if necessary?

Which of the existing "News" items on front page's carousel gets dropped? (Limit of 5 at any one time.)

- **Q:** Who decides this? Chair's office or Web Cmt Chair?

If either "News" or "Announcement"

By default, categories of research areas chosen will match faculty's research areas. If something else needed, this must be specified on the request.

Posting, especially links, should be verified by someone other than poster, to ensure everything looks and behaves as expected. (Tools almost guaranty introduction of errors!)

- Q: Is Joyce OK doing this post-production Quality Assurance (QA) task?

Process outline for non-routine request

NOTE: For many of these, we may not have local authority (technically) to resolve ourselves.

"Fix this problem/ bug/ behavior"

- For VIVO-related problems, designated staff (Oliver, as of 1/17/21013) may send the VIVO group a problem report, <VIVO-SYSTEMS-L>.
  - See our VIVO contacts page.