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**Introduction:**

The following is an attempt to put together a complete, yet reasonably flexible template for the specification of the Hillsborough Community College Web Site. Wherever possible, we have tried to provide requirements for the contents of various sections and subsections of the document.

In devising this requirements document, we have gleaned information from many sources. We have made every effort not to assume or impose a particular software development methodology or paradigm, and to place more emphasis on format than on content. Content contained on the web site will be the responsibility of departmental subject matter experts and their collaboration with the web design team.

It is our desire that a completed requirements document meet the following criteria:

- It should be able to adequately serve as training material for new project members, imparting to them enough information and understanding about the project implementation, so that they are able to understand what is being said in design meetings, and won’t feel as if they are drowning when they are first asked to create or modify requirements.

- It should serve as “objective evidence” that the designers and/or implementers are following through on their commitment to implement the functionality described in the requirements specification.

- It needs to be as detailed as possible, while at the same time not imposing too much of a burden on the designers and/or implementers that it becomes overly difficult to create or maintain.
Goals and Success Criteria:

- Provide the specifications for a world-class web site.
  - Positive feedback from the College and external constituents regarding web site design and navigation.

- Gain support from the College community; including site specifications, content management, and approval processes.
  - Adoption of the Web Site Functional Specifications Document

- Provide adequate funding for the development and support of the web site.
  - Commitment of resources to support the Web Site Functional Specifications Document and deployment and management processes.

- Deploy a centralized web architecture that is easily managed given a set of predetermined standards.
  - Installation of web site architecture according to specifications.

- Develop a web site that focuses on HCC as a college, yet also provides campuses with the ability to retain their own identity.
  - Positive feedback from campuses regarding design of Tier 3 web pages and their relationship to the homepage.

- Provide a web environment that is accessible in multiple formats
  - Implement a web site that is ADA compliant
  - Implement a web site that can accessed by mobile devices

- Provide a web architecture that integrates with the disaster recovery plan.
  - Comparable web architecture will be implemented in accordance with the disaster recovery plan.

- Begin deploying web site by July 31, 2007
Hardware:

1. Will be capable of running the operating systems outlined in the Operating Systems section.
2. Will be physically located in the OIT data center, or other location in concert with disaster recovery plans.
3. Will be maintained by OIT personnel.
4. Will be scalable.
5. Will be able to support busy hour hits based on statistical data.
6. Will be implemented in accordance with College Disaster Recovery Plans.
7. Will include hardware to manage a text lifting/transcoding system for web site accessibility.
8. Will incorporate a load balancer on the front end.
Operating system:

1. Will be Windows and/or Linux.
2. Must be capable of interfacing with SAN.
3. Must be capable of interfacing with legacy systems such as Datatel, etc.
4. Must be able to synchronize the static web pages to LINUX machine.
5. Will be maintained by OIT.
**System Software:**

1. Content Management System (CMS)
2. Database serving CMS
3. Database serving dynamic web pages
4. Web Statistics/Analysis program(s)
5. Text lifting/transcoding program
**Statistical Data:**

1. Will be taken at least quarterly by/or given to OIT.
2. At least 2 measurements per year will be taken during school registration (one in each the fall and spring terms).
3. Statistics will include a variety of areas including:
   a. Peak usage times and rates
   b. Homepage and Tier 1 through 3 hits
   c. Broken links
   d. Orphaned pages
   e. Out of date content (content pages not updated in a year or more)
   f. Browser and Operating systems
4. Will be on file for review for a minimum of 2 years.
Network:

1. Will be maintained by OIT personnel.
2. Will be scalable.
3. Will be able to support busy hour hits based on statistical data.
4. Will be compliant with College Disaster Recovery Plans.
5. Will integrate with other College servers hosting web content.
Navigation:

1. Web pages will be able to load completely within 10 seconds on a 56k dial-up connection.
2. The user will drill down a maximum of 3 screens from either the homepage or a tier 3 page.
3. Clicking the logo on subordinate pages will navigate back to the home page.
4. Forward and Back buttons will be compliant with selected web browser (Internet Explorer, Mozilla Firefox, Netscape, etc...)
5. Navigation bars will appear at the top and/or left side of each page.
6. Links will be available to HawkNet and legacy systems as appropriate.
7. The site will include “bread crumbs” on tier 1 and 2 pages.
8. No scrolling will be needed on the home page.
9. The home page will have a link to tier 3 pages.
10. Resource Links will use web technologies to display associated tier 1 or 2 page links.
11. Tier 1 pages will provide links to associated tier 2 pages.
12. Tier 2 pages will retain same navigation features as their associated tier 1 page.
13. Tier 3 pages will provide links to campus/organizational specific pages (tier 4)
14. Tier 4 departmental pages (excluding individual faculty and staff pages) may be linked from both tier 2 and 3 pages.
15. Tier 5 pages will be linked from tier 4 pages.
16. Links to .pdf files, MS Office documents, external sites, and HawkNet resources will open in a new browser window.
17. A footer will be displayed on the homepage and all tier 1 through 3 pages; the footer will include:
   a. Copyright information
   b. Form page to submit comments about the web site – routed to Web Services Manager
   c. Link to College contact information
   d. Privacy policy
Logo:

