Mosaic UAS websites governance (post-migration)

Introduction
This document outlines the governance of UAS websites after the 2019 migration to the Mosaic web publishing platform. It sets out the guiding principles for the sites, and outlines the responsibilities of teams and groups that will ensure they are successful in the long term.

General principles
The following principles underpin the governance around our websites:

- **We put users first**
  UAS websites exist to allow our users to carry out specific tasks, and to find the information that they need to carry out their roles effectively. It is essential that we focus on our users, and that any decisions about future changes are made with the user in mind.

- **Users should have a consistent experience across our sites**
  Many of our users use more than one UAS website, and the content on our sites is complementary and overlapping. Wherever possible, users should have a consistent experience as they move from site-to-site. To achieve this we must aim for consistency in our user interface, design, writing style and site functionality.

- **Processes and workflows must be as simple as possible**
  It is vital that UAS sections are able to quickly and easily update content on the websites they manage (so long as it does not impact on our aims of providing a consistent user experience). Processes set up to increase consistency must not unnecessarily slow down operational activities, or lead to superfluous bureaucracy.

- **We are committed to continuous improvement**
  Good websites evolve over time. We are committed to developing our sites in the long term ensuring our content and online services are aligned with user needs and evolving technologies.

- **Our sites must be integrated with the University's digital architecture**
  UAS websites do not exist in a vacuum. They are part of a wider collection of internal and external digital platforms. It is essential that users have consistent user experience between UAS Mosaic sites; the main University website; and internal collaboration tools such as SharePoint.

Efficient, effective and user-focused websites will contribute to building confidence in the University's professional services.

Responsibilities
To be successful, our sites require input from a wide range of stakeholders – all with their own responsibilities. The four main teams involved in UAS websites:

Individual UAS sections
UAS sections are responsible for the architecture and content of their individual sites. This includes ensuring content is up-to-date and accurate; making incremental changes to their sites, and responding to individual pieces of user feedback.

UAS Websites Manager
UAS Websites Manager plays a co-ordinating role: supporting individual sections and ensuring sections work together to provide a coherent and consistent experience for our users. It will take responsibility for the Staff Topics content on the Staff Gateway (because their content spans multiple UAS sections). It will also administer the governance groups (see below).

Mosaic platform team
The Mosaic platform team is our technology partner. It provides a stable platform, and makes sure that UAS sections receive appropriate levels of technical support (in conjunction with the Service Desk). They turn user requirements into technological delivery, to ensure the platform responds to user needs (as part of wider pan-University website provision).

Public Affairs Directorate
PAD is the University's lead communications team. It ensures consistency between UAS sites with and University's wider external websites; adherence to the University's brand guidelines; and leads on the content on the Staff Gateway, so that institutional messages can reach a broad audience.

Governance groups
To ensure close alignment between the different stakeholders involved, it is proposed that two new governance groups are formed. A Managing Editors Group will make sure that sites are aligned at an operational level, while a higher-level Steering Group will help to manage the direction of the sites in the longer term. They are outlined as follows (detailed Terms of Reference to follow):

	Managing Editors Group	**Steering Group**
Chaired by	UAS Websites Manager	Head of Communications, AAD (in their UAS Communications capacity)
Membership	- Lead editors (one per UAS section) - Mosaic Customer Service Success analyst Mosaic Migration Project Manager	- One representative per UAS **section** (NB: this individual must be empowered to represent their section as a whole) - Head of Digital Communications, PAD - Mosaic Service Owner , IT Services - Managing Editor Group chair
Purpose	Provides a forum for those with operational responsibility for Mosaic sites to work together to develop UAS sites as a whole, and to share best practice.	Ensures high standards of governance and site management, and leads the development of UAS websites in the long term.
Indicative activities	• Champion best practice in web content creation and digital best practice, including readability and digital accessibility • Agree training requirements • Make recommendation for new functionality, beneficial for the collection of sites. • Agree changes to existing templates • Manage decisions about shared content across sites • Advice and feed into staff topics development • Managing the usage of tools, such as Site Improve or Google Analytics	• Making high level decisions about site design • Making recommendations about new site functionality and development • Authorising the registration of new domains • Considering high level training needs • Making high level changes to governance processes • Overseeing content-related compliance matters

	• Agree changes/additions to the UAS web guidance and style guide	
Meeting frequency	Monthly	Termly