PURDUE UNIVERSITY FORT WAYNE

Drupal Administration and Management

Responsible Executive:	Vice Chancellor for Strategic Communications
Responsible Office:	Office of Strategic Communications
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STATEMENT OF POLICY

This Service-Level Agreement (SLA) governs the administration and management of the **Drupal CMS** at Purdue University Fort Wayne. It ensures the effective dissemination of on-brand, accessible, and user-friendly university content. The **CMS** serves as a central hub for showcasing academic programs, university news, and events; promoting student engagement; elevating campus life; and maintaining robust communication channels that meet the needs of students, faculty, staff, and visitors. This SLA underscores the importance of accessibility while expanding its scope to align with the broader objectives of university strategic communications and digital presence.

REASON FOR THIS POLICY

This SLA establishes guidelines for managing the university's web content strategically and effectively, elevating the university's strategic communications and branding, ensuring accessibility for all site visitors, promoting uniform and up-to-date messaging, and enhancing the user experience within the **Drupal CMS**.

INDIVIDUALS AND ENTITIES AFFECTED BY THIS POLICY

• Office of Strategic Communications

• Purdue Information Technology

• Office of Civil Rights Compliance

• Vice chancellors and associate vice chancellors

• Deans, department chairs, and directors

• Faculty and staff who create digital content in **Drupal**

EXCLUSIONS

None

RESPONSIBILITIES

Office of Strategic Communications

> • Oversee the overall **CMS** strategy, including technology infrastructure and updates, user experience design, web development, consistent university digital branding, visitor analytics, content personalization, and iterative content strategy

> • Provide comprehensive support and training to **Drupal** publishers and digital content creators.

> • Manage system integrations with marketing tools and other university platforms.

> • Maintain and enhance the content delivery infrastructure to ensure high availability and site performance.

> • Ensure that the **Drupal CMS,** templates, and modules comply with WCAG 2.1 Level AA standards.

Purdue Information Technology

> • Support Single Sign-On (SSO) and Security Assertion Markup Language (SAML) integration with Purdue IdP and the **Drupal CMS.**

Vice Chancellors, Associate Vice Chancellors, Deans, Department Chairs, and Directors

- Support strategic goals through effective use of the **CMS** for departmental content.

- Ensure that their departments' digital content aligns with university policies and the standards outlined in this SLA.

- Facilitate training and compliance with accessibility standards for designated Drupal publishers.

Drupal Publishers

- Develop university-approved digital content that adheres to brand guidelines and accessibility standards.

- Participate in training provided by the Office of Strategic Communications to stay up to date on current best practices.

Drupal Events Calendar Publishers

- Regularly update and maintain event listings to ensure that event content is up-to-date, accurate, and well-promoted.

- Publish event content that fully complies with accessibility standards.

- Coordinate with the Office of Strategic Communications to ensure events are properly promoted and integrated within the overall **CMS.**

DEFINITIONS

All defined terms are capitalized throughout the document.

CMS
Content Management System that facilitates the management, creation, and modification of digital content.

Drupal
Open-source platform used by Purdue University Fort Wayne as its primary **CMS** for creating and managing web content.

Syndicated Content
Content created in one location of the **CMS** that is automatically distributed to multiple locations or platforms, enhancing the consistency and reach of university messaging.

WCAG 2.1, Level AA
Web Content Accessibility Guidelines 2.1 Level AA

RELATED DOCUMENTS, FORMS, AND TOOLS

- [Purdue University Fort Wayne Brand Guidelines](#)

- [Purdue University Fort Wayne Editorial Style Guide](#)

- [Web Content Accessibility Quick Guide](#)

- [Drupal Support and Training](#)

- [Writing for the Web](#)

- [Office for Civil Rights Compliance Accessibility Page](#)

- [Center for the Enhancement of Learning and Teaching Accessibility Page](#)

- [Digital Accessibility Task Force](#)

- [Web Content Accessibility Guidelines (WCAG) 2.1 Level AA](#)

- [Purdue University Office of Civil Rights Digital Accessibility Resources](#)

- [Purdue University Electronic Information, Communication, and Technology Standard (S-5)](#)

WEBSITE ADDRESS FOR THIS POLICY

https://www.pfw.edu/sites/default/files/documents-2026/02/Drupal-SLA-v1.2a.pdf

HISTORY AND UPDATES

This is the first version of this service-level agreement.

APPENDIX

There are no appendices for this policy.