

Enterprise IT Shared Services Service Level Agreement



Empire 2.0 Web Services Details

(Revision Date: September 15, 2010)

**DOCUMENT CONTROL
REVISION HISTORY**

<i>DATE</i>	<i>DESCRIPTION</i>
9.15.10	INITIAL RELEASE

TABLE OF CONTENTS

EMPIRE WEB 2.0

INTRODUCTION	4
SERVICE DETAILS	5
Web Design	5
Content Management	5
ORDER PROCESS.....	5
ROLES AND RESPONSIBILITIES	5
RESOURCES	7
CONTACT US	8

INTRODUCTION

The purpose of this document is to provide detailed Service Level Agreement (SLA) information about the Empire Web 2.0, content management and website design services.

This document is part of a set of SLA documents, and part of a group of documents and web pages that contain information about the Empire 2.0 service. The Resources Section of this document provides links to Empire 2.0 resources.

SERVICE DETAILS

WEB DESIGN

CIO/OFT's Empire 2.0 Web Services builds clean, easy-to-use, interactive websites. Empire 2.0 Web Services will provide web site hosting, design and development to State agencies using cutting edge technology services, including open-source design.

These Web 2.0 tools can help to:

- Reach constituencies anytime, anyplace to provide information
- Foster collaboration among state employees and stakeholders.
- Facilitate a better relationship with citizens by increasing governmental accountability and transparency.
- Adapt and appeal to the “digital generation” of younger citizens, thereby increasing governmental participation

CIO/OFT will work with an agency to identify their appropriate web site strategy to meet your agency needs. Empire 2.0 Websites are hosted on servers in the NYS Enterprise Data Center.

CONTENT MANAGEMENT

CIO/OFT content managers may provide content maintenance, or the agency can maintain its own content using a fully supported content management system.

ORDER PROCESS

Contact a Customer Relations Manager at customer.relations@cio.ny.gov or **1-866-789-4638** or **518-402-2537**.

ROLES AND RESPONSIBILITIES

CIO/OFT will:

General

- Provide access to website analytics tools
- Provide assistance with search engine optimization

Website Design

- Provide interactive website designs that are based on the Customer Agency requirements and that meet the state Accessibility Policies
- Build the website templates once designs are approved

Content Management

- Provide a secure website content management system
- Provide content management system technical support
- Provide content management system user training
- Run broken links reports on a weekly basis and correct any broken links based on specific agreements
- Provide content updates based on specific agreements

Customer Agency will:

- Provide website requirements to CIO/OFT
- Appoint a Customer Agency website representative and an alternate for consultation with CIO/OFT
- Follow defined processes when requesting content updates

RESOURCES

CIO/OFT Service Level Agreement Home Page

<http://www.cio.ny.gov/SLA.htm>

NYS Empire 2.0

<http://www.empire-20.ny.gov>

NYS Accessibility Policy

<http://www.cio.ny.gov/Policy/NYS-P08-005.pdf>

NYS Common Web Banner Policy

<http://www.cio.ny.gov/Policy/s05-001/bannerStandard.pdf>

NYS Internet Domain Name Policy

<http://www.cio.ny.gov/Policy/NYS-P08-003.pdf>

CONTACT US

Customer Relations Managers listed by State Agency

<http://www.cio.ny.gov/support/ContStateCRMs.htm>

Contact CIO/OFT Customer Relations Managers or the Customer Care Center at

1-866-789-4638 or 518-402-2537

When You Call

Option 2: State and Local Government Customer Service (for Customer Relations Managers)

OR by E-Mail at: webfeedback@cio.ny.gov