|  |
| --- |
| The table below lists all the different types of tasks, work items, and projects that Televox Web Developers may be responsible for at any given time. |

|  |  |
| --- | --- |
| Task | Description |
| Develop Site | Work item created by on-boarder under the implementation case. This work item has can be one of two packages; Starter and Essential. Essential site builds take 4~5 days, Starters take about 1 working day. |
| Production Change | 10 day changes; This work item is a change requested by the client during their 10 day review period. These used to be created as sub work items under the Develop Site parent, somewhere along the line this process changed. **P:\WebDeveloper\Guidelines\_etc\WebPlus Implementation Developer Guidelines.docx**.  This old document explains where production changes used to be made in CRM. |
| Post Development | These work items are client-requested changes **after** the 10 day review period, but **before** the site goes live. |
| Site Update | These work items are client-requested changes **after** the site has gone live. (Changes that may be outside technician skill sets) |
| Site Backup | Named **Backup Current Website** in CRM. These work items are created when a client requests a copy of their website for a reason other than cancelation. |
| Strip and Zip | This work item is similar to Site Backup except all Televox copywrited and branded material is removed before the site is given to the client. These are completed for **canceling** clients. |
| Special Project | This work is not tracked in CRM, but is tracked in the Web Developer tracker application. <http://10.26.232.55/trackers/webdev/>  These tasks are projects outside the normal scope and workflow of daily duties. |
| Redevelop Site | This work item could be created at various points throughout our workflow and could be created for many reasons such as: client requests, problems found by technicians, site does not match screenshot, and if a site has to have drastic changes that may affect the core structure. |
| T-Link Branding | This work item used to be tracked in CRM under the Go-Live parent work item. Go-Live work items were ceased when the iApps platform rolled out. Currently this is only tracked via the Developer tracker: <http://10.26.232.55/trackers/webdev/>  The developer creates styles and images and uploads them to the clients TLink account in order to have it match their new site. |
| Hourly Quote | Work item created when a client is interested in a site change that is beyond our bounds of a typical support request. These are usually in regards to the design or core development/styles of a site. |
| QA Issue | Quality Assurance issue; created by a copywriter under the develop site work item. These work items are created to log mistakes and adjustments by the Developer. |
| Change Request | Addition or alteration to a website; created by a copywriter under the develop site work item. These requests are generally created to fill gaps of missing information or instructions from on-boarder. |
| Content Entry | Case created to log inserting the content into a site. |
| Facebook (Legacy) | Created under the Go-Live work item. This work item includes creating images and uploading them to the clients Facebook page to make it match their new site. |
| Go-Live (Legacy) | A parent work item that used to be created towards the end of implementation. It held many sub work items to be completed by the developer. Once all the sub-tasks were complete the Go-Live item was marked customer-review and assigned back to the on-boarder. |