

Web Documentation Approval Process

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SOP Document



SERTUS
CORPORATION

Web Documentation Approval Process

I. Purpose

The purpose of this SOP is to describe the approval process for Sertus Internet and intranet documentation.

II. References

A. Internal Documents

Web Documentation Conventions

B. External Regulations & Publications

None.

III. Scope

The procedures in this SOP pertain only to the Sertus Internet and intranet, not to other web site projects developed under the auspices of Sertus Corporation.

IV. Interacting Groups

This SOP pertains to all content contributors for the Sertus Internet and intranet web sites, as well as the personnel who quality check Sertus web documents.

V. Procedure

- 1 The content contributor submits a web document proposal to the Chief Technical Officer (CTO). This proposal should contain the following:

- ◆ An outline of the web document topics
- ◆ A description of the artwork that will accompany the text
- ◆ A list of resources needed to complete the document(s)

Examples:

- personnel (e.g., requesting that the Creative Director create graphics)
 - hardware
 - software
- ◆ A list of all the publications from which you acquired graphics or ideas, including URLs.
 - 2** The CTO reads the proposal and approves it, rejects it, or returns it to the content contributor with revision requests. If the proposal is approved as is or approved conditionally, upon revision, the CTO signs the original copy of the proposal.
 - 3** If the proposal is returned with revision requests, the content contributor makes the requested revisions.
 - 4** After the web proposal has been approved or revised, the content contributor develops his web documentation and submits it to the Sertus Webmaster, along with the signed proposal.
 - 5** The Webmaster checks the HTML code, to ensure that it conforms to the standards and conventions described in the document *Web Documentation Conventions*. The Webmaster also quality-checks the content and layout of the text.
 - 6** If any revisions need to be made to the text or HTML code, the Webmaster returns the documentation to the content contributor.
 - 7** If the documentation is returned with revision requests, the content contributor makes the requested revisions and returns it to the Webmaster.
 - 8** If the web documentation contains any graphic files the Webmaster submits the documentation to the Creative Director.
 - 9** The Creative Director quality checks all the graphics in the web documentation and makes alterations, if necessary.
 - 10** The Creative Director returns the web documentation to the Webmaster, who submits it to the CTO for final signoff.

- 11** The CTO checks the document and either signs off on it or makes revision requests.
- 12** The CTO returns the documentation to the Webmaster.
- 13** If revision requests are made, the Webmaster returns the documentation to the content contributor, who makes the requested revisions.
- 14** If the content contributor makes revisions, he returns the documentation to the Webmaster, who submits it to the CTO again, for approval.
- 15** After the CTO approves the web documentation, he returns it to the Webmaster to upload to the Sertus web server.

VI. Definitions

None.

VII. Attachments

None.