

LBSSPTSA.ORG Service Level Agreement

The purpose of this document is to provide guidelines and set expectations for Lake Braddock PTSA website maintenance (lbssptsa.org). This agreement is valid for the 2022-23 school year.

Services Provided to LBSS PTSA

1. Web hosting and website are provided by Digital PTO.
2. Domain name maintenance is provided by Go Daddy.
3. Payments are taken via the LBSS PTSA PayPal account (president@lbssptsa.org).
4. Mail, Google Calendar, and Google Meet are provided by Google Suite.

Go Daddy Guidelines

1. Subdomains (join.lbssptsa.org, membership.lbssptsa.org) are not supported. Please verify links before sending them out.

Digital PTO Guidelines

1. Security does not allow users to run reports/performance exports.

Google Guidelines

1. The Google Mail Admin for 2022-23 is Connie Coffee.
2. Password resets, user name changes, and new lbssptsa.org email accounts can be handled by the Google Mail Admin.
3. Please allow 24 hours for Google Mail updates.

Webmaster Guidelines

1. Connie Coffee is the 2022-23 webmaster.
2. Please send all website maintenance requests to ***admin@lbssptsa.org***.
3. Website update guidelines are as follows for each type:

News Post

- News posts are dated items that will get replaced eventually with newer news.
- Please provide the following when submitting a news post: Image if desired, Title, ALL wording, Expiration date for the post if applicable else it is automatically archived. A PDF is requested when feasible.
- Please allow 24 hours for a news post.

Informational Page

- Informational Pages are intended to always be available and are most likely found in the top menu of your website.
- Please provide the following when submitting information for a page: Image if desired, Title, Exact wording, Expiration date if there is one, and Date you want the page to be up. PDF is acceptable as well as text.

- Please allow 48 hours for informational page updates.

Calendar Entry

- Calendar events can be used for PTSA Events, School Events, and Community supported events.
- Please provide Date/Time of Event, Event Title, Event Description, Event Location, Image if desired,
- Please allow 24 hours for a calendar update.
- President approval required for community sponsored events.

Forms

- Forms are used to collect information, for example membership, mini grant applications, or mulch orders and can use PayPal for payments.
- If a form update is requested, please provide a mockup of the updates needed using the old form.
- If a new form is requested, please provide an example using a Word document. List the fields you need.
- It is helpful to meet with the webmaster to discuss form updates.
- Please allow 72 hours for form updates.
- Committee Lead approval is required.

New/Updated Link

- Links are used to point to other websites or documents.
- Please provide a Link Title and the URL/document when requesting a new link as well as the website location where you want to see the new link.
- Please allow 24 hours for link updates.

Reports

- Reports are used to show form entries, such as families who have joined PTSA. Reports can be ad hoc or scheduled.
- When requesting a report, please include the fields you want displayed, the field order, and the frequency.
- Please allow 24-48 hours for a report request.