

SOP #
BO-100 Requesting Changes to the Facilities Website

**Date (or
Revised Date):** June 22, 2026

SOP Owner: Rachel Patrick, Assistant Vice Chancellor, Business Operations

1.0 Purpose

The purpose of this procedure is to establish a standardized process for requesting changes to the Facilities website. This procedure supports organized project intake, efficient communication, timeline management, ticket tracking, and alignment with the operational goals and priorities of the Facilities Division.

This SOP ensures that website-related requests are submitted consistently, reviewed appropriately, and implemented according to team capacity, project complexity, and divisional priorities.

2.0 Scope

This procedure applies to all Facilities Division employees, departments, and units requesting changes to the Facilities website.

This includes, but is not limited to:

- Requests to create, remove, or significantly modify existing webpages
- Requests involving the creation of new webpages
- Requests involving the deletion of existing webpages
- Requests involving the implementation of new functionality or features
- Requests requiring plugins or advanced configurations
- Major content or structural updates beyond standard content editing permissions

3.0 Procedure

Submit a Website Change Request Ticket

- The requester submits a website change request by submitting the [Website Change Request Form](#). This form can be accessed by hovering over “Contact Us” in the main navigation menu and selecting “Website Change Request” from the dropdown menu. Upon submission, the form will automatically generate a corresponding ServiceNow ticket.
 - The Website Change Request Form will include questions regarding:
 - Name and email address of the requester
 - A description of the requested changes
 - The reason for the submission (answers include: to build new website content, to update current website content, or to remove website content)

- Relevant webpage URLs
 - Deadline or launch date
 - Supporting files, images, or documents (if applicable)
- An example of what a requestor's form could look like:

Facilities Website Changes Request

Submit requests to build, update or remove webpages on the Facilities website

Use this service to request changes to the Facilities website, including content updates, corrections, new information, or modifications to existing pages. Requests are reviewed by the Facilities web team to ensure content accuracy, accessibility, and alignment with university standards before publication.

▶ Key Features

▶ Available For

▶ Costs and Billing

▶ Service Goals

Submit Your Request 
Please complete the fields below to initiate your request.

Are you requesting this for yourself or on behalf of someone else? 

☒ Myself ☐ Someone Else

Requested By:

Name: Jamie Smith
Email: Jsmith1234@ncsu.edu
Business Phone:

Requested By Alternative Contact Information:

*Reason for Submission

☒ Build new website content
☐ Update current website content
☐ Remove website content

*Need by Date

2026-07-31



*Location of website (URL) of content to be updated

https://department.ncsu.edu/onboarding https://department.ncsu.edu/resources/new-employees/

*Details / Explanation 

Please update the department onboarding webpage to include the revised employee orientation checklist, remote work guidance, and updated parking/ID card instructions for new hires. The current onboarding packet should be replaced with the attached 2025 version.

Please also add a prominent link to the mandatory compliance training page and remove references to the old timekeeping system.

*Website request has been reviewed and approved by a manager

Yes



Add attachments


Choose a file or drag it here.
Copy and paste clipboard files here.

Submit

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- The requester will receive an automatic confirmation email after the ticket is submitted. This email will include a link where the requestor may review the status of their request.
- The Facilities website team will receive a notification through ServiceNow when the ticket is created.
- The Facilities Website team will begin the review process, which is based on several factors, including:
 - Alignment with the Facilities Division goals and mission
 - Project scope, complexity, and technical feasibility
 - Team capacity and workload
 - Requested timeline or deadline
 - Overall priority and impact
- The Facilities website team will respond to the requester within one business week. Responses may include:
 - Approval of the request
 - Denial of request
 - Request for additional information
 - Request to schedule a meeting for further discussion
 - NOTE: Large or complex projects may require a meeting to be scheduled to clarify project requirements, timelines, responsibilities, and implementation details.
- If approved, the Facilities Website Team will begin implementation of the requested changes. The Facilities website team will:
 - Communicate timelines
 - Provide updates on project progress when applicable
 - Coordinate meetings or follow-up discussions as needed.
 - NOTE: Implementation timelines may vary depending on project scope, team capacity, and competing priorities.

4.0 General Requirements or Guidelines

- All website change requests must be submitted through the designated intake process.
- Requests submitted through informal channels (e.g., chat messages or verbal requests) may be redirected to the formal ticketing process.
- Submission of a request does not guarantee approval or implementation.

- Timelines may shift based on project complexity, team workload, organizational priorities, or other factors.
- The Facilities Website Team reserves the right to deny requests or recommend alternative solutions when appropriate.

The Requester is responsible for:

- Providing complete and accurate information in the initial request
- Responding promptly to requests for additional information or follow-up meetings
- Providing requested materials in a timely manner
- Acquiring appropriate approvals for submitted materials and requested projects when necessary
- Communicating deadlines clearly
- Submitting large projects or projects with firm deadlines at least 14 days in advance

5.0 Definitions

- ServiceNow - NC State's ticketing and workflow management platform used to track website requests and communications.
- Ticket - A submitted request entered into ServiceNow for tracking and management purposes.
- Admin - A role in WordPress that allows the user to create, edit, publish, and delete pages or posts. They also manage user permissions, install plugins, adjust website settings, and make structural or functional changes to the website.
- Editor - A role in WordPress with permission to create, edit, publish, and manage website content, such as pages or posts. Editors can typically manage content created by other users, but they do not have access to advanced website settings, plugins, or administrative controls.
- Viewer - A user role with limited or read-only access to website content. Viewers are unable to make changes, publish content, or modify website settings.
- Page - Used in WordPress for long-term website content that does not change frequently. Pages are typically used for major sections of the website, such as "About Us," "Contact," "Services," or department information.
- Post - Used in WordPress for updates, announcements, news, or time-sensitive information. Posts are typically displayed in chronological order, with newer posts appearing first. Posts are usually date-based and used for ongoing updates.
- Plugin - An add-on tool that extends the functionality of a WordPress website. Plugins allow the website to perform additional tasks or provide features that are not included by default. Examples include: Forms, Event calendars, Interactive maps, etc.
- Widget - A small content or feature block that can be added to certain areas of a WordPress website, such as sidebars, footers, or homepage sections. Widgets are commonly used to display: Calendars, Social media feeds, Quick links, Contact information, etc.
- CPanel - A web-based management dashboard used to manage certain aspects of a WordPress website in its hosting environment. CPanel is used to manage server-related configurations and can be

thought of as the “back office” or infrastructure management for a website.

- Web Publishing - A university-supported hosting environment used to manage and maintain official university websites. NC State University is encouraging divisions to migrate away from cPanel and towards this centrally supported hosting platform. This will improve security, accessibility, maintenance, and consistency across NC State websites.
- NC State Theme - The standardized WordPress framework approved and maintained by NC State University for official university websites. This theme controls the overall appearance and structure of the website, including fonts, colors, navigation styles, page layout, accessibility standards, mobile responsiveness, brand consistency, etc.

6.0 Contact Information

Provide contact information for individuals or units responsible for overseeing or supporting the procedure.

- Archie Luce, Operations and Projects Coordinator – reluce@ncsu.edu
- Charlie Ferrara, Digital Content Specialist – klferrar@ncsu.edu

7.0 Supplementary Information

- [NC State Theme guidance and documentation](#)
- [Website accessibility standards and requirements](#)
- [Accessibility and the NC State Theme](#)

8.0 Change Log

Revised Date	Description and Explanation	Made By
6/22/2026	Removed language regarding the email intake process, and replaced with language describing the Website Change Request Form submission process.	Charlie Ferrara