

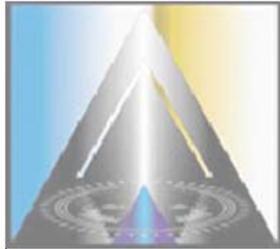


NAVAJO NATION DEPT. OF INFORMATION
TECHNOLOGY-
WEBSITE PROCESS AND CLIENT INTAKE PROCESS

PROJECT COST:
FREE FOR NAVAJO NATION ENTITIES

SLA:
SERVICE LEVEL AGREEMENT REQUIRED (CHECK BELOW)

FOR SERVICE LEVEL AGREEMENT OR SLA, WE WOULD HAVE YOUR DIRECTOR OR MANAGER
OF YOUR OFFICE SIGN OFF ON THE DOCUMENT AND MY DIRECTOR ALSO!



Service Level Agreement (SLA)
for
Department of Information Technology (DIT)
by
Sample Department

Effective Date: July 27, 2016

Number #: xxx

Contact Person:

Nelson Billy, Programmer Analyst Supervisor

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)



BRIEF CONCEPTS:

BOTH PARTIES NEED TO GET TOGETHER TO MAKE SURE THAT EVERYONE IS FOCUSED ON THE SAME GOALS.

QUESTIONS TO RAISE INCLUDE:

- WHAT'S THE PRIMARY PURPOSE OF THE SITE? FOR EXAMPLE - IS IT TO SELL PRODUCTS, PROMOTE SERVICES, OFFER DOWNLOADS, CREATE A SOCIAL NETWORK ETC.
- FUNCTION BEFORE FORM - WHAT DO CUSTOMERS NEED TO BE ABLE TO DO ON THE SITE?
- WHAT DOES THE CLIENT NEED TO DO? WHAT TECHNICAL COMPATIBILITY ISSUES EXIST?
- WHAT ARE THE AESTHETIC REQUIREMENTS? DOES THE CLIENT HAVE ANY BRAND GUIDELINES? WHAT ABOUT THE GENERAL LOOK - FOR EXAMPLE, BRIGHT AND VIVID, OR MUTED AND CALM?
- HOW BIG IS THE SITE? HOW MANY STATIC PAGES ARE REQUIRED?
- WHAT ABOUT SEARCH ENGINE OPTIMIZATION? (WHICH KEYWORDS ARE BEING TARGETED?)
- WHO IS RESPONSIBLE FOR WHAT? FOR EXAMPLE, WHOSE RESPONSIBILITY IS CREATING AND PROVIDING CONTENT (WHETHER WRITTEN, VIDEO, AUDIO OR OTHERWISE)?
- WHAT ARE THE TARGETS AND DEADLINES?

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-IMPORTANTLY, WHO WOULD BE IN CHARGE OF BACKUPS? NNDIT OR YOUR OFFICE? YOUR CHOICE.....

-LASTLY, WOULD ANYONE BESIDES YOUR OFFICE LIKE TO WEBSITE ADMINISTRATE THE WEBSITE, IF NOT I CAN DO IT.

GETTING DEEPER INTO WEBSITE PROCESS:

