Website Governance

Introduction

As part of the IPSA website redesign, it is essential that we consider how the governance of the new website will work. This framework will provide the assurance that the website is factually correct, up to date and a useful resource for our customers.

During 2017 the website workstream meetings will continue to be held on a monthly basis for most of the year. These will act as a forum to discuss any issues that arise and help build synergy with the ERP currently under development. It will also be used to inform decisions about changes to the website, especially any which have a cost attached to them (such as those that require additional work from an external provider).

Objectives

- To have clearly defined roles and responsibilities to manage the website
- To ensure all information is up to date and correct
- To maximise the use of the website by our customers by maintaining and developing the site
- To secure value for money and track costs for the new website

Background

As part of the IPSA 2017 programme the website has been redeveloped. User feedback of the old site showed that it was difficult to navigate and understand. To help make it more accessible, and allow customers to self-serve easily, the site has been redeveloped and went live at the end of 2016.

At present, the website content is being maintained on an ad hoc basis by the communications team. This means that content is often driven by projects and team updates but sporadically. Review of documents is done reactively, so there is currently no maintenance programme in place.

Both of these issues mean that the content is often out of date, updates are not followed through end to end and little development of the site is taking place.

Roles & Responsibilities

Product Owner – Head of Communications – Overall ownership of theipsa.org.uk and has ultimate sign off.

Web Content Manager – TBC (Someone from Comms) – Responsible for overall content sign off.

