



# **Student Financial Aid**

## **Detailed Content Management Processes**



## Table of Contents

<b>1. Overview .....</b>	<b>1</b>
<b>2. Detailed Workflow Designs.....</b>	<b>2</b>
<b>2.1 Workflow Form A – Intranet/Double Review .....</b>	<b>2</b>
<b>2.2 Workflow Form B – Intranet/Single Review .....</b>	<b>4</b>
<b>2.3 Workflow Form C – Intranet/Expedite – IFAP/Expedite – SP/Expedite.....</b>	<b>6</b>
<b>2.4 Workflow Form D – IFAP/Double Review.....</b>	<b>8</b>
<b>2.5 Workflow Form E – IFAP/Single Review .....</b>	<b>10</b>
<b>3. Diagram Legend.....</b>	<b>12</b>



## 1. Overview

Workflows outlined in the following documentation encompass the content management process from contribution to deployment. All of the steps outlined are contained within the TeamSite and OpenDeploy/DataDeploy environment. Design of each process flow diagram is based on the Intranet Content Management User Roles & Mid-level Workflow Processes document and the business requirements gathered from client meetings. All designs were done in conjunction with the SFA application owners. After each process flow was finalized a sign-off was obtained from the Intranet and IFAP/SP stakeholder respectively.

This document is organized into five separate workflow processes. In certain instances the workflow covers needs for the three different applications. Reference table 1 below for workflow coverage of the three applications. It is not meant to imply that work can be routed to any of the three applications through one workflow interface. Each job will only manage the content for that particular application. Boundaries for content that can be managed are defined by which assets reside in a workarea.

Table 1 – Workflow Coverage

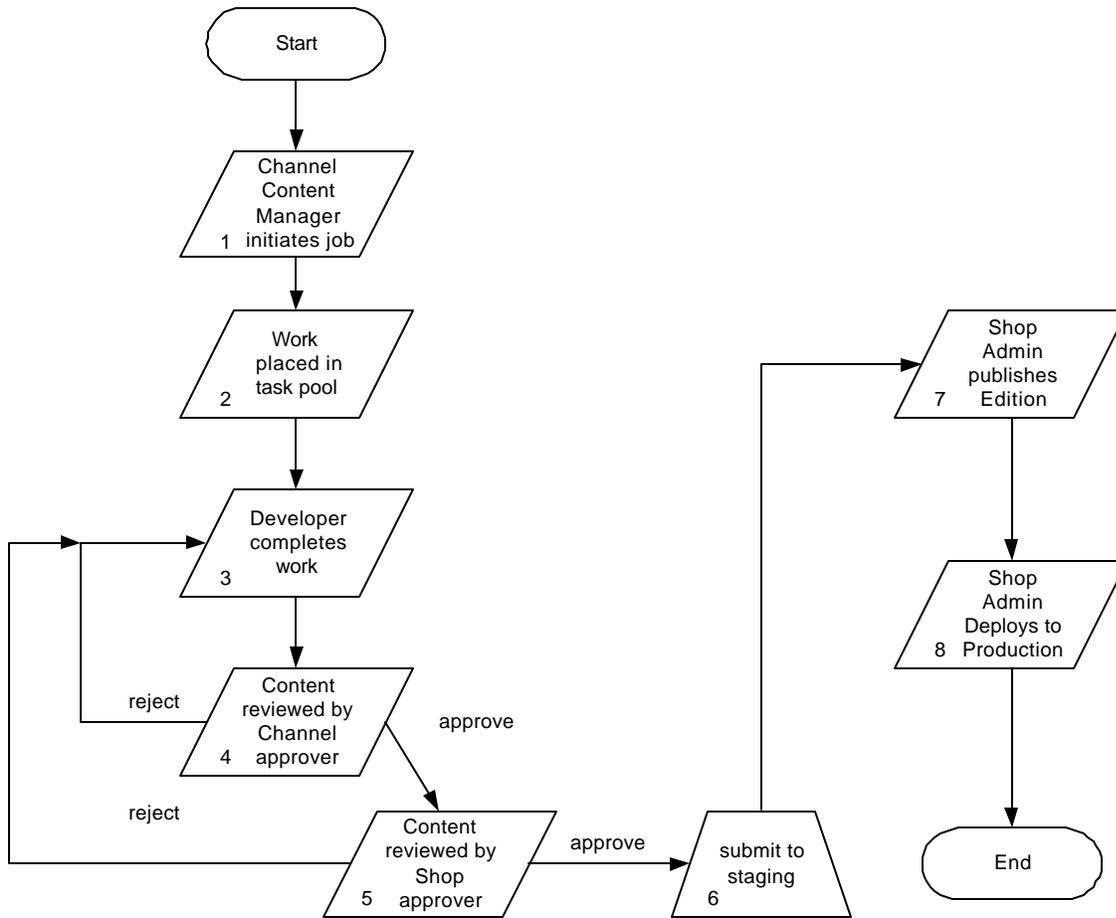
	A	B	C	D	E
Schools Portal			<b>X</b>		<b>X</b>
IFAP			<b>X</b>	<b>X</b>	<b>X</b>
Intranet	<b>X</b>	<b>X</b>	<b>X</b>		

