

PLAN

REQUIREMENTS

SOLUTION
ANALYSIS

DESIGN

BUILD

TEST

TRAIN/DEPLOY

MAINTENANCE

Drupal Services Program Charter

Executive Summary

The Drupal Services Program involves three projects that will offer distinct services to meet the various technical skill levels and diverse needs of university Web publishers. The services will be built using Drupal, the university's main content management system (CMS), and will provide more efficient, secure and easy-to-use Web publishing options.

The three sequential projects are:

1. The Drupal Foundation Project will offer a Drupal 7 distribution package, a Feature Server and associated documentation. This project will offer a basic set of Drupal functionality that can be readily expanded and used to create custom sites.
2. The Digital Experience Environment Project (DEEP) will provide a Drupal 7 environment in order to replace the current UT CMS service, as well as maintenance and ongoing support for this environment and its migration to the UT Web Infrastructure. DEEP will provide the foundation on which the Digital Experience (DigX) project will be built.
3. The Managed Drupal Project will provide a Drupal publishing platform for campus Web publishers with templates from the DigX project, will add additional templates and features in the Feature Server, and will create the associated documentation. This project will provide an easy to use platform for departments to manage their Web content without needing to hire and retain staff with Web developer skills.

Business Need and Background

University Communications and Information Technology Services (ITS) are focused on efforts to simplify, standardize and personalize the Web experience for the university community through two projects: the UT Web Infrastructure project and the DigX project.

The main goal of the UT Web Infrastructure project is to deploy a new service and a new infrastructure that will be more secure, friendly, manageable and scalable for every user. The main goals of the DigX project are to redesign the main university website, www.utexas.edu using responsive, device-driven best practices, and to provide university-branded resources and a shared technology platform that will be accessible to the entire UT campus.

Some of the high-level needs that were identified from these projects are strongly tied with the business needs of the Drupal Services Program:

- Replace the outdated technical infrastructure.
- Provide a new and more widely used Web hosting service with a wider range of functionality.
- Provide a Web publishing option for less technical users.
- Improve the reliability and redundancy of centrally supported Web publishing services.

Program Description and Scope

The program will provide both new and revised services that are more efficient, branded and easy-to-use for developers and content managers. These new services will be built using the Drupal content management system. Drupal is a customizable, open-source software that allows one to easily organize, manage and publish content from any Web browser. Drupal was selected as the university's enterprise CMS solution after an extensive product evaluation in 2009 and is well-supported by ITS. The decision to use Drupal was verified by the vendor contracted for the 2013 Discovery Project, the preliminary research project that is the basis for the DigX Project.

The Drupal Services Program consists of the following three projects:

1. Drupal Foundation Project

This project will deliver a Drupal 7 distribution package that includes an updated, tested and deployable version of Drupal, the related Drupal modules and the documentation necessary to use, support and maintain the distribution package. A Feature Server will also be created as part of this project and will serve as a repository for additional Drupal capabilities (e.g., modules, themes, etc.). Primary users of this service will be developers who build, manage and maintain their own websites but want to become part of a more standardized infrastructure. The service will be available to departments, colleges and schools. ITS will be responsible for the core Drupal distribution updates, the Feature Server and supporting tools.

2. Digital Experience Environment Project (DEEP)

This project will provide the Drupal environment that will be used to build the replacement of the current UT CMS service. The project will deliver virtual servers equipped with the Drupal distribution package from the Drupal Foundation Project. The DigX project will implement the new design and functionality prototype of www.utexas.edu on this Drupal 7 server environment. ITS will also provide the ongoing oversight, maintenance, documentation and support for the Drupal environment during the DigX project and will also be responsible for the migration of the Drupal environment to the UT Web Infrastructure. Primary users will be the implementers of the DigX project.

3. Managed Drupal Project

This project will provide a Drupal 7 publishing service for departments that require distinct branding for a college, department or research unit. This service will provide a wider range of templates and greater flexibility in look and feel than UT CMS. It will be based on the Drupal distribution, with additional template work provided by the DigX project; new templates and other features will also be added to the Drupal Feature Server. Primary users will be developers or content managers who have some Drupal

