



# Procedure for Actioning Finance Website Updates

Currency and accuracy of information on the finance website is the responsibility of each Finance Business Owner. FBS will not be responsible for validating the accuracy of information contained therein, but will facilitate the inclusion of information as provided by Finance Business Owners.

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## Procedure for General Information Updates

When staff members identify a need to update information on the Finance website (excluding Finance policies and procedures) a distinction needs to be made between existing information to be updated and new information to be added to the website.

Where a request to make a **minor** update to existing information is received, this does not need to go through any approval channel other than consent from the Business Owner. However, where **new information** needs to be added, approval is required from the Business Owner of the information and from the Communications Director, in line with the Finance Communications Approval process. This process can be found on the Finance Intranet at:

[https://www.fin.unsw.edu.au/secure/finance\\_staff/Files/FinanceApprovalGenComms.pdf](https://www.fin.unsw.edu.au/secure/finance_staff/Files/FinanceApprovalGenComms.pdf)

Once approval is received, a ticket is to be raised through the service desk (CASD system - <https://www.servicedesk.unsw.edu.au/CAisd/pdmweb.exe>) formally requesting the change.

The requester must;

1. Identify the page requiring the update and include it's URL from the Finance Webpage
2. Highlight the changes required and submit the screenshot or snapshot of these changes

Depending on the audience to be targeted, information can be uploaded to:

- Finance Internet – which is accessible by the public
- Finance Intranet – which is accessible by all Finance staff
- Z-pass required sites (for staff) – which is accessible by all staff
- Z-pass required sites (for staff and students) – which is accessible by all staff and students

Wherever possible all documents should be converted into PDF as PDF is compatible with all types of computers and is small in format size. The requestor must then attach the PDF to the request. The location where the information needs to be uploaded must be included in the ticket, which can be done by attaching the URL link of the intended location. It is the responsibility of the requestor and approver to ensure the accuracy of all information in the update and any other documents that will be affected by the update. Once raised, the ticket will be assigned for actioning. Requestors should be aware that once submitted:

- There is no further review for accuracy in terms of content or spelling
- No changes will be made, including the format, prior to uploading to the website. If any changes need to be made, the document will be resent to the requestor to restart the process

## Procedure for Actioning Finance Website Updates

**Minor Changes** will be actioned within one week. If requests are urgent, the CASD ticket should reflect this requirement and timeframes will be agreed on a case by case basis. Where **Major Changes** are required, FBS staff will contact the requestor and agree, on a case by case basis, the date when the update will be actioned.

## Procedure for Finance Policies and Procedures

UNSW has a central storage for policies (including Finance Policies) which are stored on the Governance Support Webpage ([www.gs.unsw.edu.au](http://www.gs.unsw.edu.au)). Once the change is reflected on the Governance Support Webpage, the Business Owner responsible for the change will need to raise a service desk (CASD) ticket to request the update of the link to the policy on the Finance website. The requestor must provide;



- the link to the Governance Support Webpage
- the current Finance link
- and, if required, a commentary to accompany the link similar to 'click here to go to ...' which will also be uploaded to the website

A distinction is made between procedures related to policies and procedures which are not related to policies. If the procedure is policy related, the process as described for policy changes should be followed. If the procedure is not policy related, the process for **Major Changes** must be followed.

## Guidance on Formatting

### Format

This guidance relates to attachments to be uploaded to the website only. The requestor must clearly specify changes that need to be made. If a file being uploaded to the Finance Webpage does not replace an existing PDF file, the requestor should send through the revised information in the exact same format as the original information found on the Finance Page.

- No version control in the file name (should be kept in the footer of the document)  
Examples include:
  - If the original doc is in (.doc) format, new information should be saved in (.doc) format, not (.docx) or other formats
  -  [http://www.fin.unsw.edu.au/OurServices/FinancialControl\\_Herdc.html](http://www.fin.unsw.edu.au/OurServices/FinancialControl_Herdc.html)
  -  [http://www.fin.unsw.edu.au/OurServices/FinancialControl\\_Herdc.FINAL.html](http://www.fin.unsw.edu.au/OurServices/FinancialControl_Herdc.FINAL.html)
- No watermarks
- UPPER CASE and lower case specific
- Remove document tracking

## Formatting

This guidance relates to attachments and pages to be uploaded to the website. Finance must follow UNSW guidelines when formatting information for websites. The guidelines can be found at:

<http://cwu.unsw.edu.au/sites/default/files/websitebrandingguideline.pdf>

It is suggested that the requestor avoids using the landscape format as this will not fit onto the webpage without distorting the information. The requestor should also remember to present the final document for uploading exactly as they want it to appear, e.g. remove watermarks and turn off document tracking.

Where the requestor wishes to upload images, these can be selected from [www.istockphoto.com](http://www.istockphoto.com) (for a fee). The number of the image must be noted and included in the CASD ticket. Where the requestor requires a photo to be uploaded, the link to the photo needs to be included in the CASD ticket.

## Definitions

General Information: Includes;

- Staff updates
- Change of phone numbers, email addresses and names. Template: [!:\EDFO\FIN\All Staff](#)
- Correction of spelling mistakes

Major Changes: Includes changes to;

Finance news

- Finance Calendars
- Web text greater than 5 lines
- New Documents and other attachments
- Instances where requests for changes emanate from non-Business Owners

Minor Changes: Includes;

- Updating existing documents
- Post to the InFiNet
- Requests for changes made by Business Owners