A brief description is provided for each step in the workflow forms. The steps describe the role and responsibilities of the user at each point in the process. Procedures for each step will be delivered as part of the Content Management job aids and training.



## 2. Detailed Workflow Designs

### 2.1 Workflow Form A – Intranet/Double Review



Step Number	Step Name	Description
1	Channel Content Manager Initiates Job	Content managers within the channel who are responsible for pushing all content changes to the content shop start a new job in TeamSite. The manager provides a description of the work to be done and attaches any necessary files to the job.
2	Work Placed in Task Pool	The task is assigned to a group of developers within the content shop automatically. Any developer can take ownership of the task.



**SFA INTRANET IPT**

**Content Management**

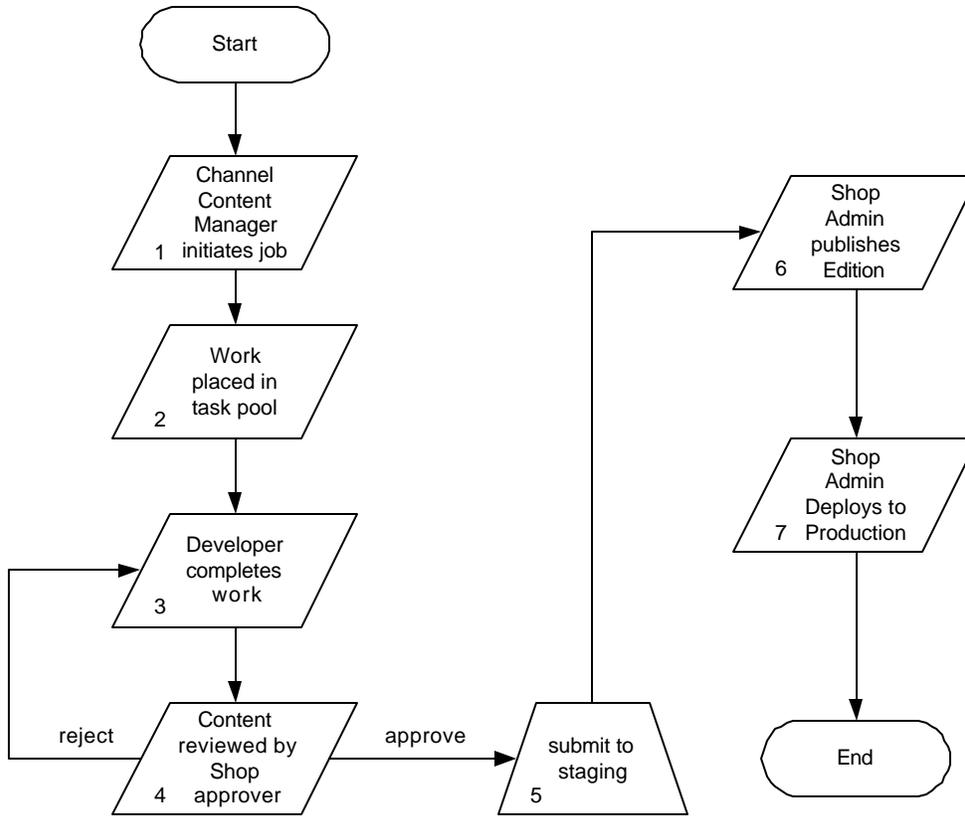
3	Developer Completes Work	The content developer that takes ownership of the task will complete the specified work. When the task is marked complete by the developer the work is routed through the authorization process.
4	Content Reviewed by Channel Approver	Content is assigned to a person/group within the channel to review and authorize the content for production. If the work is not authorized by the reviewer it returns to the content developers "To Do" list in TeamSite.
5	Reviewed by Shop Approver	Content is assigned to a person within the content shop to review the work for design consistency and adherence to SFA site design standards. If the work is not authorized by the reviewer it returns to the content developers To Do list in TeamSite.
6	Submit to Staging	Content is submitted to the TeamSite staging area when the final reviewer approves the work. Within the staging area the entire site resides as a read-only copy.
7	Shop Admin Publishes a new Edition	At the discretion of the content shop administrator a new edition of the website is published in TeamSite.
8	Shop Admin Deploys to Production	The content shop administrator deploys the latest edition of the website from the development to the production environment. This is enabled from the TeamSite GUI. Deployment can be scheduled either manually or by enabling deployment as a CRON job in UNIX.



