

# Website Change Management Procedures

The LIT website is considered a critical resource to daily operations and as such is subject to change management procedures to insure that the content is accurate and appropriate. Below are general guidelines and procedures for submitting approved changes to the LIT website.

## General Guidelines

- All changes to the LIT website require approval from the appropriate content owners.
- The content owners are responsible for reviewing, approving, and submitting all related content for their respective areas of the LIT website via email to [helpdesk@lit.edu](mailto:helpdesk@lit.edu).
- Individuals responsible for developing content should if necessary consult the LIT Technology Services support staff when recommending major content changes so that the changes can be made and tested in the LIT website test environment
- Content developers are to provide content changes in a digital form that can be effectively copied from the source to the LIT website content management system
- Content changes are to be submitted via a Word or text document as an attachment to a work order.
- Hard copy marked up pages are not acceptable and will not be accepted as approved changes.
- For accuracy and appropriate content management reasons, the LIT technical staff will not be responsible for retyping content for any reason.

## Procedures

- Once the content developers have developed the proposed content, the developers are to forward the changes in digital form to the respective content owners for review and approval
- Content owners are to review the proposed content for accuracy and appropriateness
- Content owners are to work directly with the content developers to finalize the proposed digital content
- Once the content owners have approved the digital content for posting, the content owner is to submit the digital content to the Technology Services help desk via email and attachment to [helpdesk@lit.edu](mailto:helpdesk@lit.edu) detailing all approved changes.
- The LIT technical staff will work directly with the content developers and content owners to the website changes.

## Content Owners:

### Finance and Operations

- Vice President of Finance and Operations

### Academic Affairs

- Vice President of Academic Affairs

### Technology Services

- Director of Computer Services

### Student Services

- Vice President of Student Services

### Financial Aid

- Director of Financial Aid

### Distance Education

- Director of Distance Education

### Workforce Training

- Dean of Workforce Training

### All Other Changes

- Director of Computer Services