THE UNIVERSITY OF TEXAS AT AUSTIN
ITS Information Technology Services

Managed & Hosted CMS Services Project
Document Version 1.0
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Last Edited August 17, 2015

PLAN | REQUIREMENTS | SOLUTION ANALYSIS | DESIGN | BUILD | TEST | TRAIN/DEPLOY | MAINTENANCE

Project Charter

Executive Summary

Information Technology Services (ITS) is building the Managed CMS and Hosted CMS services to support web content management. The technical foundation of these services will be a cloud hosting platform that can support both Drupal and WordPress sites. The Managed CMS service will provide a highly-managed, turnkey site management platform based on the Drupal CMS. The Hosted CMS service will provide a hosting platform and developer tools specifically designed for Drupal and WordPress.

The Managed and Hosted CMS Services project will include requirements gathering for the cloud hosting platform, solution selection and procurement, and service design and implementation. These services are estimated to be deployed in June 2016.

Business Need and Background

Based on demand from IT governance and the campus IT community, as well as an internal need for the scalable management of large numbers of sites built on CMS platforms, ITS plans to build the following:

- **Managed CMS** – a highly managed, turnkey website solution built on the Drupal CMS, offering University-branded design and pre-built site features.
- **Hosted CMS** – a flexible, cloud-based website management platform which allows users to host sites built in either Drupal or WordPress, with software update support available from ITS on a fee-for-service basis.

The technical foundation of these services will be a cloud hosting platform that is optimized for performance and streamlined maintenance for Drupal and WordPress sites.

The business needs for these CMS services at UT Austin can be divided into three main categories:

Community Demand for Central Management

Use of Drupal and WordPress at UT Austin has been steadily increasing as Web publishers have transitioned from static HTML technology to dynamic content management systems. At the same time as CMS adoption has increased, many units at the University are dealing with reductions in technical staff and are looking for ways to publish and manage complex websites with fewer resources. This situation has driven demand and fast growth for ITS' managed WordPress service, sites.utexas.edu, and demand for a managed Drupal service

has been expressed through IT governance and discussions with the UT Drupal Users Group. These same technical resource constraints have also driven an increasing number of units to contract with ITS for support of their existing Drupal sites.

Brand Standards and Design

University Communications has been engaged in a multi-year project to redesign the university's home and core pages, with a transition to using responsive design technology to accommodate the growing number of mobile Web users. The scope of this project also includes design templates and pre-built functionality for specific Web publishing use cases such as faculty profiles and course listings, which University Communications plans to provide to every campus unit in the form of a managed Drupal site-building "platform." This platform will empower Web publishers to quickly build and easily maintain websites that fulfill the most common functional and design requirements at the university.

ITS and University Communications also plan to build a responsive WordPress theme to provide branding support both to sites.utexas.edu and to developers building WordPress sites on other platforms such as UT Web.

Technology

Historically, the university's legacy shared hosting platform did not provide strong support for Web CMS software such as Drupal or WordPress. Specific technology constraints sometimes resulted in poor performance for sites built using these packages. This situation was particularly acute for Drupal, and drove the owners of many of the more advanced Drupal sites on campus to purchase virtual servers and managed server support from ITS.

This situation has improved since the October 2014 launch of UT Web, which resolved some particular issues and provides acceptable performance for both WordPress and Drupal. However, there is a new class of cloud hosting providers which not only provide a highly managed hosting stack that is specifically tuned for PHP CMS packages such as Drupal and WordPress, but also have sophisticated built-in tools for developer-focused tasks such as version control, continuous integration, and dev/stage/prod workflow. Additionally, these providers offer specialized products targeted at organizations that need to centrally manage large numbers of Drupal and WordPress sites.

Project Description and Scope

The Project will include the following:
- The documentation of requirements for the cloud hosting platform
- Product selection and purchasing/contracting process for the cloud hosting platform
- The design and development of the two new services, including the definition of funding models and business plans, Service Level Agreements, and documentation
- The creation of a UT WordPress distribution that will include a UT-branded theme(s), integration with UT centralized authentication, and UT-specific plug-ins
- Preparing the UT Drupal Kit for use as a distribution on the cloud hosting platform

- The investigation and implementation of integration needs that will be created while using ITS technologies on the cloud hosting platform (e.g. authentication, SSL certificates)
- The identification and migration of a limited set of Early Adopter sites before launching the services to the UT community

Project Goals

The goals of the Managed and Hosted CMS services are to:

- Allow web publishers to easily create sophisticated UT-branded, responsively designed websites in Drupal using a common distribution, which will include a UT-branded theme, and common functionality in the form of modular features that can be enabled or disabled (Managed CMS).
- Provide Drupal and WordPress-optimized cloud hosting and developer tools for site owners at UT Austin (Hosted CMS).
- Allow ITS to provide and maintain distributions for both Drupal and WordPress that include UT-branded themes (Hosted CMS).
- Allow ITS to provide a scalable Drupal and WordPress management service for web publishers who wish to outsource their site's core and module updates, creating a "shared services"-like model for CMS site maintenance (Hosted CMS).