SFA INTRANET IPT

Content Management

2.2 Workflow Form B – Intranet/Single Review



Step Number	Step Name	Description
1	Content Manager Initiates Job	Content managers within the channel who are responsible for pushing all content changes to the content shop start a new job in TeamSite. The manager provides a description of the work to be done and attaches any necessary files to the job.
2	Work Placed in Task Pool	The task is assigned to a group of developers within the content shop automatically. Any developer can take ownership of the task.
3	Developer Completes Work	The content developer that takes ownership of the task will complete the specified work. When the task is marked complete by the developer the work is routed through the authorization process.
4	Content Reviewed by Shop Approver	Content is assigned to a person within the content shop to review the work for design consistency and adherence to the site style and accessibility guidelines.



**SFA INTRANET IPT**

**Content Management**

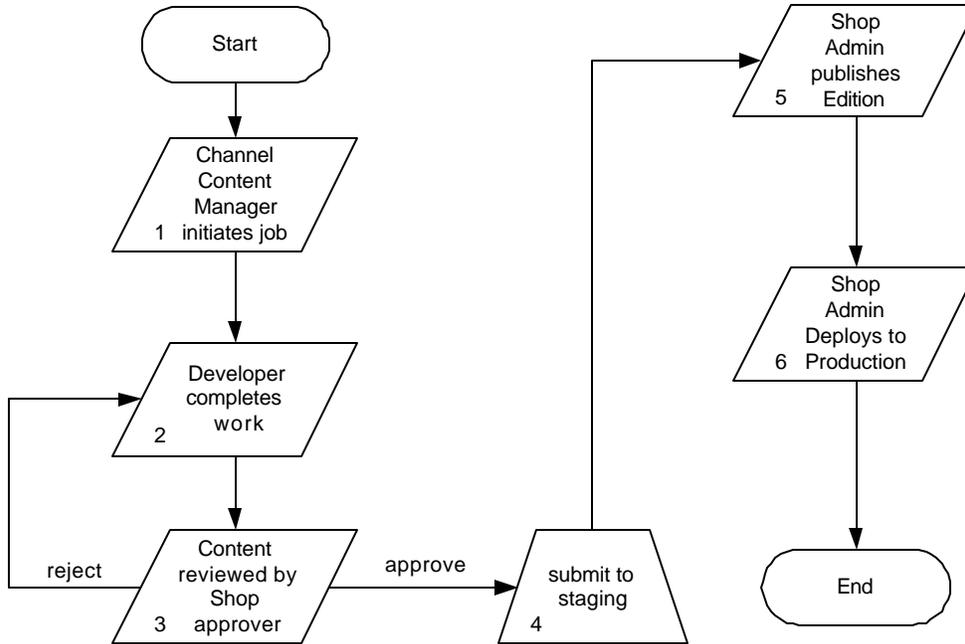
		If the work is not authorized by the reviewer it returns to the content developers "To Do" list in TeamSite.
5	Submit to Staging	Content is submitted to the TeamSite staging area when the final reviewer approves the work. Within the staging area the entire site resides as a read-only copy.
6	Shop Admin Publishes Edition	At the discretion of the content shop administrator a new edition of the website is published in TeamSite.
7	Shop Admin Deploys to Production	The content shop administrator deploys the latest edition of the website from the development to the production environment. This is enabled from the TeamSite GUI. Deployment can be scheduled either manually or by enabling deployment as a CRON job in UNIX.



