

Maintenance Plan for Help Yourself Web Site

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Purpose of Plan

Purpose of Maintenance Plan	The purpose of the Help Yourself Website Maintenance Plan is to suggest a process by which documents can be changed, added, and removed from the site. It will serve as a starting point for discussion among those maintaining the site as either content owners or developers, and will show how the content can be kept relevant and useful.
Plan Goal	Increase overall productivity of developers and increase the value of the Help Yourself Website.
Plan Objectives	<ul style="list-style-type: none">• Improve sharing of knowledge and information by providing a logical solution for sharing of information.• Improve overall value of the web site to the end users.• Establish a logical process for submission of problems and solutions.• Establish a logical process for updating and making changes to the site.• Establish a method for gathering and categorizing data.
Primary Audience	Site coordinator, COE staff, and Power Users

Overview of Process

This plan will establish a set of processes and forms that will assist the COE and power users in submission of materials and help the site coordinator maintain the site contents.

The overriding objective of planned maintenance and content update is to keep the content accurate and relevant. Adhering to a regular schedule will assure that the users are able to obtain useful information in a timely manner. This will also prevent the disruption of web site service and overwhelming workload that are caused by simultaneous and unscheduled updates to whole sections of the site

Maintenance of the Help Yourself web site revolves around submission of information and adding or updating that information. In addition, maintenance refers to the tracking of submissions and regular update to the site content. Maintenance may also include the consideration of a submission's relevance.

This plan assumes that information/content is being submitted for site implementation through one of four locations or channels. The maintenance approach will use these four locations or channels as a starting point in establishing procedures for site maintenance. In most cases the content submitter will be the content owner. Ultimately, those listed in Appendix A are the content owners responsible for maintenance issues.

The four channels for content are:

- the Ask the Expert database (Access database stored on the web server)
- the Problem/Solution database (Access database stored on the web server)
- Material maintained within Documentum (e.g. TA, SOP, FDSDS,)
- Other material submitted directly to the site coordinator outside of Documentum. (e.g.. Word, Excel, and Visio files; proposed site links)

Overview of Maintenance Responsibilities

The site coordinator will be responsible for assuring regular maintenance of the site. The COE and content owners will be responsible for adding content that is relevant and useful. The site coordinator will work closely with the COE and content owners to assure that the site content stays fresh. For a list of content owners see *Appendix A: Help Yourself Web Site Content Owners*. For detailed responsibilities, see *Responsibilities within the Maintenance Process Arranged by Stakeholder*.

The usefulness of the information presented to the site user should override any formal definition of responsibility for maintenance and updating. In other words, if an item can have immediate impact the site coordinator should not wait until the scheduled update to make appropriate changes, nor should the content owner wait for a maintenance alert.

In addition to the prescribed maintenance plan for each submission point the site coordinator will maintain quarterly contact with the major content owners. This contact is to gain general feedback on additions and subtractions that need made to the site. This will be accomplished as a general e-mail to the list of owners.

Details of Maintenance Process Arranged Information Source

Items received via the Ask the Expert and Problem Solution Database

General maintenance of the Ask the Expert and Problem Solution Database content is done within the COE. The only maintenance covered in this document is the regular validation of content in any given question/answer, problem/solution set.

A question is submitted or a problem solution added via on-line forms. The process for submission is self-explanatory or defined within the form on hot spots. In the Ask the Expert database the COE will respond to the questions and either post it to the database or not. The COE is also responsible for the Problem Solution database and maintaining entries into it. Once a question response or a solution to a problem is posted it needs to be maintained to assure that accurate and relevant information populates the database.

Maintenance Process for Ask the Expert and Problem Solution Database

Owner	Individual who provided the solution. (COE)
How often will items be updated?	At minimum, every 180 days. However, the content owner has the ability to update the content at any time.
Maintenance alert:	A notice of expiration will be sent from the site coordinator to the content owner at approximately 150 days from the submission. The notice will indicate that the record will expire in 30 days and be deleted if it is not updated or validated. The content owner will have the ability to update or validate the content without making changes at any time during the 180 days.
Enforcement:	<p>The site coordinator will have a web-based function that allows him/her to identify on a weekly basis any items that have reached 150 days. The site coordinator will be responsible for sending notice to the content owner of expiration in 30 days. If update has not occurred by the expiration date the site administrator has the authority to delete the item.</p> <p>This process can be expanded in a Lotus Notes solution to automatically alert the content owner of the determined expiration and need for validation.</p>

Items received via Documentum

Maintenance of Documentum-based items assumes that content is current and valid. A formal maintenance of these items is not required because the web site simply points to the Documentum search functions.

Maintenance Process for Documentum Items

Owner	Whoever added the file to Documentum.
How often will items be updated?	Content owner decides ultimate update.
Maintenance alert:	Must function based on currently defined system.
Enforcement:	Must function based on currently defined system.

