

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)	Within 10 business days
Level 2: Content updates (e.g., new articles, product listings)	Within 15 business days
Level 3: Major updates (e.g., new website design, significant content changes)	Within 30 business days

Request Level Examples

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

Example: "The word 'update' is misspelled as 'upate' in the footer." (This is a minor typo correction.)

Example: "The link to the 'About Us' page is broken." (This is a broken link correction.)

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

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

Example: "The 'About Us' page needs to be updated with new information." (This is a content update.)

Example: "The website design needs to be updated to match the new branding." (This is a major design update.)

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Example: "The website design needs to be updated to match the new branding." (This is a major design update.)

Example: "The 'About Us' page needs to be updated with new information." (This is a content update.)

Example: "The website design needs to be updated to match the new branding." (This is a major design update.)

Example: "The 'About Us' page needs to be updated with new information." (This is a content update.)

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project status. If a request is escalated to project status, that means it requires more resources
than can be allocated in a two-
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