SFA INTRANET IPT

Content Management

2.3 Workflow Form C – Intranet/Expedite – IFAP/Expedite – SP/Expedite



Step Number	Step Name	Description
1	Channel Content Manager Initiates Job	Content managers within the channel who are responsible for pushing all content changes to the content shop start a new job in TeamSite. The manager provides a description of the work to be done and attaches any necessary files to the job. The Content Manager also assigns the developer. In this case it will either be the Content Manager or Shop Administrator. Employees with high roles within TeamSite will be utilized for the workflow since it is a priority deployment, and those roles contain the necessary functionality (i.e. ability to deploy to production) to push content through the process.
2	Developer Completes Work	The content developer that takes ownership of the task will complete the specified work. When the task is marked complete by the developer the work is routed through the authorization process.
3	Content Reviewed by Shop Approver	Content is assigned to a person within the content shop to review the work for design consistency and adherence to the site style and accessibility guidelines. If the work is not authorized by the reviewer it returns



**SFA INTRANET IPT**

**Content Management**

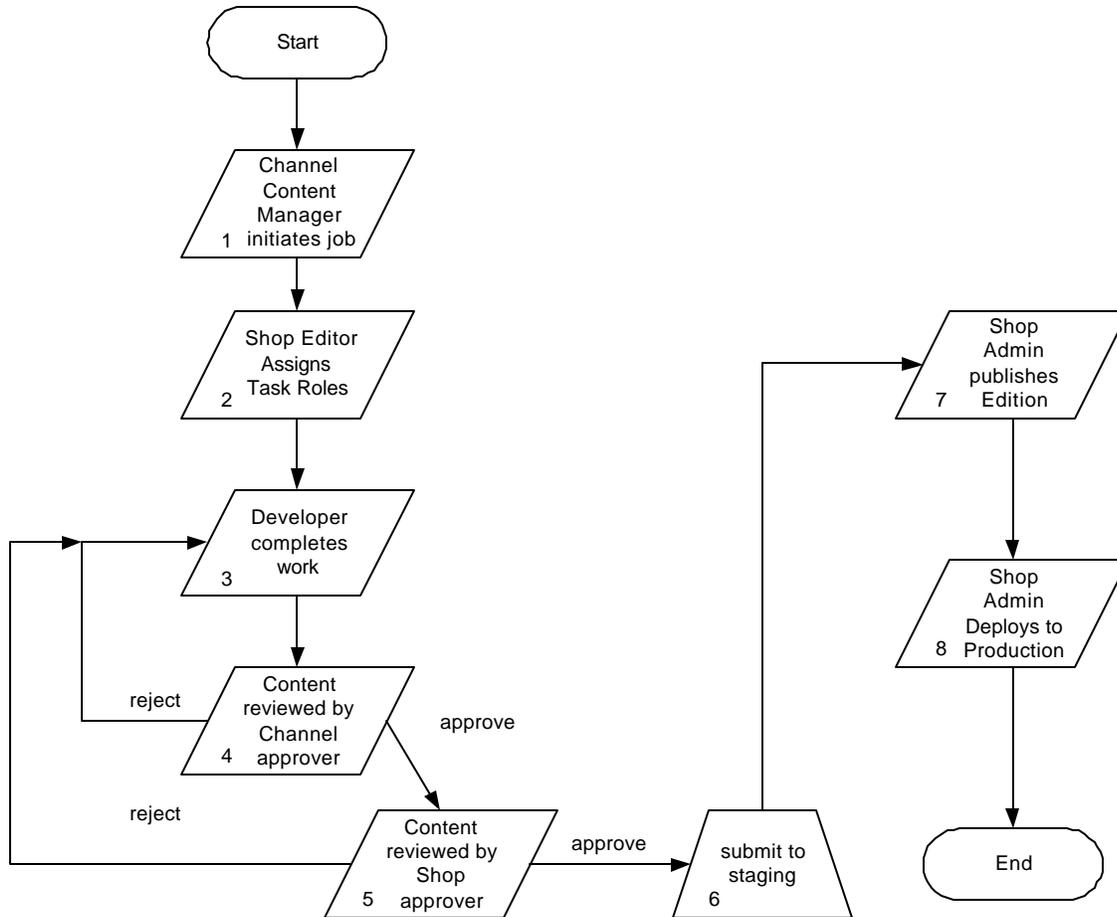
		to the content developers To Do list in TeamSite.
4	Submit to Staging	Content is submitted to the TeamSite staging area when the final reviewer approves the work. Within the staging area the entire site resides as a read-only copy.
5	Shop Admin Publishes Edition	At the discession of the content shop administrator a new edition of the website is published in TeamSite.
6	Shop Admin Deploys to Production	The content shop administrator deploys the latest edition of the website from the development to the production environment. Due to the high priority of the content this is a manual process.



SFA INTRANET IPT

Content Management

2.4 Workflow Form D – IFAP/Double Review



Task Number	Task Name	Description
1	Channel Content Manager Initiates Job	Content managers within the channel who are responsible for pushing all content changes to the content shop start a new job in TeamSite. The manager provides a description of the work to be done and attaches any necessary files to the job. The work is assigned to the Editor group in the content shop.
2	Shop Editor Assigns Task Roles	An editor within the group takes ownership of the tasks and assigns the development and reviewer roles to the appropriate people.
3	Developer Completes Work	The assigned content developer is assigned the task of completing the specified work. When the task is marked complete by the developer the work is routed



