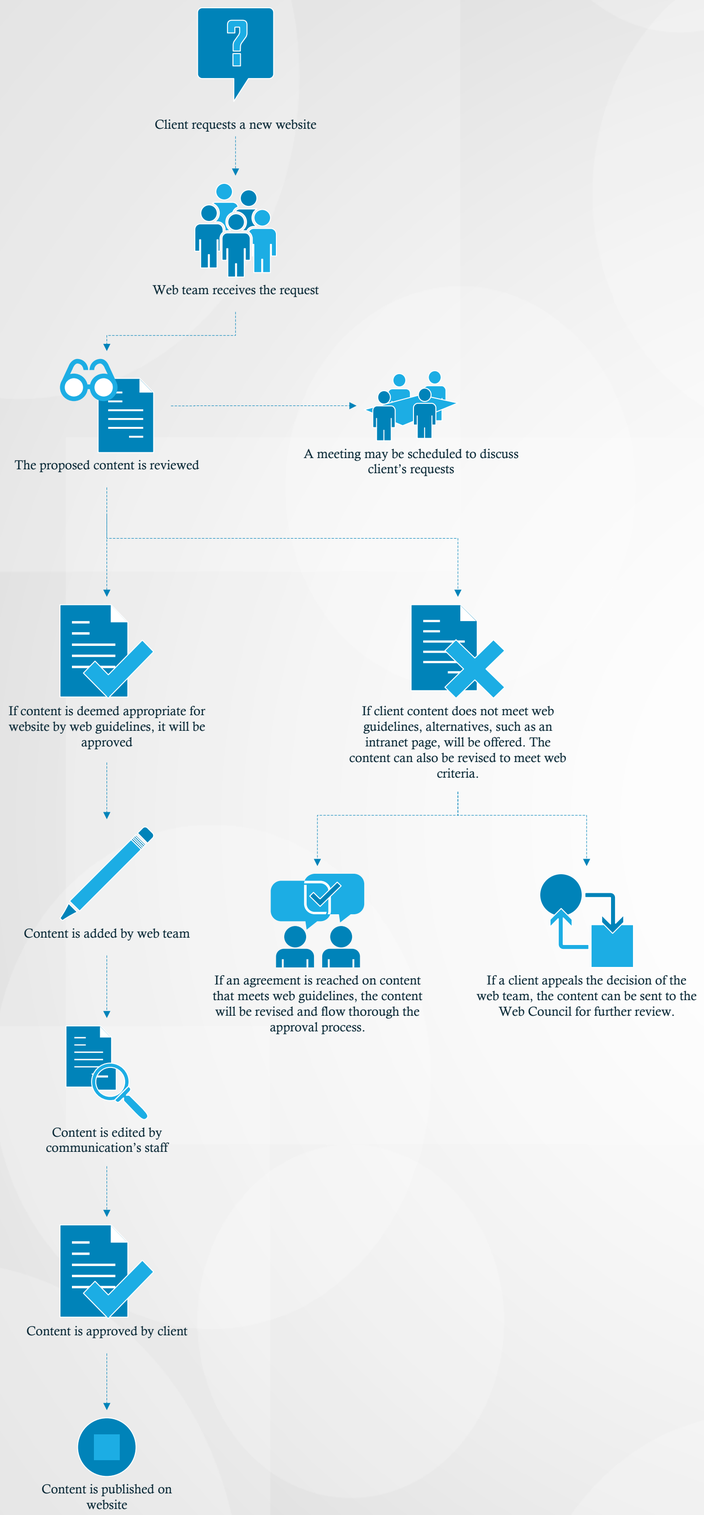
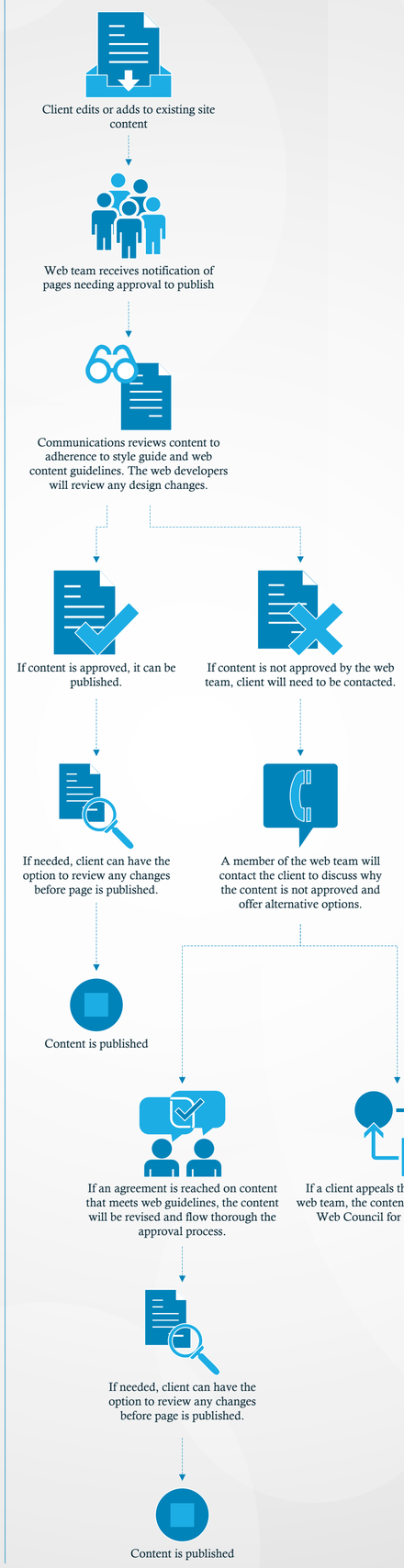
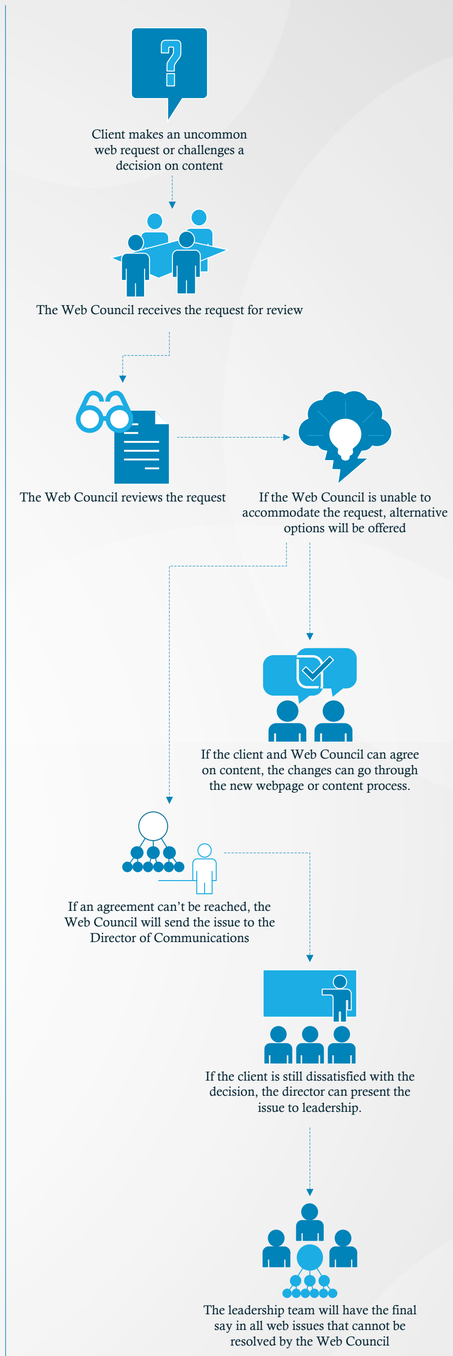

