UNIVERSITY OF
LOUISVILLE.

CMS End-User Workgroup

Purpose

The CMS End-user workgroup is charged with submitting recommendations on the end-user requirements of a content management system. This workgroup will investigate the tools and employee support and resources needed for the creation, storage and maintenance of digital marketing content within a CMS.

Rationale for Discussion and Research

The CMS End-User Workgroup will identify requirements for those who manage and edit websites (end-users) within a new content management system. They will evaluate existing support systems including technical support groups and training resources and propose methods to strengthen, alter or introduce new support suggestions for website content creation and editing. Additional topics of discussion include new end-user employee onboarding, identification and categorization of end-user roles, end-user certification, etc. Additionally, as we transition to the implementation phase of the WIP, this workgroup will assist in testing these new systems and features to ensure they adequately meet our needs.

Membership

Membership is considered active until commencement of Phase I and II of the web improvement project have been completed. After the discovery phase, meetings will be scheduled ad hoc.

Membership positions may be considered vacant if:

- The member fails to attend more than two meetings without prior notification of workgroup chair
- The member resigns from the workgroup via written notification to the workgroup chair

Reporting and Communication

Discovery Phase

Workgroup chair(s) will provide a report of their findings after a minimum of 2 meetings with their workgroups once both co-chairs agree they have sufficiently answered all of the requirements of the workgroup charge.

Implementation Phase

Workgroups will agree to meet as needed throughout development to test and provide feedback on solutions proposed and implemented from their recommendations.