



# OIT Website Content Ownership



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## Overview

The OIT website is one of the most heavily visited sub-sites at the University. Therefore, the Campus Engagement team must carefully monitor who has access to the various roles. Provisioning access to the OIT website via Web CMS is done through University Communications and Marketing (UCM). [Julie Chiki](#) is the OIT [Website Manager](#) and must approve all provisioning requests. [Scott Dills](#) is the primary back-up for this role.

In general, there are three types of access to Web CMS that we allow select OIT users to have:

- **Editors:** Can create, edit, and save pages as Draft or Needs Review.
- **Publishers:** Can create, edit; save pages as drafts (or needs review); delete, publish, and revert pages from Needs Review back to Draft.
- **HTML access:** Can edit the source code of content within a page.

In addition, UCM is able to request work of **Developers**, who can edit the source code of the site, such as including Javascript and CSS. If you require an updated list of those with access to OIT's Web CMS site, [submit a request](#) to the UCM web team and notify Julie Chiki, OIT's web manager. If you need guidance on the procedures and creative process of WebCMS website creation please visit the [WebCMS/Drupal creation guide](#).

More information can be found on submitting, approving, and publishing roles for TeamDynamix pages by visiting page six of the [Knowledge Management Process](#).

## Content Owners

**Content owners** are responsible for the currency and accuracy of the content in their section(s) of the OIT website. **Designees** are responsible for ensuring that content is easily consumable by end users. In most cases, the Designee will be a Campus Engagement Specialist.

There are two main locations where OIT content can be found: Web CMS and [help.ohio.edu](http://help.ohio.edu) (TeamDynamix).

| Page Title (/path)  | Content Owner Name             |
|---|--------------------------------|
| About (#)   | Amanda Davis                   |
| Advisory Communities (/advisory-communities)              | Sarah Riddlebarger             |
| • Collaboration Tools (/collaboration-tools)              | Tracy Kitts                    |
| • Device Support & Software (/device-support-software)    | Elyshia Taylor                 |
| • Digital Workflow (/digital-workflow)                    | Tim Kresse                     |
| • Learning Spaces (/learning-spaces)                      | Larry Tumblin                  |
| • Teaching and Learning Technologies (/teaching-learning) | Kelly Coakley                  |
| Career Opportunities (/career-opportunities)              | Brian Bowe                     |
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| Digital Accessibility                                     | Alicia Porter and Jill Bateman |
| Information Security (/information-security)              | Ed Carter                      |

|   |                                |
|---|--------------------------------|
| IT Governance (/governance)   | Chris Ament                    |
| IT Organizational Structure (/organization)                         | Brian Bowe                     |
| IT Service Roadmaps (/roadmaps)                                     | Sarah Riddlebarger             |
| IT Standing Committees (/standing-committees)                       | Chris Ament                    |
| Locations: Office of Information Technology                         |                                |
| Maintenance Windows   | Sally Smathers                 |
| Office of Information Technology (/oit)                             | Chris Ament                    |
| OIT News (/news)  | UCM                            |
| Operating Level Agreement: IT Service Desk (/help/service-desk-ola) | Sally Smathers                 |
| Product Owners (/product-owners)                                    | Sarah Riddlebarger             |
| Status Page   | Sally Smathers                 |
| Technology Training (/training)                                     | Joy Cobb and Katie Huntsberger |

## help.ohio.edu content ownership

Knowledge Base and Service Catalog article ownership can be currently found in the **Details** section of each page. You must be logged in to help.ohio.edu to see the content ownership.

**Details**

**Article ID:** 223

**Status:** Approved

**Revision Number:** 4

**Draft Status:** None

**Published:** Yes **Public:** Yes

**Owner**  
Application Support - Collab/Enterprise Tools

**Created**  
Thu 3/24/22 2:11 PM by Nicole (she/her) Wires

**Modified**  
Tue 5/24/22 2:07 PM by Jessica Shuler

## Description of the sites within [help.ohio.edu](https://help.ohio.edu)

- The [\*\*Technology Help Center\*\*](#) contains a wealth of information about how to access and use OIT's service offerings. This content used to be housed in Web CMS, but the acquisition of the TeamDynamix platform enabled us to improve OHIO IT's ability to offer quality content by increasing the number of people who could develop and maintain it.
- The [\*\*Service Catalog\*\*](#) contains a list of OIT's service offerings with information on how to access them and who is allowed access. It also contains accessibility and security information specific to each service offering. In general, the content owners for Service Catalog pages are the IT Product Managers who oversee the OIT service associated with a service offering. Anyone belonging to the Service Owners responsibility group in TeamDynamix is able to edit Service Catalog pages.
- The [\*\*Knowledge Base\*\*](#) contains help information on how to use or troubleshoot an OIT service offering. These pages' content is owned by responsibility groups comprised of Tier 2 subject matter experts. When you are logged into TeamDynamix, you are able to see which group owns any given knowledge article by looking in the right sidebar.