PHASE 1 / HOME PAGE DESIGNS

**WHAT COLOR SCHEME AND DOMAIN NAME IS REQUIRED?*

PHASE 2 / HOME PAGE FINALIZATION

**MAKE FINALIZED AND FROM THIS THE OTHER WEBPAGES WILL FOLLOW SCHEME AND DESIGN.*

PHASE 3 / DESIGN OF REMAINING PAGES

**MAKE WEBPAGES AND SUB-WEBPAGES – HOW MANY ITEMS AND SUBMENU ITEMS.*

PHASE 4 / WEBSITE DEVELOPMENT

**CREATE TEST SITE FOR CLIENT AND DISPLAY TO WEBSITE BROWSER FOR CLIENTS*

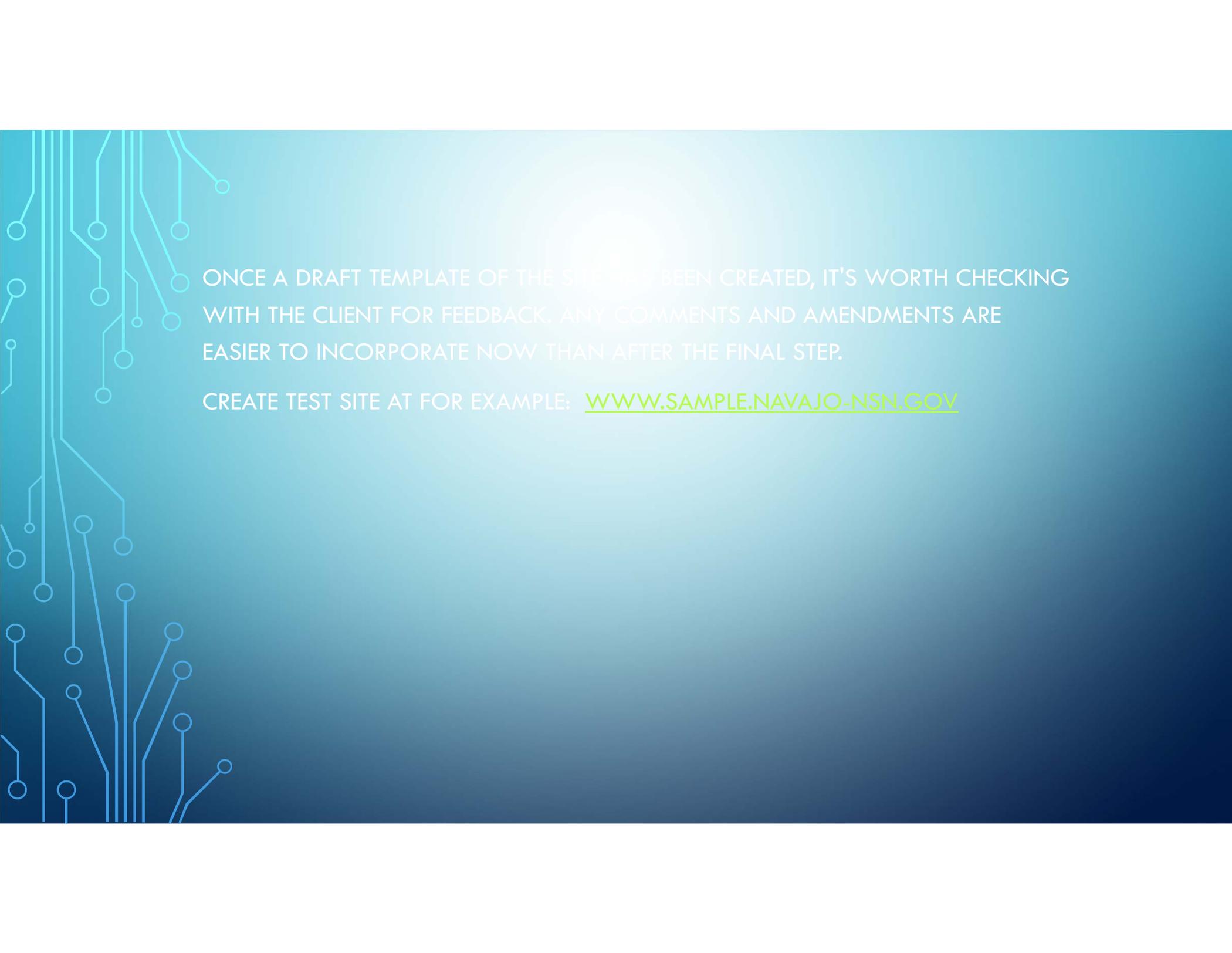
TEST AND LAUNCH

TESTING MEANS CHECKING EVERY LINK, IMAGE, FUNCTION AND FORM. IT MEANS LOAD-TESTING THE SERVER AND INDIVIDUAL PAGES, AS WELL AS ANY PAYMENT PROCESSING. IT MEANS CHECKING COMPATIBILITY WITH EVERY AVAILABLE BROWSER, AS WELL AS WITH MOBILE HANDSETS AND PDAS. IDEALLY, IT ALSO MEANS PERFORMING USABILITY TESTS TO ENSURE THAT USERS ARE INTERACTING WITH THE SITE AS INTENDED.

ONLY ONCE THOROUGH TESTING IS COMPLETE IS THE SITE READY FOR LAUNCH.

PHASE 5 / DEPLOYMENT

**CREATE SITE WITH ENDING OF THE DOMAIN WITH (.....NAVAJO-NSN.GOV)*



ONCE A DRAFT TEMPLATE OF THE SITE HAS BEEN CREATED, IT'S WORTH CHECKING WITH THE CLIENT FOR FEEDBACK. ANY COMMENTS AND AMENDMENTS ARE EASIER TO INCORPORATE NOW THAN AFTER THE FINAL STEP.

CREATE TEST SITE AT FOR EXAMPLE: WWW.SAMPLE.NAVAJO-NSN.GOV