Open Berkeley

IST – Architecture, Platforms, and Integration
Video: The Open Berkeley Story

Open Berkeley

A turnkey web platform solution for campus websites
PROBLEM:
Ridiculously-complex Lifecycle of a Typical Campus Website

INITIAL SITE CREATION

START
- CHEAP ISP
- CAN'T INSTALL DRUPAL
- COMPUTER UNDER DESK?

WHERE TO HOST?
- CAMPUS VM
- DON'T BE RIDICULOUS

HEARD ABOUT DRUPAL
- no previous experience

HIRES A VENDOR
- HOW HARD CAN IT BE?

FUNCTIONAL OWNER NEEDS A WEBSITE

NOT ROCKET SCIENCE BUT REQUIRES TIME & EXPERIENCE

INSTALLS DRUPAL

ONLY 4 USED POTENTIAL SECURITY VULNERABILITIES

ADD 32 MODULES

UNABLE TO UPDATE SECURITY AND ACCESSIBILITY ISSUES

HACKS THEME

NOT MAINTAINED SECURITY AND PERFORMANCE ISSUES

ADDS CUSTOM MODULE

CONTENT ADDED OVER TIME

NO SECURITY OR MAINTENANCE UPDATES APPLIED

SITE LAUNCHED WITH MULTIPLE HIDDEN ISSUES

AS TIME PASSES

SECURITY VULNERABILITIES
- BEHIND ON 3 MAJOR DRUPAL CORE UPDATES
- BEHIND ON 20 CONTRIBUTED MODULE UPDATES
- CUSTOM THEME AND MODULE ISSUES

ACCESSIBILITY ISSUES
- DISABLED USERS HAVE PROBLEMS ACCESSING SITE
- NO ONE AVAILABLE TO FIX ACCESSIBILITY
- NO ACCESSIBILITY BEST PRACTICES OR GUIDELINES

MAINTENANCE ISSUES
- NO CAMPUS STAFF ABILITY TO APPLY UPDATES
- ORIGINAL VENDOR UNABLE/UNWILLING TO HELP
- OVER TIME, SCOPE AND DIFFICULTY OF UPDATES INCREASES

OUTCOME

PROBLEMS!
- BRING ON AN INTERN
- HIRE NEW STAFF

WHAT TO DO?
- DO NOTHING
- UNABLE TO UNTANGLE PROBLEMS

FUNCTIONAL OWNER LEAVES DEPARTMENT

MAJOR SITE PROBLEMS leadership wasn’t aware

Hires a vendor
- TRY TO FIGURE OUT

START WITH UPDATES

LIMITED BUDGET: INCOMPLETE SOLUTION NO ONGOING SUPPORT

UNDER THE HOOD THE SITE IS A COMPLEX HEADACHE

SITE CRASHES UNABLE TO FIGURE OUT WHY

CRAZY PHP ERRORS FUNCTIONALITY AND PAGES BROKEN

OVERWRITES HACKS SITE LOOKS CORRUPTED/WRONG

PANIC! DRUPALGEDDON! how did we get here!

SITE SHUTDOWN

STUDENT GRADUATES

FUNCTIONAL OWNER LEAVES DEPARTMENT

WHAT TO DO?
- DO NOTHING
- UNABLE TO UNTANGLE PROBLEMS

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SITE SHUTDOWN

STUDENT GRADUATES
SOLUTION:
Gloriously-simple
Lifecycle of an Open Berkeley Website

**INITIAL SITE CREATION**

**START**
- Functional owner needs a website
  - Submits Open Berkeley request form
  - Attends site builder training
  - Builds website
  - Requests site launch

**AS TIME PASSES**

**SECURITY**
**ACCESSIBILITY**
**MAINTENANCE**

**OUTCOME**

**ORG CHANGE**
- Functional owner leaves department
  - Remove user, add new owner
  - Existing site builders already trained
  - Updates content & info architecture
  - Built into platform: security, accessibility, maintenance, new features, continuous improvement

Open Berkeley
Open Berkeley Demo
Campus Websites on Open Berkeley

**Over 70 Sites** including:
- Office of the CIO: Technology@Berkeley
- Office of the Chancellor
- Executive Vice Chancellor and Provost
- Vice Chancellor for Administration and Finance
- Vice Provost for the Faculty
- Vice Chancellor for Real Estate
- Operational Excellence
- bConnected, CalTime, Cal Answers
- Student Technology Council, Student Tech Fund

Coming Soon:
- Educational Technology Services
- Security
- Berkeley Global Campus
- Production Control
- Telecom
- UCPD