

Epidemiology Web Development Services Policy

Version 4.1, March 27, 2008

This policy addresses the availability of web development services as provided by the Department of Epidemiology within the School of Public Health (SPH) at UNC Chapel Hill. Stated in this policy are available services, available programming and information technologies, and departmental procedures and conditions for web development.

Support Staff

The available services and support outlined in this policy are provided by members of the Epidemiology IS support staff: Bob Goetze, primary web developer, and Spencer Gee. If you have any questions or requests regarding web development, please submit a Remedy ticket online by going to the Department of Epidemiology homepage <http://www.sph.unc.edu/epid> and clicking on the “Tech Support” link in the Resources section.

Services Available:

Fee based services:

- Structural and content development of research/project-specific websites that do not officially represent the Department of Epidemiology or primarily impacts and enhances the department’s web presence.
- Graphics design (photo and image editing, logo design).

Charges:

Where possible, projects should include Bob Goetze in their budget for the FTE percentage negotiated upon in the Service Level Agreement. For ad-hoc web services, Epid IS will work closely with Epid Finance to put Bob on-and-off grants as needed. (Epid is not a recharge center, thus we can not bill an hourly rate.) For example, if the work requires one week of effort, we will apply .25 FTE to your project for the month the work is performed.

Non-fee based services:

Any development directly involving content and structures of the main department website hosted by SPH (<http://www.sph.unc.edu/epid>). This includes all departmental pages, documents, and profiles accessible through SPH’s deployment of the Joomla content management system.

Services NOT Available:

Content gathering or creation is the responsibility of the end user.

Other Parties:

Web development requires many components that are outside the scope of Epid IS. Examples of this are domain name creation, file hosting, and development space services. Epid IS will, however, serve as the intermediary to work with other parties on your

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behalf. Many of these required services are already available through SPH and UNC's Information Technology Services organizations. Terms and fees for these services are independent of any charges for web development through the Department of Epidemiology.

Technologies:

The technologies listed below demonstrate the knowledgebase and skill-capabilities of available web development services. These technologies do not in any way imply or demonstrate availability of resources or hardware and software capacities provided by the department or any other third-party entity without associated costs. While the department will make a best effort attempt to utilize no-cost resources and alternatives available through the department, UNC, and other parties, any fees/costs associated with the purchasing of hardware and/or software necessary for the development/implementation of any specific project or research website will be included in the Service Level Agreement (SLA) for that particular site. In instances where the purchase of technological resources is determined to dually benefit the department, shared costs will be an option but determined on an individual basis.

Web based design and development:

Content Management Systems are programs used to create a framework for the creation of a Web site. They greatly ease the burden of development and maintenance.

Joomla! <http://www.joomla.org/>

Example: <http://www.sph.unc.edu/epid>

WebGUI <http://www.plainblack.com/webgui>

Example: <http://www.cpc.unc.edu/>

Languages/Tools:

PHP / MySQL or Oracle datasets

Perl / MySQL datasets

Javascript

Java

Phthon / Plone / Zope

Supporting applications:

Adobe Dreamweaver

Adobe ImageReady / Photoshop

Adobe ColdFusion

Supporting Technology:

AJAX

XML, XSL, XSLT

Software design and development:

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Languages/Tools:

Microsoft Visual Basic / VB script

C/C++

Pascal

Programmable Interface Controller (PIC) assembler

Process For Procurement And Execution Of Services:

- 1) Submit a written request for web services to Epid IS via the on-line help system. (Submit a ticket via Department of Epidemiology homepage <http://www.sph.unc.edu/epid> and clicking on the “Tech Support” link in the Resources section; select the “Web” sub-topic.)
- 2) Participate in the initial consultation to determine conditions and terms for the Service Level Agreement (This should occur within 7 days of the initial request.)
- 3) Come to agreement with the terms and sign the Service Level Agreement. (This should occur within 14 days of the initial consultation, but may depend on requirements and services requested.) All Service Level Agreements are signed with the understanding that there is a priority queue for web development services. The main department website may take precedence over all other project/research websites in the queue.
- 4) Sign the Service Level Agreement resolution form following satisfactory completion of services.