

Sample Procedure with Multiple Decision Points

3.2 Communication Management

3.2.2 Manage Website Change Requests

Responsibility: Website Content Specialist (“WCS”), Website Content Manager (“WCM”),
Frequency: Daily
Procedures:

3.2.2.1 Manage Website Content Change Requests – Email Requests

The Website Content Specialist (“WCS”) has primary responsibility for handling change requests for modifying content on the organization’s website. Open change requests are tracked in the Open Change Request Log, on S:\Change Requests

1. On an on-going basis during the workday, WCS checks their email inbox for emails regarding website content change requests.
2. Review change request to determine whether:
 1. change request can be executed immediately (generally a minor, immaterial modification)
 2. more information is needed (go to Step 4)
 3. approval to make the change is required (go to Step 5)
3. If change request can be executed immediately:
 1. Complete website change based on change request (see section 3.3.1 Execute Website Content Changes)
 2. Save change request email in Website Content Changes\Completed folder in mailbox.
4. If WCS needs more information to make the change:
 1. Contact requestor via email or phone as appropriate
 2. Log the change request into the Open Change Request Log
 3. Upon clarification, make website content change based on change request (see section 3.3.1 Execute Website Content Changes)
 4. Update the Open Change Request Log
 5. Save change request email in Website Content Changes\Completed folder in mailbox.
5. If WCS needs management approval to make the change:
 1. Contact appropriate manager via email or phone or forward email to WCM to contact client as appropriate
 2. Log the change request into the Open Change Request Log
 3. Upon approval from manager or via WCM, make website change based on change request (see section 3.3.1 Execute Website Content Changes)
 4. Update the Open Change Request Log
 5. Save change request email in Website Content Changes\Completed folder in mailbox.
6. On a daily basis, review Open Change Request Log and follow up on open items.

Link(s): Open Change Request Log
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