

GMU Enterprise Server *Web Services*



WordPress @ GMU

- User Requirements
- Service Requests
- Updates
- Plugins
- SLA
- Support/User Group

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Web Services



- User Requirements
 - Must be a GMU Faculty/Staff with valid LDAP credentials
 - Must be familiar with UNIX commands to manipulate permissions, copy files, transfer files over SSH, edit configuration files, etc
 - Familiar with MySQL import/dump databases
 - Familiar with filesystem quotas

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- Service Requests
 - Contact ITU Client Relations:
<http://itservices.gmu.edu/services/services-facstaff.cfm>
 - Scroll down to the bottom of the page, under “Web Services” select “Web Hosting.”
 - When contacting, provide:
 - Valid GMU ID
 - Email from GMU Email Account
 - Phone Number

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- Updates
 - Current service model requires SE intervention when FTP service is required, may change in the future
 - User's responsibility to be aware of changes, SEs will not notify of available updates
 - Plugins are notoriously plagued with bugs and should be given special attention.
 - Become part of the community and share news of updates

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- Plugins
 - ITU will be publishing a recommended set of plugins
 - Plugins should be evaluated & pre-approved by the Web-Team.
 - All other installed plugins, are your own responsibility.
 - Compromised sites may be disabled without notice and the WP administrator will be responsible for data recovery
 - SLA - see for more details

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- SLA
 - Evolving document
 - Developed by the Web-Team.
 - Must review/agree to receive service.
 - To express concerns/suggestions write to gmuweb@gmu.edu

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- Support/User Group
 - LAMP architecture with SELinux
 - Accessed via SSH/HTTP
 - VPN Access required for off-campus access via SSH
 - Filesystem group quotas enforced
 - MySQL dumps performed nightly
 - Join the Mason WordPress user group for help:
<http://wordpressmason.gmu.edu/>

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- Questions?