Non-database items received outside of Documentum

There is a large range of items that may be submitted outside the three controlled submission areas noted above. Non-Documentum items may include, but are not limited to the following:

<p>MS Word Documents:</p> <ul style="list-style-type: none"> Meeting minutes Outage information Access information Contact information Newsletters Milestones Biographical information Press Releases External site information Job Aids 	<p>MS PowerPoint Presentations:</p> <ul style="list-style-type: none"> COE meeting presentations Power User meeting presentations <p>Visio Documents</p> <ul style="list-style-type: none"> Organization charts Flowcharts for special processes <p>MS Excel Documents</p>
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All items submitted through this channel must be accompanied by a submission form. See *Appendix B: Submission Form*. (electronic form)

It is imperative that the information requested in the submission form accompany new documents and updated documents. This form ensures that the documents are relevant and that they are properly linked within the Help Yourself Web site. The content owners should also consider the relevance and usefulness of the document being submitted. The continual addition of new but relevant documents to the web site is important to keeping the site contents relevant and useful.

Maintenance Process for Non-database, Non-Documentum Items

Owner	Submitter of content, in most cases.
How often will items be updated?	A quarterly review by the site coordinator will determine relevance of all miscellaneous documents. Submission of new and updated documents/information should include the information from the following form: <i>Appendix B: Submission Form.</i> Miscellaneous documents will be logged, dated, and tracked by the site coordinator in a spreadsheet.
Maintenance alert:	Prior to deleting these documents a notice will be sent to the content owner for justification of maintaining the document(s) on the site. Exception: certain routine, time-dependent documents will be deleted without notice. See table below.
Enforcement:	No response by the content owner assumes that the site coordinator can remove the content. A response to justify maintaining the content will be weighed by the COE and SILK development team.

There are certain documents that are clearly less useful as time goes by. If a document is of a type listed below, the coordinator will note this in the spreadsheet of non-Documentum items. The coordinator will also email the content owner when the document is first submitted, stating that the document will be deleted without notification, and under what conditions that deletion will occur. The owner can respond by asking for notification prior to deletion, in which case the owner will be given a chance to revalidate or update the document when it expires.

The table below is subject to approval of the COE, and will be revised when more of these types of documents have been submitted to the web site.

Document type	Length of time before deletion.
Meeting minutes	3-months for all meeting types.
Outage information	Stays in calendar - Disabled 3-months after outage.
Newsletters	3-month for all newsletters.
Biographical information	As soon as staff member leaves
Releases	Three months after the release, or when another release is posted that indicates progress on same item.

General Usage and Update

All documents will be subject to removal from the site if they are receiving an insufficient number of hits over a given time. The guideline with respect to such documents is that any link that has not received 10 or more hits over one quarter will be evaluated for update or removal from the site. **NOTE:** *Currently, this functionality does not exist on the document level and will require substantial research to see if it is feasible.*

Usage maintenance will still exist at the page level. Any page receiving less than 10 hits over one quarter will be evaluated by the development team and key COE personnel to determine what changes or additions need made to the page to improve the traffic to that site location. If traffic does not improve the location will be considered for removal.

Change Control Process

The change control process refers to changes to the site other than content. This includes, navigation changes, functionality changes or enhancements, new pages, and significant organizational changes.

As change requests are received they will be logged to a Change Request Log by the site coordinator. Once a quarter, at minimum, the site owners will review the change request log and assign appropriate individuals to the accepted requests for implementing the change. The site coordinator will be responsible for logging the change requests and scheduling meetings with appropriate individuals. In some cases, conference calls will be required to make appropriate decisions. On other occasions, individual e-mail contact with the site owners will adequately handle decision making around specific requests. In instances where there are differing opinions from e-mail feedback a conference call will be arranged.

Document Ownership and Staff Changes

A designated COE staff member will report to the site coordinator whenever someone joins or leaves the COE or a Power User group. This same person will also be responsible for sending updated contact information for the current COE and Power users.

When someone is reported as joining the COE or Power User group, the coordinator will prompt for and add the biographical info for the person to the appropriate web page. The COE may (if they wish) send a list of the documents or groups of documents that should be transferred to the new employee.

When someone is reported as leaving the COE or Power User group, the site coordinator will email to the COE group leader a list of documents owned by the employee, and the COE group leader will assign ownership of documents to others in the COE.

Responsibilities within the Maintenance Process Arranged by Stakeholder

Responsibilities of the Site Coordinator

With regard to processing new Ask the Expert and Problem Solution database documents:

1. Send a list of new documents to the editor so they can be edited.
1. Adjudicate disagreements or miscommunications between editor and document owners.
2. Mark documents as approved when editor is done (Editor sends email saying that pending document is ready to be approved.)

With regard to deleting Ask the Expert and Problem Solution database documents:

1. Run expired documents macro.
2. Send emails reminding document owners to revalidate or update.
3. Delete expired documents that have not been revalidated or updated.

With regard to processing new non-database, non-Documentum documents:

1. Send a copies of any new documents to editor when possible for editorial work if they contain substantial amounts of ordinary prose (flow charts, lists of email addresses, and so forth do not go to an editor)
2. Adjudicate disagreements or miscommunications between editor and document owners when editing has taken place.
3. If needed, create a brief text to provide context for the document.
4. Post documents to web site if document is accompanied by a correct submission form.