1. The college logo will appear at the top of each official College page.
2. The college logo will be transportable.
3. The college logo will be in a format that allows smooth resizing.
4. No other logos beyond officially supported or integrated programs will appear on the web site (e.g. WebAdvisor, Campus Cruiser, WebCT, Microsoft, etc.) without approval from the Executive Director of Marketing.
Theme:

1. Each official College page will display the school colors (using the standard hexadecimal coding).
2. Consistent font style for content.
3. Consistent paragraph and numbering scheme.
**Content:**

1. Each page will display the Hillsborough Community College logo.
2. The masthead will contain links to non-academic resources.
   a. Text only version
   b. Employment
   c. Contact information
   d. Search Function
   e. Home
3. A common masthead will be used for tier 1 and 2 pages.
4. The home page and tier 1 and 2 mastheads will have links to logical grouped pages for patron resources (resources pages):
   a. Current Students
   b. Future Students
   c. Faculty and Staff
   d. Business and Community
   e. Campuses
5. The homepage will have links to tier 1 pages (content pages) such as:
   a. Admissions
   b. Financial Aid
   c. Human Resources
   d. Office of Information Technology
   e. Academic Programs
   f. Foundation
   g. Board of Trustees
   h. Library
   i. Professional Development
   j. Athletics
   k. Others …
6. The web site will contain a secured employee intranet.
7. Tier 4 and 5 pages will be developed using the CMS or other approved location given content/designer needs.
8. If individuals choose to maintain content outside of the CMS, they must also provide access to that content through the CMS.
9. If any content is housed at a location external to the official web site, a statement notifying users that they are leaving the official College web site must be displayed.
10. Web site will include a site map and/or index.
11. Web site will be able to display a text only version of content.
12. Web site will include a searchable employee/department directory.
13. A search function will be included on all pages, with the exclusion of faculty and staff pages if desired.
Content Continued:

14. The homepage will have a link to HawkNet resources (include the ability to login from the homepage when a single environment exists).
15. Pages in the CMS will be chosen from developed templates consistent with the web site design.
16. College or Campus announcements will be displayed in HawkNet (Campus Cruiser) unless approved for the homepage.
17. Official College web pages will be housed within the centralized web architecture.
18. Student clubs and organizations will have the ability to develop sites within the CMS.
Approvals:

Homepage
1. All content placed on the homepage shall be approved by the Executive Director of Marketing and Public Relations.
2. All links placed on the homepage shall be approved by the Executive Director of Marketing and Public Relations.
3. All College-wide announcements and news placed on the homepage shall be approved by the Executive Director of Marketing and Public Relations.

Successive Tiers
The addition of pages in each Tier will be approved by the designee outlined in the table below:

<table>
<thead>
<tr>
<th>Tier</th>
<th>Approval Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1</td>
<td>Vice President of Information Technology</td>
</tr>
<tr>
<td>Tier 2</td>
<td>Administrator in charge of department of the associated Tier 1 page</td>
</tr>
<tr>
<td>Tier 3</td>
<td>Vice President of Information Technology</td>
</tr>
<tr>
<td>Tier 4*</td>
<td>Campus President or Administrator in charge of the department of the associated Tier 3 page</td>
</tr>
<tr>
<td>Tier 5*</td>
<td>Administrator or Program Manager in charge of the department of the associated Tier 4 page</td>
</tr>
</tbody>
</table>

*Note – Tier 4 and 5 faculty pages do not need approval to be included in the hccfl.edu domain

Other Approvals
1. Content requested to be housed outside of the CMS at any Tier level will be approved by the V.P. of Information Technology.
2. Students’ clubs and organization sites will be approved by the Campus President or respective Administrator.
Site Management:

1. The homepage will be managed by Web Services through collaboration with the V.P. of Information Technology and the Executive Director of Marketing.
2. Tier 1, 2 and 3 pages will be managed by Web Services through collaboration with a liaison from each Tier 1 unit and Tier 3 location.
3. Tier 4 and 5 pages will be managed by the site owners within the CMS.
Definitions:

CMS: Content Management System; e.g. Novus

Content pages: Pages linked from departmental specific pages; e.g. Student Services, Human Resources, Athletics, etc.

Homepage: A single web page designated as www.hccfl.edu

Masthead: Master Heading – the top heading area of a web page that includes institutional information, graphical design, and navigational components.

Official Web site: Any URL in the hccfl.edu domain.

Resource pages: A page used to navigate to logical groupings for patron resources.

Tier 1 pages: District-wide content pages such as Student Services, Library, Academic Programs, Human Resources, etc.

Tier 2 pages: Specific content pages containing information related to tier 1 pages.

Tier 3 pages: Campus home pages, administrative office, satellite centers, and other organizational units responsible for program delivery; i.e. continuing education, and corporate training.

Tier 4 pages: Tier 3 departmental pages and faculty and staff pages.

Tier 5 pages: Content pages containing information related to tier 4 pages.

Web Services: A unit within OIT charged with developing and maintaining the official College web site.