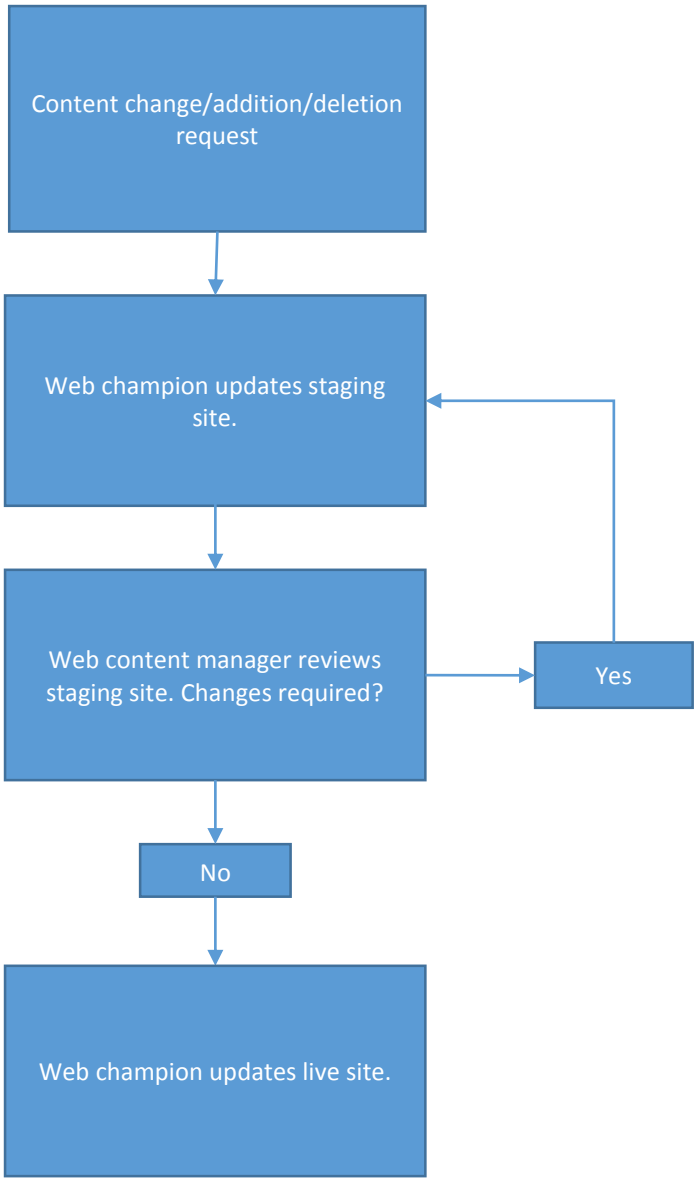
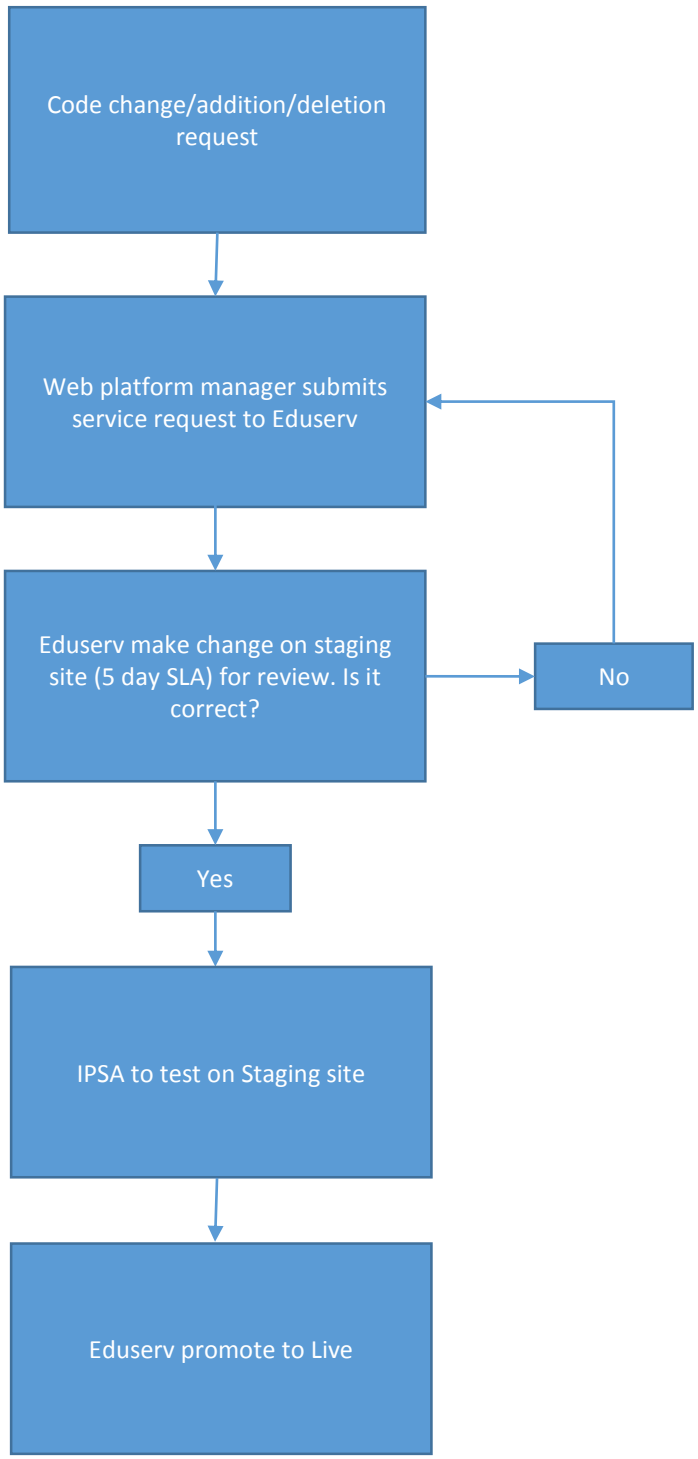
Web Champions – TBC one from each team – Responsible for team content signoff and managing teams requests.

Web Platform Manager – Interim IT Manager – Responsible for development work and contractual management with.

Publication Manager – Publication Manager – Responsible for the data for the website.

Process

Content changes will be managed as per below:



Code changes will be managed