GMU Enterprise Server
Web Services

WordPress @ GMU

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

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• 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?