

Website Content Support Guidelines

Created: 7/3/2023

Last Updated: 7/7/2023

This document provides a breakdown of website update requests by level of issue severity, examples of

Request Level	Response Time
Level 1: Critical	Immediate Within 10 business days
Level 2: High	
Level 3: Medium	

Request Level Examples

Level 1: Critical

Example: Broken link to a critical page (e.g., contact page)

Example: Major content error (e.g., incorrect phone number)

Example: Broken image or video player

Level 2: High

Example: Broken link to a non-critical page (e.g., about page)

Example: Content error (e.g., missing or incorrect text)

Level 3: Medium

Example: Broken link to a non-critical page (e.g., footer link)

Example: Content error (e.g., missing or incorrect text)

Example: Broken image or video player

Example: Broken form submissions

x }oo P }uuv] Ÿ}v••š + Á]oo OE •%}v š} oo OE <μ•š•% OE šZ
commonly μ u]© OE••Z}μo Æ% š š} OE]À }v.OE u Ÿ}v } (šZ]OE OE
<μ•Ÿ}v• Á]šZ]v î μ•]v •• Ç•X Æ %Ÿ}v• OE • (}oo}Á•W OE •%}
• } (u OEP v Ç }OE OE]Ÿ o OE OE}OE]••μ••}OE•]Ÿ]šZ]OE î Z]PμOE• OE
impact requests.

x oo OE <μ•š• OE Æ% š š} OE •}oÀ Á]šZ]v î μ•]v •• Ç• ~
(}OE]v•ŸšμŸ}v o Z}o] Ç••X Z •}oμŸ}v u Ç]šZ OE }u%o Ÿ}v }
project status. If a request is escalated to project status, that means it requires more resources
than can be allocated in a two
•μ u]© OE](%OE}i š]• • o š ••}}v • šZ OE <μ•š Z • v Á

x Requests that]v o μ W & OE u] Ÿ}v Á]oo μš}u Ÿ ooÇ • o š š}
allow 4 ò Á l• (}OE W & OE u] Ÿ}v X

x dZ •μ u]© OE]• Æ% š š} %OE}À]]v (}OE u Ÿ}v v OE •%}v••š }
š u Á]šZ]v OE •}v o Ÿquest OE Á u] Ÿv P (•μ OE]© OE OE •%}v• P } • }OE
p i`•ù` 6 Ç`Z Ń Ń p o] p ••P†đq•2 `]]oZ ²P v v use p d 01 75 Ÿ 1 62] 00] p 05 Á Rv•Á U••005P FÄ @ IO sZ OE v OE