

Horizon House Connect Resident Website



Content Manager – (Owner)
Judith Card
Overall Responsibility for website content & design

Website Guidance Team (WGT)
Chair – Judith Card
Representatives from HH staff & residents make recommendations to Content Manager for decisions on website content, standards, changes, usability & communication channels

Content Change Process

- Content Manager delegates responsibility for ROUTINE maintenance & updates to others who have permission as a website Administrators
- NON-ROUTINE requests are submitted to the Content Manager to:
 - determine if change is major or minor
 - consider technical requirements
 - consult with WGT, Developer, & Tactical Team
 - implement, delegate or decline request

Communication Process

The Tactical Team defines the message to be communicated to residents regarding website status

Content Manager consults with WGT to determine appropriate channel with review by others as needed

Weekly ALERT
Quarterly TECH TIMES
(Comm. Director)

HHTV, Elevator Signs and Message Board (Resident Services)

Monthly RESIDENTS' COUNCIL
(Board President)

Monthly FIRESIDE CHAT (CFO/CTO)

Roles	Responsibilities
<ul style="list-style-type: none"> Chief Technology Officer Content Manager - Judith Card Communications Director Resident Services Director Resident Services Associate Resident Rep WGT- Judith, staff, 4 residents Tactical Team Jet Stream – Developers IT Director Website Advisor RTAG 	<ul style="list-style-type: none"> Overall guidance & ongoing assessment of website project Manager & website designer - chair WGT Oversight & review of written communication – ad hoc to WGT Administrator for delegated website changes - ad hoc member of WGT Administrator for calendar and other publications (Alert, etc.) Liaison for RC content, RTAG chair, ongoing review of resident input Recommendations & decisions to support Content Manager Processing problems & providing ongoing guidance Website development in collaboration with Judith & Mike O Technical advice/support as needed Support for project management as needed Ad hoc support for website review & testing as needed