

# Waterloo Content Management System Training & Support

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**WATERLOO**

[uwaterloo.ca](http://uwaterloo.ca)



# Training & Support Plan

- Finalized at the end of August
- Available on the WCMS SharePoint site

<https://sharepoint.uwaterloo.ca/sites/waterloocms/trainingsupport>



# Website Migration

- Migration of websites will begin in January 2012.
- The migration of sites into the WCMS will be handled by the WCMS team.
- We will meet with areas to schedule sites to migrate and request that a person in their area be identified as a point of contact (POC).
- We will move content from an area's current live website to the WCMS.



# Site Migration Planning

After the point of contact (POC) has been identified we will meet to discuss:

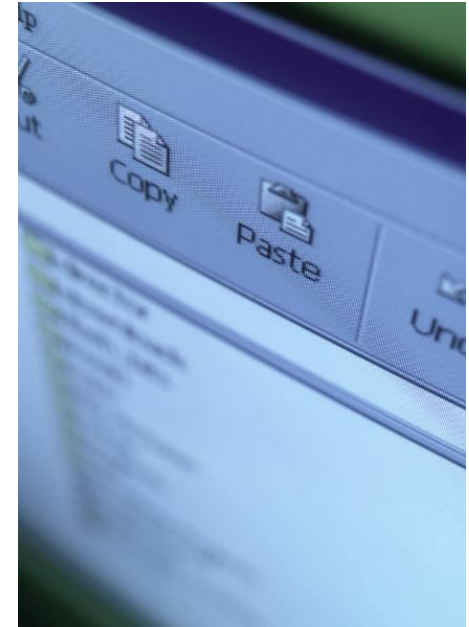
- the migration process
- migration timing
- training opportunities available



# Alternate Scenario Migration

In some cases, areas may have their own designated staff to migrate their content into the WCMS.

- Process is similar (a POC is identified and we meet and coordinate process, timing, training and support).
- We recommend that one person per site conduct the migration of content into the WCMS – ease of tracking content and links to content.



# Site Roles and Permissions

- Site Manager
- Content Editor
- Content Author

**WCMS Site Roles and Permissions**

Role	Permissions					
	Create content	Edit own draft content	Edit all content	Publish/unpublish content	Delete content	Assign users to roles
Content Author	X	X	X			
Content Editor	X	X	X	X	X	
Site Manager	X	X	X	X	X	X

# Training

Training will be offered through the Skills for the Electronic Workplace (SEW) program and through Drop-in Labs.

Courses and Drop-in Labs will start in January 2012.

SEW courses:

- Training for Content Maintainers (biweekly)
- Training for Site Managers (monthly)



# Drop-in Labs

- live support for employees whose websites have been migrated
- live support and step-by-step exercises for employees who would like to familiarize themselves with the WCMS before their website migration
- **5 days/week from 9:00am-4:00pm**





# Training Documentation

- Course notes with step-by-step exercises will be developed for the SEW courses.
- For the Drop-in Labs printed task assignments will be developed to guide users with familiarizing themselves with the WCMS.
- Both will be available on the SEW SharePoint site <https://sharepoint.uwaterloo.ca/sites/IST/CS/SEW%20Handouts/>

# How-to Instructions

- Developed for specific tasks (how to add an image, how to create a link, etc.)
- Available in the form of either:
  - step-by-step text and image instructions
  - video snippets showing the process (with transcriptions provided)
- Housed on the web resources site and linked to from the user interface of the WCMS



# Online Help Documentation

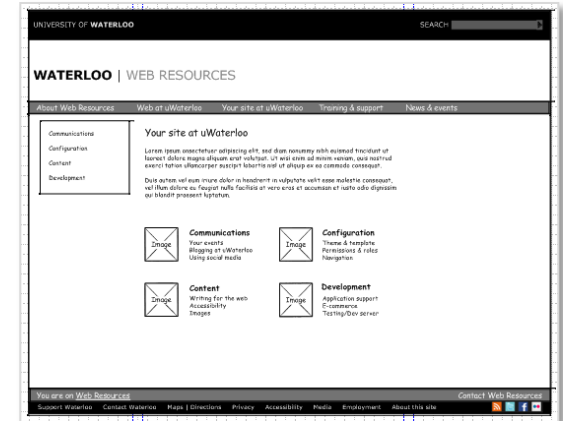
- Developed for site building tasks (how to display an event, how to add multimedia, how to create a form, etc.)
- Housed on the web resources site



# The Web Resources Site

- The need for a dedicated web resources site identified.
- Content requirements identified through needs assessments.
  - Information related to the web at Waterloo.
  - Site building documentation.
- Wireframes available on the WCMS SharePoint site

<https://sharepoint.uwaterloo.ca/sites/waterloocms/trainingsupport>



# Support Requests

- Support requests will be assigned, managed, and monitored using the RT system.
- Email [request@uwaterloo.ca](mailto:request@uwaterloo.ca)
- Requests relating to sites in the process of readying their content to move from the WCMS staging server to the live server will be given high priority.
- Additional support will be provided using Bomgar remote help, at Drop-in Labs, by phone, and in-person as required.

# Questions

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