MARSHALL UNIVERSITY INFORMATION TECHNOLOGY COUNCIL

Procedure ITP-41

Procedure for Obtaining and Maintaining Space on a Web or Document Management System for the Purpose of Publishing or Sharing Content

1. General Information

1.1. Scope: This procedure seeks to update and combine ITG-01 and ITP-25

1.2. Authority: Marshall University Information Technology Council

1.3. Passage Date: December 6, 2013

1.4. Effective Date: Upon passage

1.5. Revised Date: August 19, 2019

1.6. Controlling over: Marshall University

1.7. Purpose and Summary:

This procedure updates and combines the ITG-01 SharePoint Site Provisioning and Cost Recovery Framework, and ITP-25 Procedure for Obtaining and Managing a Site on the Marshall University Web Server.

2. Procedure

Upon request in the form of a completed Marshall University Information Providers Agreement any campus department, university-sponsored club or group, or individual faculty member or administrative staff can request the creation of a web or document management site.

2.1. Site Overseer:

When submitting the online information provider agreement, a site overseer must be identified. Every site that is to remain active must have a valid site overseer identified. Valid site overseers meet the following requirements:

2.1.1. Must be a full time Marshall University faculty, staff or administration

2.1.2. Must possess a valid MUNET account

2.1.3. Must agree that their name and email address will be publicly associated with the site and its content

2.1.4. Must agree to be responsible for the content appearing on the site, and must insure that the content is not in violation of any of the content restrictions defined in section 2.2 of this procedure

2.2. Restrictions on Content for Publicly Exposed Sites:

Content externally exposed (visible from outside the campus network without the use of a VPN connection) must adhere to the following guidelines:

2.2.1. Commercial Use

Public web pages on the Marshall University network cannot be used for commercial purposes of any kind.

2.2.2. Compromised Site

Any site identified as hosting malware, private data, or any other content deemed inappropriate at the discretion of Marshall University IT Administration will be removed from the server, and the site overseer will be notified. Upon analysis and cleanup, the site overseer may request via an IT Service Desk request that the content be reinstated.

2.2.3. Inaccurate or Outdated Content

A site may be disabled or removed from the Marshall University web server if the content that the site is providing is inaccurate, outdated, or misleading. It is the responsibility of the site overseer to make sure that the information provided by their site is accurate and regularly reviewed. If a site is identified as hosting inaccurate or outdated content, the site overseer on record will be notified twice during two consecutive thirty day periods of the problem and offered a chance to correct the issue before a site is disabled.

2.2.4. Orphaned Content

If a site has not been updated at all during the previous calendar year, and the listed site overseer has not responded to two consecutive email requests for content updates sent to the Marshall University email address on record, the content will be removed from the web server. It is the responsibility of a site overseer to notify the Office of Information Technology when they wish to transfer responsibility of a site to another faculty, staff or administrative employee.

2.2.5. Administrative Request

A site may be disabled or removed from the Marshall University web server at any time via a request from any Marshall University administrative employee at the associate vice president or higher level.

3. Copyright Issues

All content must adhere to federal and state laws, and Marshall University policies regarding copyright. Hosting content in violation of copyright will cause a site to be immediately removed from public access.

4. Resource and Content Limitations

Sites hosted on the Marshall University network are subject to system resource and content style limitations. Failure to comply with resource or content guidelines may result in the site in violation being removed from public access.

4.1. Storage Space

All provisioned sites are provided 2GB of storage space dedicated to hosting of site content. Solutions for storage of larger video or image files are available and can be discussed upon request via an IT Service Desk support issue assigned to the Marshall University web team. Additional space can be provided upon request, and will be billed to the department or group responsible for the site using the rates published in the most current version of the Information Technology Rate Schedule.

4.1.1. Application Functionality

Any web application code deployed to the Marshall University web server must not disrupt the functionality or performance of the web server. Application code found to cause performance or stability issues would be disabled until the problem is identified and resolved by the content editor.

4.1.2. Application Abandonment

Any site overseer deploying a web application to the Marshall University network is responsible for the function and maintenance of that application. Should the overseer no longer wish to maintain responsibility for the application, a new overseer should be identified and related to Marshall University IT, or the application must be removed from the sever. Applications without owners on record will be removed when discovered.

4.1.3. Style Guidelines

Marshall University maintains minimum style guidelines for publicly facing web content. Any site using the Marshall University name, logo, or representing a college, department, or academic program should adhere to these guidelines. The guidelines will adapt and change as necessary over time to maintain a consistent university brand. The most current version of the electronic branding guidelines is available both in downloadable form and online. [1]

---

[1] Marshall University Electronic Branding Guidelines https://apps.marshall.edu/devicecheckout/reservation.php