

Request for Web Support - Time Requirements <sup>(1)</sup>

<u>Request Type</u>	<u>Turn-around Time Required</u> <sup>(2)</sup> (WebSupport reserves the right to prioritize all incoming requests.)
<b>1) Production Support</b> <sup>(3)</sup>	
i) Break/Fix Request <sup>(4)</sup>	ASAP
ii) Edit/Modification/Update	
(a) 1-10 Lines of text	4 hours
(b) Add/update Link	4 hours
iii) Post Document(s)	
(a) Store document in server directory & Add link	24 hours
(b) Store document in server directory & Add supporting page	24 – 36 hours
iv) Reformat & Repost Page	36 hours
v) Format document for e-newsletter insertion	8 hours
vi) Graphic Design <sup>(5)</sup>	Add 4 – 16 hours
vii) Application Environment (e.g., database driven, server pages, forms processing, etc)	1 – 4 weeks
<b>2) New Development</b>	
i) Design and implement new site (w/o server side application programming/processing)	2 – 6 weeks
ii) Design and implement new site (with server side application programming/processing)	4 – 8 weeks
iii) Design and post new page w/o graphic design	48 – 96 hours
iv) Graphic Design <sup>(5)</sup>	Add 4 – 16 hours

<sup>(1)</sup> Normal operating hours are from 8:00 am – 5:00 pm, Monday – Friday. End of Day (EOD) for business processing is 4:30 pm. 4-hour requests received by 12:00 noon and 8-hour requests received by 9:00 am will be considered same day service. There will be no overtime processing of requests unless approval is granted by either the CEO or the CTIO.

<sup>(2)</sup> All times are estimates that depend upon complexity of request and available resource; hours are during normal business day beginning *from time request is received and approved for implementation*

<sup>(3)</sup> Document(s) must be post-ready; if edits/modifications are required, content is returned to owner for correction, re-submission, and a newly assigned time

<sup>(4)</sup> Those requests involving items that are broken or have stopped working in the expected manner

<sup>(5)</sup> May include photographs, logos, images, other multimedia