Project Schedule

The project will include eight phases. The Plan phase will include all of the project initiation activities. The Requirements phase will involve the documentation of requirements for the potential cloud hosting platform to support the services. During the Solution Selection phase the cloud hosting platform that best meets the needs of the services will be determined. The Design and Build phases will include the development of the business model of the services, as well as the development of all the necessary elements that will need to be integrated to the new cloud hosting platform, ex. integration with UT centralized authentication. The Test phase will mainly include the services' team onboarding and the testing of the cloud hosting platform. The Early Adopters phase will include the migration of a selected group of sites to the cloud hosting platform. Finally, in the Deploy and Close phase the services will be launched to UT web publishers and all project closing activities will be performed.

A high-level project schedule is outlined below. At this time, an estimate can be provided only for the first three phases. A detailed project schedule will be created at the completion of the Solution Selection phase.

PHASE	FTE	2015						2016		
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Plan	1	■	■							
Requirements	1		■	■						
Solution Selection	1			■	■	■	■	■		
Design	1									
Build	1									

Test	2										
Early Adopters	2										
Deploy and Close	1										

Project Management and Governance

Role	Name(s)/Organization(s)	Responsibilities
Executive Sponsor	Julienne VanDerZiel, ITS Applications	Review and approve changes in project scope, schedule and budget.
Customer Steering Committee	Ryan Beavers, University Development Office Michael Caldwell, Office of Admissions Aaron Choate, University of Texas Libraries Tim Fackler, College of Liberal Arts Mike Horn, University Communications Blake Justice, University Unions Lori Lacy, LBJ School of Public Affairs Matt Mangum, Cockrell School of Engineering Adam Norwood, School of Law Sarah Snow, College of Fine Arts Jen Swanda, University Communications Stacy Vlasits, College of Liberal Arts	Provide sign-off for project deliverables. Make recommendations regarding changes to project scope, schedule, and budget.
Project Team	Larry Archer Mark Fullmer Mark Gonzales Joe Goodman Paul Grotevant Christina Konstantinidou Kathy Perry Megan Rucker	Create project deliverables and documentation.
Information Security Office Point of Contact	Jason Ragland	
Customer Support Services Point of Contact	Jeff Hauger	
Stakeholder(s)	Campus Drupal developers University CSUs using Drupal and WordPress	

Project Facilities and Resources

The following staff resources will be required for this project:

- IT Manager: 0.15 FTE
- Project Manager: 0.15 FTE
- 3 Developers: 0.20 FTE each
- Software Engineer: 0.10 FTE

- Graphic Designer: 0.20 FTE
- Technical Writer: 0.20 FTE
- Tester: 0.15 FTE

Impact Analysis

- After launch, ITS will not enter into new contract software update support agreements for Drupal or WordPress on any platform other than Managed or Hosted CMS. Transition timelines and exceptions for existing customers will be negotiated on a case-by-case basis.

Assumptions

- The solution is only intended to support websites built using the Drupal or WordPress CMS packages.
- The Managed and Hosted CMS services will be owned and sustained by the Web and Contract Services team in ITS Applications.

Constraints

- Any desired features of the Managed and Hosted CMS services must be supported by the new cloud hosting platform.
- The project schedule will be dependent on departments following the Early Adopters plan. Any delays during the migration will result in delaying the actual launch of the service.

Risks

- Issues related to product selection or purchasing for the cloud hosting platform could cause delays in the project schedule.
- Integrating ITS technologies with the cloud hosting platform could result in additional work and delays in the project schedule.
- Dependency on the Drupal distributions being built in Phase 2 of the Digital Experience Project could cause delays in the project schedule.

Revision History

Version	Date	Updater Name	Description
V 0.1	7/29/2015	Paul Grotevant and Christina Konstantinidou	Initial draft completed
V 0.2	7/30/2015	Paul Grotevant and Christina Konstantinidou	Updates made based on team's feedback
V 0.3	7/31/2015	Paul Grotevant and Christina Konstantinidou	Approved by the Director
V 1.0	8/17/2015	Paul Grotevant and Christina Konstantinidou	Approved by the CSC