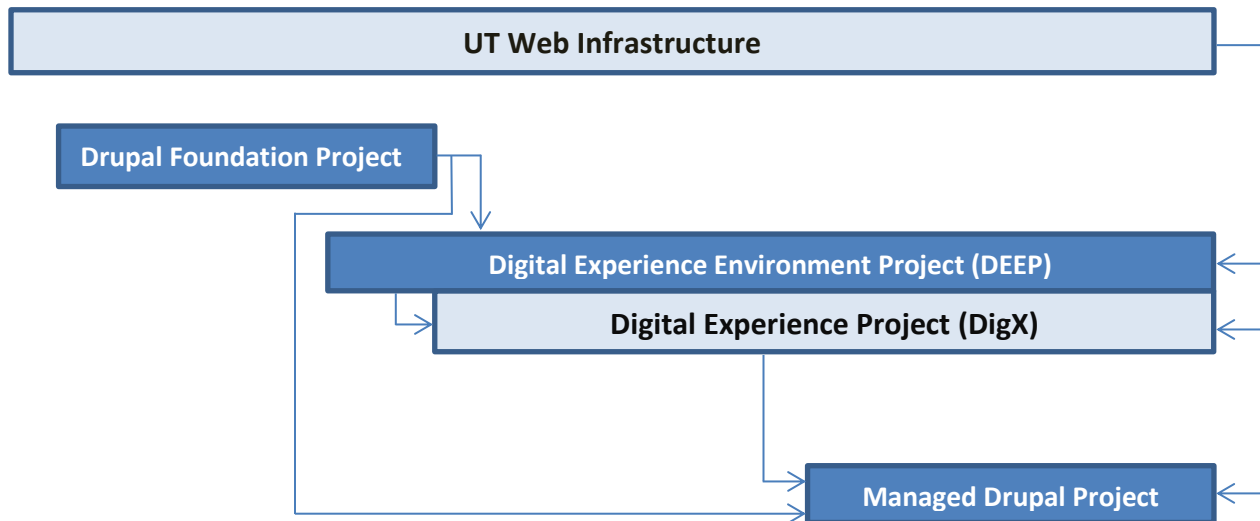
experience but lack the expertise or time to build websites from the ground up. This service will be available to university departments, colleges and schools; in the future, options may be offered for faculty, staff, students and university-affiliated organizations. ITS will provide technical support for the automated deployment and ongoing support of new Drupal sites as well as oversight, maintenance, documentation and support for the templates and Feature Server enhancements.

Out of Scope

- Disaster Recovery will be planned as part of the hosting infrastructure; it will not be part of these platforms.
- The creation of a self-service site tool which will help users select the best publishing option is not part of this program.
- Integrating the Drupal distribution with the UT Web panel is not part of this program.
- The DigX project design and development work for core and key sites is not part of this program.
- Developing websites and Web applications for university customers is not part of this program.

Dependencies

The Drupal Services program consists of three separate but related projects that have dependencies on the UT Web Infrastructure Project and the DigX project:



- The Drupal Foundation Project is not dependent on any other projects and can begin upon Drupal Services Program approval.
- DEEP is dependent on the Drupal Foundation Project for the Drupal distribution.
- DEEP is dependent on the availability of the new UT Web Infrastructure, which will be the host for the DEEP environment.
- The DigX project is dependent on DEEP, which will deliver its Drupal environment and the environment's maintenance.

- The Managed Drupal Project is dependent on the Drupal Foundation Project for the Drupal distribution and the Feature Server.
- The Managed Drupal Project is dependent on the DigX project for vendor-created templates.
- The Managed Drupal Project is dependent on the UT Web Infrastructure Project for the hosting environment for the managed Drupal servers.

Program Goals

These three projects will deliver the following outcomes:

- Users will have access to services that make it easy to publish and manage their websites.
- Users will have access to services that provide a more consistent, university-branded look and feel with abundant options and features.
- Website development costs will be reduced because fewer resources – people and time – will be needed to manage and support the websites.
- Technical support for these services will be more effective and efficient due to the use of standardized technologies.
- These services will help departments comply with the university's security, accessibility and privacy policies.

Program Schedule

Each of the three projects included in the Drupal Services Program will have its own separate schedule in its documentation.

Program Management and Governance

The program executive sponsor is Julienne VanDerZiel, ITS Applications Director. A customer steering committee will be set up for each project individually and will comprise representatives of the appropriate stakeholder groups. Stakeholders include:

- University Communications
- ITS
- Current Drupal developers
- Current Drupal users from UT CMS
- Potential Drupal users that are currently using other technologies on Web Central

Assumptions

- The UT Web Infrastructure project will be completed on schedule.

Constraints

- All Drupal services must be planned to comply with a future cloud strategy.

Risks

- Resource availability due to other projects' prioritization (e.g., UT Web Infrastructure, DigX, ERP projects) and based on limited skill sets
- Dependencies on other projects, as illustrated in the Dependencies section of this charter

Revision History

Version	Date	Updater Name	Description
V 0.1	11/22/2013	C. Konstantinidou	Initial draft completed
V 1.0	12/5/2013	C. Konstantinidou	Changed project names, updated scope for DEEP and schedule
V 1.1	12/13/2013	C. Konstantinidou	Revision based on director's feedback
V 1.2	1/3/2014	C. Konstantinidou	Accepted from the director. Julienne VanDerZiel is the program's Executive Sponsor.