

Website Support: Client Procedures

Support for the production version of your site:

Support Category: Major problems

Examples:

- Site is not available (whitescreen, blanket error message, just spins in browser)
- Site has been hacked or defaced

Contact:

Business Hours: Your contact at BioCom

alternate: <http://medicine.arizona.edu/faculty-staff/offices/information-technology-services/service-desk>

Outside Business Hours:

site hosted at UITs: 24/7 IT Support Center (see below)

Support Category: Other Problems

Examples:

- not able to log in
- error messages
- unable to edit content
- site not looking the way it should

Contact: Business Hours: Your contact at BioCom

Support Category: Content creation and editing

Examples:

- add a new page
- add a new menu item
- upload images and files

Contact: Business Hours: Your contact at BioCom

Support Category: New features or functionality

Examples:

- add a slideshow to the home page
- create directory of faculty and staff
- pull news stories from OPA feed
- create a new Theme for the site

Contact: Business Hours: Your contact at BioCom

For major projects, BioCom will scope the project and provide an estimate.

If the site is hosted at UITS, and it is appropriate to use the test or dev site for development, BioCom will use the Web Request Form to request a refresh of DEV or TEST from PROD, then proceed with development.

Support Category: Upgrade site from D6 to D7

- upgrade an existing Drupal 6 site to Drupal 7

Contact: Business Hours: Your contact at BioCom

BioCom will scope the project and provide you with an estimate.

Support Category: New website

- either a brand new website, or a new Drupal 7 site based on an existing site in some other technology (e.g., Joomla, WordPress, HTML/Dreamweaver)

Contact: Business Hours: Your contact at BioCom

BioCom will scope the project and provide you with an estimate.

Non Business Hours Emergency Contact:

24/7 IT Support Center

626-8324 (626-Tech)

support@email.arizona.edu

Using the dev or test version of your site at UITS

- You can use the dev or test version of your site to try out new content or new features
- To move the work to the production version of your site, simply repeat the work you did on dev or test on your prod site.