

Empowering People Implementing a Campus-wide Content Management System

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Overview

- How UofL got buy-in on a campus-wide CMS (and how you can, too!)
- UofL's current production environment
- What's working / What are the problems
- Discussion

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Problem

- Ransom note web sites - No Institutional identity
- Embarrassing / out of date information
- Site is hard to navigate
- Wasting time / money / creating anxiety
- Supporting ancient sites and unix permissions = support and security nightmare!

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The Real Problem

Your real problem is...

***you want to implement a
CMS and make
everything better***

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Solution

- Pick a great CMS (For example, Plone)
- Pitch
- Pitch
- Pitch
- Pitch
- Pitch
- Pitch

You
have to
sell it!

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The Pitch

- Be excited! Sell the fantasy!
- Tell everyone, everywhere
- Pitch it again, and again, and again

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Be a Magician

- Edit some text
- Add a calendar
- Turn on an image gallery
- Build a form
- Process credit card payments

Seize Every Opportunity

- Security audit
- Institutional branding campaign
- Updating ancient hardware / processes
- Accessibility - WCAG - ADA Section 508
- Casual meetings and conversations
- Show end-users something better
- Lunch!

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Know the Obstacles

- e.g. Other products
(Microsoft is everywhere!)
- Entrenched departmental developers
- Some people don't adapt well to change

It's Your Fault!

- Be the champion, or find one (or more!)
- Breed evangelists and help them
- Start a mailing list and users group
- Get some muscle (administration)

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Essentials to a Successful Deployment

- Be marketing's best friend
- Build on-campus relationships
- Sweat the big stuff first
- Be honest, don't over commit or under deliver
- Listen
- Be enthusiastic!

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UofL's Goals, Projections, and Metrics

- Decommission old web servers (2006-2009?)
- Move all (IT housed) sites to Plone

Pages		55,000	11,000
Files, etc.		280,000	14,000
Custom Apps			4,100
infrastructure Apps			3,200
Est. Migration Hours			32,300

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UofL's Current Status

Approx:

- 90 live Plone CMS sites
- 50 student organizations
- 120 "staging"
- 200?-300? still static

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Current Issues / Lessons Learned So Far

- Changes in management may be hazardous to your health.
- Mars Needs Coders! Get the right staff
- The site is free (customizations are not)
- Support / Docs / Training +1
- Horsepower != Performance

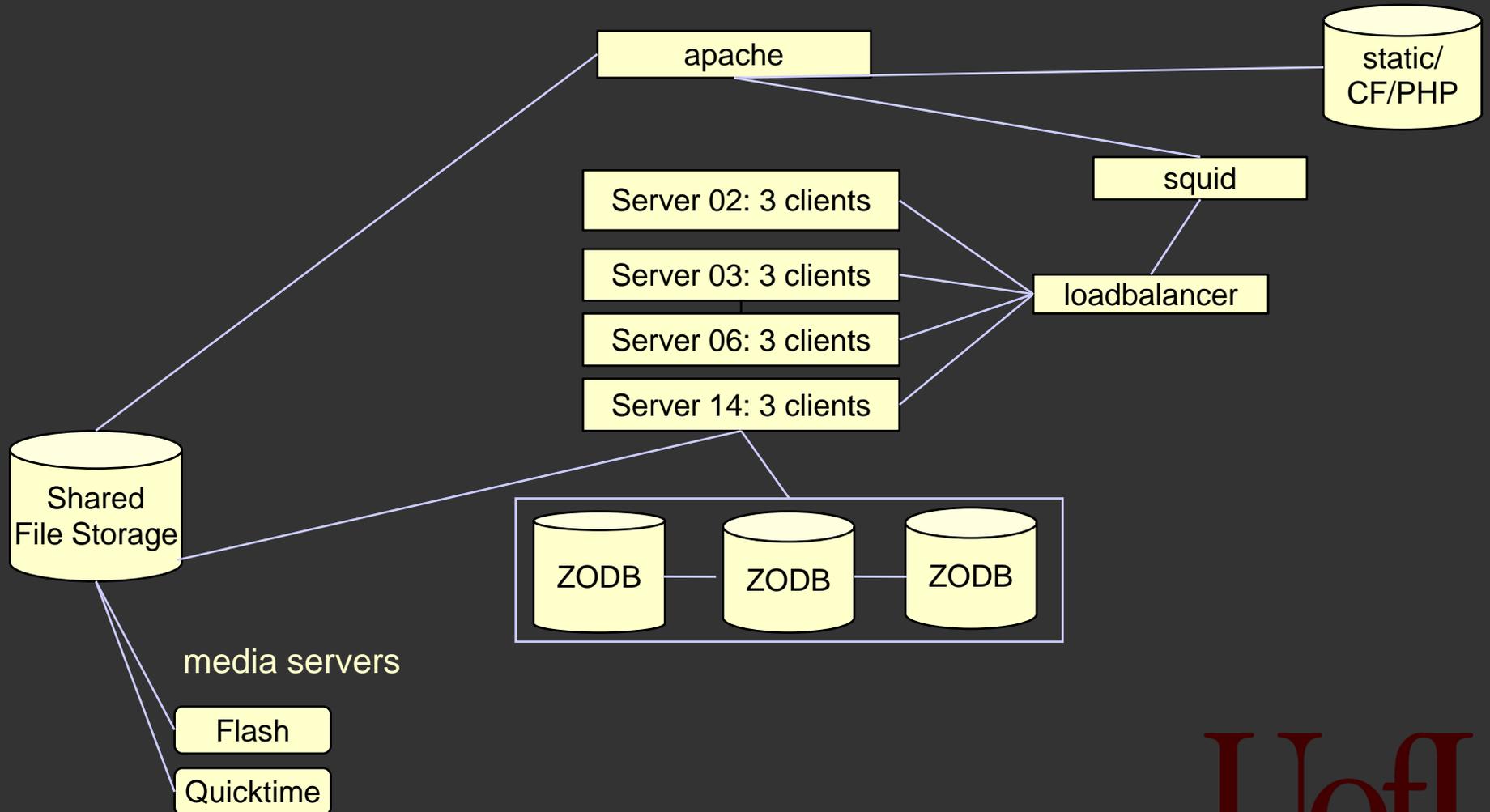
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UofL - Current Production Environment

- Plone 2.5.3
- Custom Products / extensions
(blob, skins, custom navigation, SubPlone, work flows, quota, homepage, person directory, content portlet, PFGPaymentField,MediaFolder)
- apache - squid - pound – clients
- IBM Blades, SAN and NAS storages

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University of Louisville Current Plone Environment



What works

- Training +1
- Lightly trained users are actually doing their own updates (mostly) +2
- Software fixes +1
- Users still have basic user issues +1-1
- Kupu (1.3.9 vs 1.4.x) vs FCK
- Enfold Desktop 3.x rules (when it all works)
- PloneFormGen rocks!

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Current Problems

- Training /growing developers is difficult
- Migration to Plone 3 will be tricky
- Performance optimizations
- Performance on writes is terrible
- Power users on Macs want access
- Too much work, not enough people
- Users want more.....

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Questions & Discussion

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