

Web Services & Application Development
Medical Information Technology
Dominion Tower
1400 Nw 10th Ave Suite 701
Locator Code R-26
Miami, FL 33136
Fax: 305-243-6417
Web: <http://webservices.med.miami.edu>



Web Content Management System (CMS) Access Form

Please fill out the following information:

Department: _____ Address: _____

Web Site: _____ Phone: _____ Fax: _____

Please enter names and email address of each person using the CMS within each role.

Author – Person making most updates and changes to the web site.

Name: _____ Email Address: _____

Name: _____ Email Address: _____

Name: _____ Email Address: _____

Supervisor – Will receive email notification and be responsible for updates made to the CMS.

Name: _____ Email Address: _____

Director (Optional) – Person responsible for the content of the web site.

Name: _____ Email Address: _____

I have read and understand sections 2.2, 2.3, and 4.1 of the Web Policy Manual printed on the next page. I further understand that it is against the University of Miami School of Medicine computer policy to distribute my login and password to anyone. If I am found in violation of this policy I understand that my computer privileges may be revoked immediately and other penalties according to the policies of the University of Miami and/or Jackson Health System.

Name: _____ Signature: _____ Date: _____

2.2 Content Responsibility - All individuals associated with the creation, posting, and maintenance of content on University of Miami School of Medicine servers must accept and comply with the responsibilities attached. The following section details these rights and responsibilities.

Site Director – The individual who oversees and is responsible for the operations of a distinct organizational group or unit holds ultimate responsibility for the content displayed on the web site of said entity. Site Directors must be in positions equivalent to department chairs, center directors, or executives in administrative roles. Their role is to appoint a Site Supervisor or to accept the role themselves. However, the role of Site Director may NOT be delegated. Repeated abuses in postings, egregious errors, illegal content, copyright and/or plagiarism situations, and similarly serious missteps will be brought directly to the attention of the Site Director.

Site Supervisor – This individual is held accountable for all content on the site. They appoint a content author for their pages. The Site Supervisor's role is to review certain content, make sure all policies and procedures pertaining to the website are followed, take responsibility for site abuses, and take up any disputes with the University of Miami School of Medicine Web Review Committee

Site Author – This individual is responsible for working directly with the website through the content management system. This individual is assigned by the Site Supervisor (see above; 2.2.2) and has full access to all pages on their website in order to add new content, update existing content, remove outdated content, and edit inaccurate or incorrect data. This individual is also the first point of contact between the website and Medical Web Services.

2.3 Content Review – All content on University of Miami School of Medicine web pages is subject to review by Site Supervisors and Directors, Medical Web Services, general the Office of General Counsel, the Office of Technology Transfer, the Office of Communication, and the Dean's office.

Review Process – Any time content is modified on the site, certain people will be notified of the change (except as described below in 2.3.2.) Different content types may have different reviewer lists, but the Site Author's Supervisor and the content administrator for Medical Web Services will automatically be notified of all changes. All reviewers will have two business days to review materials before the changes automatically go live. Reviewers can raise objections to the content but ONLY content authors and Medical Web Services will have the authority to make changes to the content. In minor matters, which might include style, professionalism, grammar, spelling, or design, Medical Web Services will make the necessary changes on the page without notification to the content author. Unless the process is paused (see 3.2.3 below) most content will generally be live two business days after it is created. While Medical Web Services may review content as provided for herein, the Site Directors and Supervisors will be held accountable for all content on their websites.

Exceptions – Some exceptions are allowed to the review process in order to give content authors flexibility to keep their information current without getting bogged down in the approval process. In these cases, the content author can choose to skip the review process and make the new content live immediately.

NOTE: Skipping the review process is always done at the discretion of the content author and his/her reporting line of authority, regardless of the reason, and does not relieve the supervisory people of their accountability for the content.

Routine Updates – Any content that is changed regularly that doesn't need to be reviewed can skip the process. For example, changing a faculty listing, updating phone numbers and addresses, or adding event listings are examples of routine updates that could skip the review process.

Time-sensitive information – Information that is timely and would be useless if it waited two business days should be exempt from the review process. Examples include news items, event updates, and sudden announcements.

Content author's discretion – A content author may choose to skip the review process for any number of reasons that aren't specified here. However, the author and his/her supervisors accept responsibility for any mistakes, or factual errors for content which skips the review process.

Pausing the Process – At times, content may be posted that raises objections from one or more of the content reviewers. Those objections will be made available to the content author, the content supervisor, the Risk Management department, Office of General Counsel, and Medical Web Services. Any one of these people can "pause" the review process, which delays the launch of the content until the objection is resolved. Only the group that has "paused" the process can "unpause" the content and set it to go live.

Dispute Resolution – In situations where content is launched over a reviewer's objections or unfairly paused in the view of an author, a dispute resolution function will be available. An appeals committee consisting of representatives from the Office of General Counsel, the office of the Chief Information Officer, and the chair of the faculty's IRC Committee will review claims and offer resolution.

4.1 Corrective Actions – In an effort to ensure that the University of Miami School of Medicine websites are within the guidelines set forth here, Medical Web Services will periodically review websites in regards to content, design, and style guidelines. If problems are discovered, Medical Web Services will generally follow these corrective actions. Other actions may be taken or processes followed when necessary, as may be determined by the Director of Medical Web Services, in consultation with appropriate University administration and in compliance with University policies.

Site Author – The Site Author will be contacted to review the problems on the website. At this time, Medical Web Services may provide reasonable assistance to the author, whether through training or other support opportunities. Medical Web Services will work to teach the authors efficient ways to display content and keep it within these policies.

Site Supervisor – Should efforts to work directly with the Site Author fail to correct the problems, Medical Web Services will meet with the Site Supervisor and the Site Author to attempt to resolve the problems. As appropriate and reasonable, training and support may be offered to assist the author.

Site Director – Should problems still exist, Medical Web Services will meet with the Site Director to address the problems. At this point, the author will start a 30-day probation period during which they must bring the site into compliance with these guidelines.

Rescind Access – If the 30-day probation period passes without all problems being resolved, the Site Author will lose access to the content management system. To reactivate access, a new Site Author will have to be appointed and approved by the Site Director acceptable to Medical Web Services. In the absence of an acceptable appointment, subsequent changes to the site will be made by Medical Web Services at some cost to the department.

The full document is available at: <http://webservices.med.miami.edu/WebPolicyManual.pdf>