GUIDELINES: UF&Shands Work Request Process

GUIDELINE STATEMENT: The work request process will flow as represented in the flow chart attached to this document.

PURPOSE: To ensure an organized, streamlined process for website work requests.

PROCEDURES:

I. When submitting a work request to the web services team, units will have to indicate whether or not they have read the existing web guideline that pertains to the request.

II. The web services team may consult with THE UF&Shands Communications office at any time for input on a work request and its possible communications implications.

A. Special work requests:
   - **Microsites:** Must be approved by UF&Shands Communications. (eg: Science of Hope.org)
   - **Research consortium sites:** If a research consortium requires a website that does not follow conventional UF&Shands web identity standards, a representative of the consortium should provide documentation from the consortium stating the requirements for the site. (eg: CAN NOT tie to UF&Shands Brand. Grant money funds the research and may require a web presence so the research info is made available)
Work Request Process

1. Web Services receives request and begins to process.
2. Does request adhere to standards/policies?
   - Yes: Get to work Web Services
   - No: Web Services may contact News/Marketing for resolution.
3. Does request adhere to standards/policies?
   - Yes: Get to work Web Services
   - No: Go to Appeals Process