

**OFFICE OF WEB COMMUNICATIONS**  
**Idaho State University**  
**WEB SITE MAINTENANCE AGREEMENT**

1. **DEPARTMENT:** This maintenance agreement is for \_\_\_\_\_ and includes the web site located in the \_\_\_\_\_ directory.
2. **EFFECTIVE AND RENEWAL DATES:** This agreement is effective as of \_\_\_\_\_. This agreement will be automatically renewed on the anniversary of the effective date, unless otherwise notified by the department.
3. **MAINTENANCE POLICY:** This agreement is governed by the Maintenance Policy of the Office of Web Communications, which can be viewed online at [http://www.isu.edu/websc/policy\\_maintenance.shtml](http://www.isu.edu/websc/policy_maintenance.shtml).
4. **REDESIGN: IF DEPARTMENT HAS EXISTING WEB SITE:** This agreement includes an initial full site review and update, which includes conversion to the University's templates. A Web Communications staff member will be assigned to this agreement, and will review the site with biweekly frequency to assure it is up-to-date and accurate.  
OR  
**IF DEPARTMENT NEEDS A NEW WEB SITE:** This agreement includes an initial site design, which includes the process outlined in the Design Policy of the Office of Web Communications, which can be viewed at [http://www.isu.edu/websc/policy\\_design.shtml](http://www.isu.edu/websc/policy_design.shtml). After initial launch, a Web Communications staff member will be assigned to this agreement, and will review the site with biweekly frequency to assure it is up-to-date and accurate.
5. **ADDITIONAL NEEDS:** Web Communications can undertake the following tasks for an additional fee, but they are not included in the cost of this agreement: restructuring of a web site's entire navigation system; creating new logos or branding images; troubleshooting pre-existing code created or corrupted by a party other than Web Communications; interactive components or functionality additions; writing complex or lengthy forms; database activity. Web Communications reserves the right to decline content maintenance where the timing or schedule of content changes are so critical that other projects and responsibilities of Web Communications would need to be sacrificed.
6. **UPDATES AND EDITS SUBMISSION:** Web Communications encourages edits and updates to be submitted as needed. The delivery of edits can be submitted by: email; sending disks and/or marked-up hard copy through campus mail; physical delivery to the Office of Web Communications in the Administration Building, Room 138.
7. **TIMEFRAME:** The Office of Web Communications strives to make updates within one business day, but reserves up to five business days for regular content updates, delivered via email or on disk.
8. **FEES:** This agreement is invoiced at the rate of \$400 for one calendar year OR \$40 for 30 days from the effective date.

**APPROVAL:** The foregoing provisions of this maintenance agreement for the \_\_\_\_\_ **are hereby approved and confirmed:**

\_\_\_\_\_  
Department Head/Liaison

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director of Office of Web Communications

\_\_\_\_\_  
Date

Contact Information:

Department Liaison  
NAME \_\_\_\_\_  
DEPARTMENT \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
PHONE \_\_\_\_\_  
E-MAIL \_\_\_\_\_

Web Communications Representative  
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