With regard to deleting non-database, non-Documentum documents:

1. Determine which documents have expired according to the agreed-upon criteria.
2. Delete expired documents if spreadsheet indicates owner input is not needed.
3. Send emails reminding document owners to revalidate or update if owner input is required.
4. Delete expired, owner-input-required documents that have not been revalidated or updated.

With regard to updating database documents:

2. Determine which documents have been marked pending, indicating that they are being worked on by the document owner.
3. Send a list of those documents to the editor so they can be edited.
4. Mark documents as approved when editor is done (Editor sends email saying that pending document is ready to be approved.)

With regard to Documentum documents: No ongoing work is required.

Responsibilities of COE staff and Power Users

With regard to creating new Problem Solution database documents:

1. Periodically view reported SAP problems in their assigned content area using Remedy.
2. Evaluate the relevant Remedy tickets to determine if a problem, in their opinion, is pressing and common enough to be made into a Problem Solution document.
3. Convert appropriate tickets into Problem Solution documents.
4. Enter the problem/solution text into the Problem Solution database.
5. Mark the document pending, indicating that the document is ready for the editor.
6. Respond to queries from the editor, and review and validate edits.

With regard to creating new Ask the Expert database documents:

1. View unanswered questions within the Ask the Expert database periodically.
2. If the question is within their assigned content area, enter the text of the answer into the database.
3. Mark the document pending, indicating that the document is ready for the editor.
4. Respond to queries from the editor, and review and validate edits.

With regard to creating non-database, non-Documentum documents:

1. Before submitting a new document, consider whether the document will be useful to a significant number of viewers.
 2. Fill out a submission form that helps the site coordinator treat the document properly.
 3. Email the information requested on the form and document to the site coordinator.
- See *Appendix A: Help Yourself Web Site Content Owners* for a list of those who will probably be submitting documents in the various areas.

With regard to existing Problem Solution and Ask the Expert database documents:

1. Respond to notice that a document will soon expire by reviewing the document and either revalidating the document (if it is still true and relevant), or marking the document pending (if it is relevant but no longer true), or marking it unapproved (if it is no longer relevant or has been superseded by a different document).
2. If the document should be updated, change the text. Then send notice to the site coordinator that the update is complete.
3. Respond to queries from the editor.

Responsibilities of the editor

1. Edit pending Problem Solution and Ask the Expert documents to assure that they meet editorial guidelines.
2. Make copies of all pending documents before working on them. This ensures that the document owner has access to the unedited version if he or she needs to refer to it, or if a return to the earlier version is needed.
3. Send email to document owners if content questions arise.
4. Change pending documents in response to document owners' comments about document content.
5. Send notification to site coordinator when document is ready to be approved.

Responsibilities of the Designated COE Staff member

- Alert site coordinator when a COE or Power User leaves or begins employment
- Alert the site coordinator when new contact information is available for a COE or Power User, if such information is already posted on the site.

Appendix A: Help Yourself Web Site Content Owners

The value of the web site will be based on the content and up-to-date information on the site. It will be the coordinator's responsibility to work with individuals who can provide up to date information to insure the quality of the site.

Listed below are the site areas and those who will be responsible for the content.

Web Site Section	Page	Content Owner	
Home	What's New	Site Coordinator	
	Org Charts	Site Coordinator	
Site Map		Site Coordinator	
Internal Sites		Site Coordinator	
External Sites		Site Coordinator	
Glossary		Site Coordinator	
Support	Newsletters		
	Ask the Expert		
	Contacts <ul style="list-style-type: none"> • Power User – FR • Power User – SP • Global COE • Regional COE • Data Stewards • Pager Info 		
	Problem Solution Database	Experts in COE	
	System Availability		
	How do I get Access		
	FDDS		
	Transaction Aids		
	Job Aids		
	SOPs		
	Process Flows		
	COE Procedures		
Training	Training Material		
	Course Catalog		
	Course Registration		
Communities	COE		
	Business Warehouse		
	HR		
	EDI		
	Basis		
	Supply Chain		
	V&C		
	Power Users		
	Contribute	Feedback	
		Problem Solution	

Appendix B: Submission Form

Please answer the following questions. Then attach the completed form and the document to an email and send it to the site coordinator. If you do not have access to the document, you must specify the network path where the document can be retrieved. Thank you for adding to the Help Yourself web site.

What is the title? (Also, how would you like the document to be labeled on the web site, if different?)

Is this support material for an end user? _____

What type of documentation is it?

- Job Aid
- Training Materials
- Procedures
- Processes
- Access Information
- Contact Information
- Other (specify) _____

Which community(s) is this relevant to?

- COE
- BW
- Power User
- HR
- SCM
- V&C
- EDI
- BASIS
- Other (specify) _____

What page(s) should this be listed on (url)? _____

When will this document probably need to be updated or removed? (We will send a reminder.)

- 1 week
- 4 weeks
- 2 months
- 3 months
- other (specify) _____

By when does this document need to be posted?

- by the end of the week (this is our usual turnaround time)
- by the end of the day
- by the end of the next business day
- right now
