

Website Content Support Guidelines

Created: 7/3/2023

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

Request Level	Response Time
Level 1: Minor updates (e.g., typos, broken links)	Immediate
Level 2: Content updates (e.g., new articles, product listings)	Within 10 business days
Level 3: Major updates (e.g., new website design, significant content changes)	2-4 weeks

Request Level Examples

Level 1: Minor updates (e.g., typos, broken links)

Example: "The word 'update' is misspelled as 'updat' in the footer." / "The link to the 'About Us' page is broken."

Level 2: Content updates (e.g., new articles, product listings)

Example: "Please update the 'Services' page with our new pricing structure." / "Add a new blog post about our latest product launch."

Level 3: Major updates (e.g., new website design, significant content changes)

Example: "We are redesigning the entire website to improve user experience." / "Please update all content to reflect our new brand identity and messaging."

Example: "The 'Contact Us' form is not submitting correctly." / "The 'Terms of Service' page needs to be updated with the latest legal requirements."

Example: "The 'About Us' page needs to be updated with our new company information." / "The 'FAQ' page needs to be updated with new questions and answers."

Example: "The 'Product Listing' page needs to be updated with new product information." / "The 'Blog' page needs to be updated with new articles." / "The 'Web Steward' role needs to be updated with new responsibilities." / [here](#) for more information.

Example: "The 'Privacy Policy' page needs to be updated with the latest legal requirements." / "The 'Terms of Service' page needs to be updated with the latest legal requirements." / "The 'Contact Us' form needs to be updated with new fields." / "The 'About Us' page needs to be updated with new information." / "The 'FAQ' page needs to be updated with new questions and answers." / "The 'Product Listing' page needs to be updated with new product information." / "The 'Blog' page needs to be updated with new articles." / "The 'Web Steward' role needs to be updated with new responsibilities." / [here](#) for more information.

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project status. If a request is escalated to project status, that means it requires more resources
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