Client requests a new website
Web team receives the request
The proposed content is reviewed
A meeting may be scheduled to discuss client's requests
If content is deemed appropriate for website by web guidelines, it will be approved
If client content does not meet web guidelines, alternatives, such as an intranet page, will be offered. The content can also be revised to meet web criteria.
Content is added by web team
If an agreement is reached on content that meets web guidelines, the content will be revised and flow thorough the approval process.
If a client appeals the decision of the web team, the content can be sent to the Web Council for further review.
Content is edited by communication's staff
Content is approved by client
Content is published on website


Client edits or adds to existing site content
Web team receives notification of pages needing approval to publish
Communications reviews content to adherence to style guide and web content guidelines. The web developers will review any design changes.
If content is approved, it can be published.
If content is not approved by the web team, client will need to be contacted.
If needed, client can have the option to review any changes before page is published.
A member of the web team will contact the client to discuss why the content is not approved and offer alternative options.
Content is published
If an agreement is reached on content that meets web guidelines, the content will be revised and flow thorough the approval process.
If a client appeals the decision of the web team, the content can be sent to the Web Council for further review.
If needed, client can have the option to review any changes before page is published.
Content is published


Client makes an uncommon web request or challenges a decision on content
The Web Council receives the request for review
The Web Council reviews the request
If the Web Council is unable to accommodate the request, alternative options will be offered
If the client and Web Council can agree on content, the changes can go through the new webpage or content process.
If an agreement can't be reached, the Web Council will send the issue to the Director of Communications
If the client is still dissatisfied with the decision, the director can present the issue to leadership.
The leadership team will have the final say in all web issues that cannot be resolved by the Web Council