**SFA INTRANET IPT**

**Content Management**

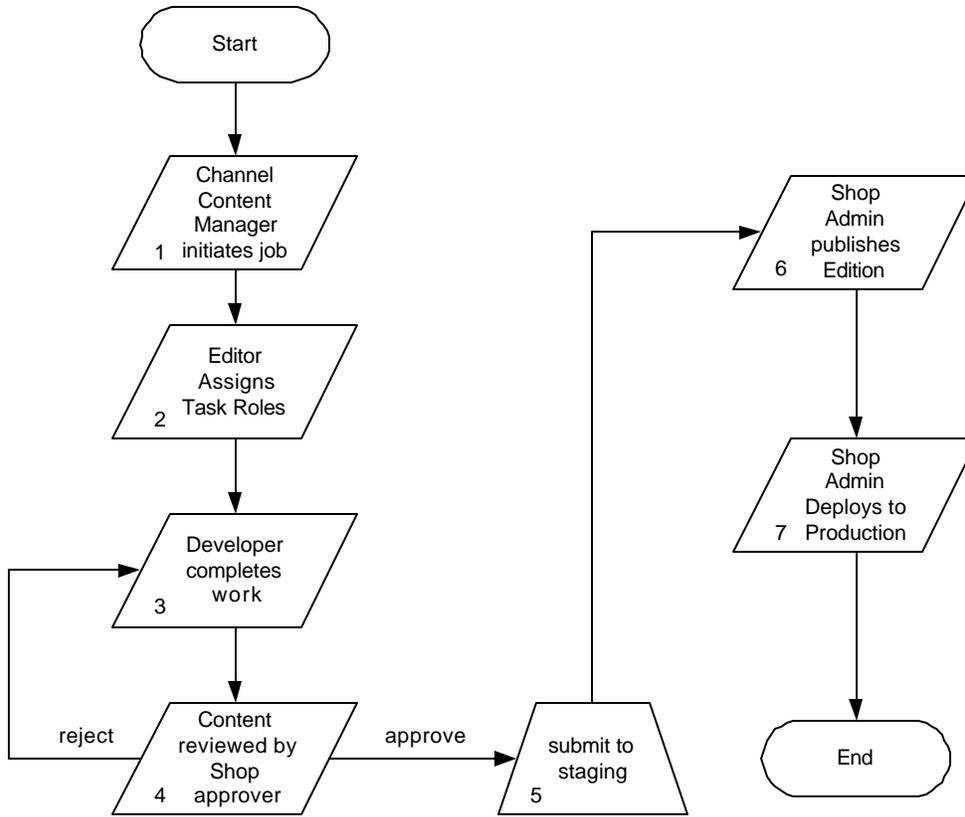
		through the authorization process.
4	Content Reviewed by Channel Reviewer	Content is assigned to a person/group within the channel to review and authorize the content for production. If the work is not authorized by the reviewer it returns to the content developers "To Do" list in TeamSite.
5	Content Reviewed by Shop Approver	Content is assigned to a person within the content shop to review the work for design consistency and adherence to SFA site design standards. If the work is not authorized by the reviewer it returns to the content developers To Do list in TeamSite.
6	Submit to Staging	Content is submitted to the TeamSite staging area when the final reviewer approves the work. Within the staging area the entire site resides as a read-only copy.
7	Shop Admin Publishes Edition	At the discretion of the content shop administrator a new edition of the website is published in TeamSite.
8	Shop Admin Deploys to Production	The content shop administrator deploys the latest edition of the website from the development to the production environment. This is enabled from the TeamSite GUI. Deployment can be scheduled either manually or by enabling deployment as a CRON job in UNIX.



SFA INTRANET IPT

Content Management

2.5 Workflow Form E – IFAP/Single Review



Step Number	Step Name	Description
1	Channel Content Manager Initiates Job	Content managers within the channel who are responsible for pushing all content changes to the content shop start a new job in TeamSite. The manager provides a description of the work to be done and attaches any necessary files to the job. The work is assigned to the Editor group in the content shop.
2	Editor Assigns Task Roles	An editor within the group takes ownership of the tasks and assigns the development and reviewer roles to the appropriate people.
3	Developer Completes Work	The assigned content developer is assigned the task of completing the specified work. When the task is marked complete by the developer the work is routed through the authorization process.
4	Content Reviewed by Shop Approver	Content is assigned to a person within the content shop to review the work for design consistency and



**SFA INTRANET IPT**

**Content Management**

		adherence to the site style and accessibility guidelines. If the work is not authorized by the reviewer it returns to the content developers :To Do” list in TeamSite.
5	Submit to Staging	Content is submitted to the TeamSite staging area when the final reviewer approves the work. Within the staging area the entire site resides as a read-only copy.
6	Shop Admin Publishes Edition	At the discretion of the content shop administrator a new edition of the website is published in TeamSite.
7	Shop Admin Deploys to Production	The content shop administrator deploys the latest edition of the website from the development to the production environment. This is enabled from the TeamSite GUI. Deployment can be scheduled either manually or by enabling deployment as a CRON job in UNIX.



### 3. Diagram Legend

