

Website Management and Hosting ([MS Word Version](#))

Project Goals

These questions are designed to help us understand what you want accomplished. Answers to these questions will assist us in establishing the scope of the work to be undertaken.

1. If you currently have a website, please provide us with a brief history of how you moved into using the web?
2. What are the goals for your website or what are you trying to accomplish?
3. What are your website priorities for the coming year?

Project Management

The following questions help us define the type of communication your organization prefers and provide us with contacts with whom we will be working.

1. Who will be the person in charge of the project on your behalf?
2. Will we work with a single point of contact, or will we have multiple points of contact?
3. Who are the participants in this project and what are their roles? Where are they located? What are their interests and how important are their interests to the success of this project? What role will they play in this project? *(These may be individuals or organizations with whom we will be working day to day on this project.)*
4. Do you have a preference as to the process you want us to use in working with points of contact and participants? *(Do you want us to use group meetings, individual work sessions, meetings by functional groups, telephone and e-mail exchanges?)*
5. What is the priority of this project for points of contact and participants? *(Are they dedicated to this project or do they have competing responsibilities?)*
6. What is the process you would like us to follow when we need clarification, receive conflicting information, or need a decision made?

Deliverables

As a customer, you probably have expectations on what you will receive at the end of this undertaking. These questions are designed to give us some idea of these expectations.

1. What deliverables do you want from us?
2. What is the desired timeframe for the completion of this project? *(It is helpful for us to know this information as it may have an impact on recommendations we make regarding this project.)*
3. Do you wish to receive website usage statistics on your site, and if so, what kinds of information do you desire? Do you require a particular reporting format? *(If you require a specific reporting format, please provide us with an example.)*
4. What additional reports do you require from us?

Operational Issues for Hosting a Website

Answers to these questions will help us learn more about your website hosting needs.

1. Do you currently have any web applications?
2. Who maintains the existing applications?
3. What kind of connectivity do applications have to databases?
4. What type of scripting languages do you utilize? *(JavaScript, Perl, VBScript, etc.)*
5. What type of application development languages do you support?
6. On what platform does your application currently run?
7. Do you have plans for future application development with access via your website?

8. How large is your website (number of pages, number of files, average number of visitors per day or month)?
9. What software is used to support web activities and development?
10. Do you have standard tools? *(If yes, what are they?)*
11. Do you want your site monitored on a regular basis? *(If yes, how often?)*
12. Do you desire a hot spare for your website?
13. If no hot spare is required, what kind of recovery time do you expect?
14. What is your backup schedule? Do you want full backups or incremental?
15. What is your preference regarding a maintenance window? *(A maintenance window is an established timeframe in which we will be able to take your application down to perform routine maintenance on the application or server. It is almost always during a low-traffic period for your application.)*
16. What kind of response time do you require for after-hours problems?
17. Do you have preferences regarding the kinds of hardware/software used in support of hosting?
18. Do you have specific bandwidth requirements? *(If yes, what are they?)*
19. Are there security concerns that you and/or your customers have with regard to information or services provided via the website? *(If yes, please provide us a detailed description of them.)*
20. Do you have any alias addresses to your site other than your main www.****.gov address?

Content Management for Website Hosting

These questions are designed to help us learn more about the information that is on your current website and the process that is used to get it there, as well as provide us with some idea of how you want us to manage website content.

1. What is the estimated volume and frequency of updates/changes to your website?
2. Can you provide us with specifics as to what sort of process you want in place for site updates? *(For example, will your designee review all pages before they are sent to us for posting, or can individuals within your agency send content directly to us without review?)*
3. What kind of turnaround time do you want for posting of new pages/updates? Do you have urgent postings? How do you currently handle urgent postings?
4. What kinds of files do you make available on your site? *(For example, PDF, XML.)*
5. What hours of support do you require for web content?
6. What are your standards or rules for the site? *(For example, do you code to a specific html standard?)*
7. Do you need graphics support or will you provide us with web-ready graphics?
8. Are you interested in push technologies such as mailing lists?
9. How much e-mail do you currently receive? Do messages result from links on your site?
10. Are you interested in having us provide training to the personnel involved in support of the website?
11. Do you have a standard virus-scanning program you use to scan files before making them available on the web?
12. Do you have servers in-house for testing?