

- E. **Extranet:** An extranet is a semi-private web site that enhances communications and transactions between KCTCS and various partners. A web site allowing vendors to review bids, provide information about services they offer, and process invoices would be an example of an extranet.

4.19.4 Administrative Structure

Web Services within KCTCS is a functional area with both college and System Office components. Overall management is provided by a System Director of Web Services, reporting to a System Vice President. Each college maintains full-time professional web services management as detailed in the responsibilities section of this policy.

4.19.4.1 College Responsibilities

Responsibility in each of the areas below is assumed by the college president and formally assigned to appropriate personnel.

- A. **Content** - The college president assigns personnel charged with production of digital graphics and photography and writing/editing/proofing web site copy in compliance with established branding, writing, style, and other standards maintained by the Web Services Peer Team.
- B. **Optional Development** - The college president may optionally assign content personnel to participate in collaborative web application development with members of the Web Services Peer Team. This development is governed by a prioritization and development model approved by the President's Leadership Team and maintained by the Web Services Peer Team.
- C. **Training** - The college president assigns personnel charged with providing ongoing training to colleagues for CMS use, Intranet functionality, content development, standards and best practices, and web technologies through compliance with training plans and standards are maintained by the Web Services Peer Team.
- D. **Support** - The college president assigns personnel charged with providing advice to content managers on standards compliance, serving as tier-one and tier-two technical support for web-services related issues, and managing user access and permissions to Intranet or CMS systems. Support complies with governance plans, support models, and standards maintained by the Web Services Peer Team.
- E. **Leadership** - The college president assigns personnel charged with service on the Web Services Peer Team. Members will participate fully and complete assignments as requested.

4.19.4.2 System Office Responsibilities

The System Office Web Services Department is responsible for general oversight of System-wide Web Services efforts as well as management of web operations at the System Office.

The System Office Web Services Department provides leadership, service, and support to the colleges by:

1. Leading the Web Services Peer Team.