

# WCMS PRIORITIZATION 2016 - 2017

Andrew McAlorum  
Manager, Web Development and Support  
Information Systems & Technology  
University of Waterloo  
519-888-4567 x41135  
[amcalorum@uwaterloo.ca](mailto:amcalorum@uwaterloo.ca)



# EXECUTIVE SUMMARY

## **Problem Statement:**

- Our current backlog of requests and scheduled projects exceeds our capacity to be able to fulfill the requests.
- Some difficult decisions had to be made.

## **Action Plan:**

- We have assessed all of the work currently residing in our WCMS backlog.
- Developed a plan to manage our current capacity constraints.

## **Summary:**

The following slides provide an overview of:

- Current state of the WCMS backlog and intake process
- The Management plan for the remainder of 2016
- The impact of the plan on University of Waterloo



# FEATURES RELEASED IN 2015/2016

- Scheduled content posting/removal
- Vimeo support
- Twitter card support
- Facebook graph support
- CKEditor 4
- Site-specific search
- Instagram support for central social media listing page
- New design for Pages Unavailable 503 page
- Awards content type
- Blog comments
- Additional file upload types
- Tint embedding
- Salesforce web form integration for Engineering
- Support of LaTeX/MathJax



## FEATURES RELEASED IN 2015/2016 CONT'D

- Responsive admin toolbar
- Source view syntax highlighting
- Source view maintains cursor position
- Authenticated access web sites
- Interactive timelines
- Mailchimp integration
- Decimal ordered lists
- Improved Call to Action content
- Job and Volunteer opportunities content type
- Bibliography content type
- Wide template everywhere
- Image captions
- Slideshows/banners on other pages/regions
- Google Universal analytics code support
- Submit RTs via dashboard



# PROJECTS IN 2015/2016

- Security review with ISS
- IST Service Catalog
- Daily Bulletin WCMS port
- Collaborate upgrade
- Important Dates Open Data
- Continuous Integration with Jenkins
- Automated Testing
- Vagrant development environment
- Strategic Plan in Action
- STEM Opportunities for Girls
- OHD Staff Conference
- Admissions page
- Entrepreneurship page
- Waterloo Magazine
- eVote
- Orientation week schedule
- Access Control
- Server configuration optimization
- State of the University Report
- Graduate Studies Academic Calendar
- Performance Optimization



# RESPONSIVE THEMES

- Administrative theme
- Faculties, Departments, Schools, and Units (FDSU) theme
- Publications theme
- Single Page theme
- Conference theme
- Generic theme
- Home site
- Faculty and Researcher web sites (OpenScholar)



# WORK-IN-PROGRESS PROJECTS CURRENTLY SCHEDULED

- Performance Optimization – Ongoing
- Open Scholar pilot – June-July 2016
- E-commerce – July-August 2016
- Responsive Generic theme – August 2016
- WCMS 2.1 (FDSU cleanup) – August 2016
- Single Page 1.0 – September 2016
- Responsive Home site – October 2016
- Open Scholar beta – November-December 2016
- Open Scholar 1.0 - TBD
- Drupal 8 migration – January 2017–TBD
  - » COPE (cross site content sharing) – part of D8 migration



# WCMS BACKLOG

- According to RT Stats, WCMS is the most requested service in IST
- 547 'new'
- 67 'open'
- 7 'stalled'
- 621 total unresolved requests
- Tickets up to 5 years old
- Does not include all upcoming project work





# ‘PROJECTS’ FROM WCMS BACKLOG

- Multilingual
- Access Control – authenticated pages, editing, etc.
- Better content editing
- Better people management/contacts content type
- Feature requests – countdown clock, org charts, new content types, etc.
- Improvements on existing content types/functionality
  - » Feature requests for news, bibliography, opportunities, blogs, etc.
- Code refactoring to best practices
- Bug fixes and testing (ideally 30% of our work capacity)



# SERVICE CHANGES EFFECTIVE IMMEDIATELY

- To address our backlog and complete already scheduled projects, we will not be accepting new requests until further notice.
  - » bug reports ok ;)
- Drupal 8 is around the corner and will be a significant change, it doesn't make sense technically or strategically to fulfill more requests until after Drupal 8 migration is under way in 2017.
- A new process for managing feature requests will be developed.
- We will re-evaluate in January 2017



# ESCALATED PRIORITIES

- Escalations for requests deemed “business critical” will be assessed for impact to our current WCMS capacity
- Accepting a new work request will result in the delay / cancellation of work already scheduled
- Criteria for those decisions will be reviewed and approved at that time



# RT CLEANUP

- Close all open RTs that are over 1 year old.
- Close all open RTs only related to non-responsive
  - » 1.x is now deprecated and unsupported, beyond security fixes
- Close all open RTs that are for custom design or development
  - » We do not have the resources or capacity to do custom development for individual sites
  - » Design direction is provided by University Relations



# DEVELOPMENT OPTIONS

- **Contribute to the WCMS**
  - » Code available on [git.uwaterloo.ca](https://git.uwaterloo.ca)
  - » We encourage development from other groups
- **Fund a contract or co-op**
  - » If you have many requests, consider budgeting for a contract staff member or co-op to work on the WCMS
  - » They can co-locate with the WCMS development team, but work exclusively on tasks prioritized by you.



# QUESTIONS?

Andrew McAlorum

Manager, Web Development and Support  
Information Systems & Technology

University of Waterloo  
519-888-4567 x41135

