**IT/Website Support Provision**

The iSchool IT unit will provide the following web-related services for centers, research projects, and other college-supported or related activities upon evaluation by the IT Director.

The iSchool IT unit provides web hosting services utilizing AWS cloud-based resources.  Hosting services provide basic monitoring, maintenance of platform security, backups, and access management to the host platform. A development environment may be provided upon request and review of the specific use case.  Hosting options are as follows:

**WordPress** - The iSchool’s default and supported platform is WordPress.  The iSchool currently provides access to an internally developed WordPress theme and is currently working to develop two additional supported WordPress themes.  Individuals or groups requesting hosting services from the iSchool may make use of this theme.  The IT unit will provide regular security updates as well as limited customization for this WordPress theme.  The IT unit will also provide training on basic content management activities within WordPress as needed.  Requests for hosting services using alternate WordPress themes will be considered on a case by case basis with the following limitations:

-No support for customization, content management, or troubleshooting will be provided for WordPress instances using non-iSchool developed themes.

-All hosted WordPress sites will be regularly patched and updated to maintain security.

-Occasionally, security patches may disrupt the functionality of various plugins.  The IT unit will NOT be responsible for any functionality issues caused by the application of security updates.

**Drupal** - Drupal hosting is provided by UMD’s Division of IT.  For those requiring access to a Drupal platform, the iSchool’s IT unit will function as a liaison with the Division of IT to procure hosted Drupal environments upon request.  Drupal environments are provisioned with basic monitoring, maintenance of platform security, backups, and access management to the host platform. A development environment may be provided upon request and review of the specific use case. Neither the iSchool IT unit nor the Division of IT will provide any development support for Drupal instances.

**Custom Builds** -  Hosting services for custom-built websites provide basic monitoring, maintenance of platform security, backups, and access management to the host platform. A development environment may be provided upon request and review of the specific use case. The iSchool IT unit will not provide any development support for custom builds

Content management for any and all hosted sites is exclusively the responsibility of the requesting party.  Customization of themes, plugins, security updates, or use of any other tools for any hosted site outside of the iSchool’s standard WordPress template is the responsibility of the requesting party. Please refer to the iSchool’s list of banned plugins before installation or use of any plugin.

The iSchool’s IT unit reserves the right to terminate a hosted site as needed in the event of a security breach.  In this event, the site will be restored to the last known good configuration that has been captured in backups upon request.  Repeated violations of security protocols resulting in breaches may result in termination of hosting agreement at the discretion of the IT Director.