Evaluating IU’s Web Content Management System

Enterprise Web Tech Services

October 30, 2009
Agenda

Brief Background
Evaluating Web Content Management
Making WCMS Happen
Cascade Server Architecture & Application
Resources/Upcoming Events
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**Brief Background**

- **June 2008**: Hannon Hill’s product *Cascade Server* chosen by IU and pilot project core team created
- **July 2008**: Pilot project participants established
- **September 2008**: Pilot phase began
- **February 2009**: Production service available / Training offered
- **October 2009**
  - 307 accounts in Cascade Server
  - 56 top-level site structures
  - approximately 120 people trained as site managers

*for more timeline and background info visit [https://www.iu.edu/~wcms](https://www.iu.edu/~wcms)*
Evaluating Web Content Management

The benefits

“A good CMS allows non-technical authors and editors to easily and quickly publish their content.”

“A CMS makes it easier for you to manage who creates, edits and publishes content.”

“A CMS allows for the design of a common and consistent information architecture (metadata, classification, navigation, search, layout and design).”

Evaluating Web Content Management

The investment

- Trust
- Training, Learning, and Adapting
- Migration vs Redesign*
- Organizational Commitment

Evaluating Web Content Management

IU’s WCMS
✓ Centrally managed baseline service
✓ IU WCMS Community
✓ Provides effective content creation, editing, and publishing

Site management remains a barrier
- Some organizations have developed this expertise
- Some organizations pay others for this expertise
- Our challenge at this time is remove this barrier for everyone else
- This is a common problem with all products and implementations
Making WCMS Happen

• Who is a good candidate?
  – Orgs needing content managed by people that own it, not technical staff
  – Orgs needing change review before publishing
  – Orgs needing consistency across multiple sites
  – Orgs needing content published to multiple formats
Making WCMS Happen

• What does it take?

  – Commitment by an organization, not just the technical staff, to adapt roles and processes
  – Commitment by an organization to provide necessary input
  – Commitment by web managers, content providers, and reviewers to learn to use the WCMS
Making WCMS Happen

• How is it done?

  – With help from an IU resource such as Office of Creative Services or a vendor such as Hannon Hill
    • Even with help, long term support needs must be addressed

  – From the WCMS community
    • There are resources for organizations migrating to the WCMS on their own
Cascade Server: Architecture & Application

Erick Carballo
Cascade Server: Architecture

Red Hat Enterprise Linux 4 Virtual Machines

The first IU production implementation of Oracle on virtual machines

Oracle 10.2 on RHEL 5

Publishing Servers

- webserv
- personal server

Database

Internet Browser
- Firefox
- Safari
- Internet Explorer

Zeus Extensible Traffic Manager (ZXTM)
- load balancing virtual machines

Firewall

checkpoint
Resources

• WCMS-L@indiana.edu

• WCMSSUPP@indiana.edu

• https://www.iu.edu/~wcms
Upcoming Events

• Training for Contributors
  – November 3 @ IUB
  – November 4 @ IUPUI

• Training Series for Site Managers
  – March 23-25, 2010 @ IUB
  – March 30 – April 1, 2010 @ IUPUI

• https://www.iu.edu/~wcms