Site Management at the Garrison Level

IMCOM Enterprise Web

Tutorial 7

Version 6.2

Standard Operating Procedures

Contents and general instructions

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General instructions:

Formerly entitled Site Management, this tutorial helps Garrison Web Mangers and Site Managers use the unique IMCOM Enterprise Web (IEW) template. IEW, the system, is built on concrete5, the software.

Banner Text and Enterprise Icons pages are moved to Tutorial 6.

IMCOM Enterprise Web documentation can be found on IEW Pro Central, https://homeadmin.army.mil/imcom/index.php/contact/webmaster-1/pro-central
These tutorials also serve as SOP for IMCOM Enterprise Web.

IMCOM GUIDELINES:
The dark gray boxes are policy reminders.

Blue boxes offer helpful explanations

NEW! <-- added or substantially new since last version

Notice: Known glitches and workarounds

- The editing interface might take time to load. Please wait for all circles to stop spinning before proceeding.
- If you receive a blank error message, click out of it and carry on. A lot of things are happening in the background and sometimes they haven't caught up with each other.
- If you think your last save hasn't "taken," and the page is stuck, refresh the page. In most cases, your changes will appear.
- If that doesn't work, clear the Concrete5 cache:
    - Dashboard → System & Settings → Cache & Speed Settings → Clear Cache
- The banner alignment changes when you log in – it looks a little awkward in edit mode. It adjusts itself when you log out.

Common standards

Tutorial 9 will list current design, layout and taxonomy standards

IMCOM Enterprise Web follows certain design standards available in several places

- The minimum viable site handbook
- The Tiered Menu Layout
- Tutorial 9
- IEW 101 and 201 workshops

Blue boxes offer helpful explanations

Affecting changes to the standard

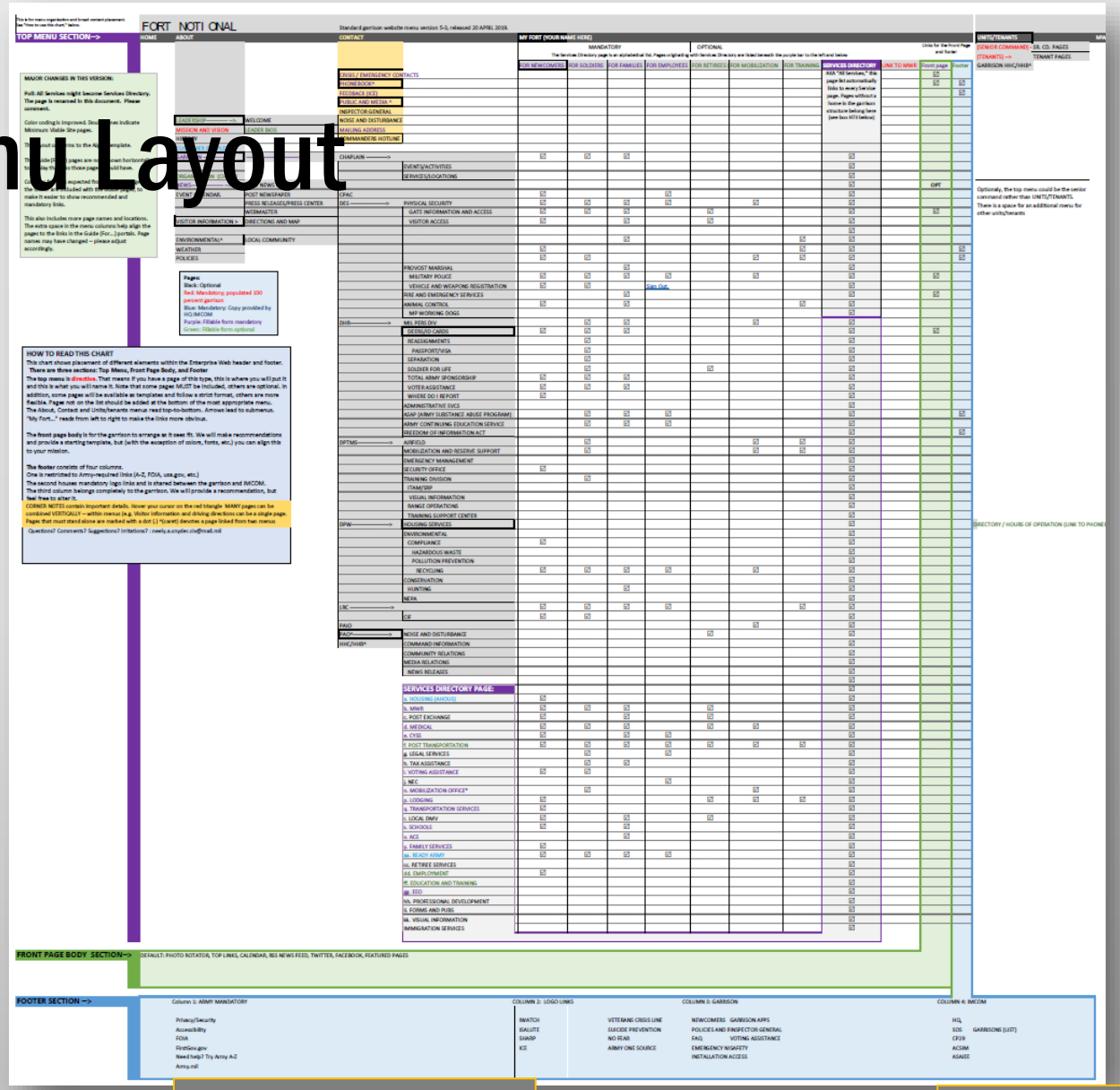
- If you see an issue with the standard, use the Change Management program to discuss and potentially incorporate your improvement
- Discuss issues and potential solutions in the IMCOM Concrete5 Forum
- The group will reach consensus on the usefulness of a potential change.
- Take that suggestion and email it to the Change Management team. The board will review the idea for security and determine whether it is worth including.
- It will be assigned a trackable number and added to the update queue.

IEW has a history of individuals making and sharing changes to improve the whole enterprise.

Follow the Tiered Menu Layout

Contact the Web team for the latest version

IMCOM STANDARDS:
Section 1, the menu, must be followed. If you have this page, this is what you call it and where you put it. Any deviation should be discussed with IMCOM HQ PAO. The goal is not control but standardization and clarity. Your idea might become a standard or option for the enterprise.
Section 2, the home page body, comes with some recommendations but garrisons are free to select and place blocks based on their mission and audience.
Section 3, the footer, has four columns, each with a different role.



FOOTER COLUMN 1:
Link to Army.mil and Army mandated links.

FOOTER COLUMN 2:
Stack your mandatory logos here. Otherwise, this is garrison territory.

FOOTER COLUMN 3:
Belongs to the garrison

FOOTER COLUMN 4:
Belongs to IMCOM.

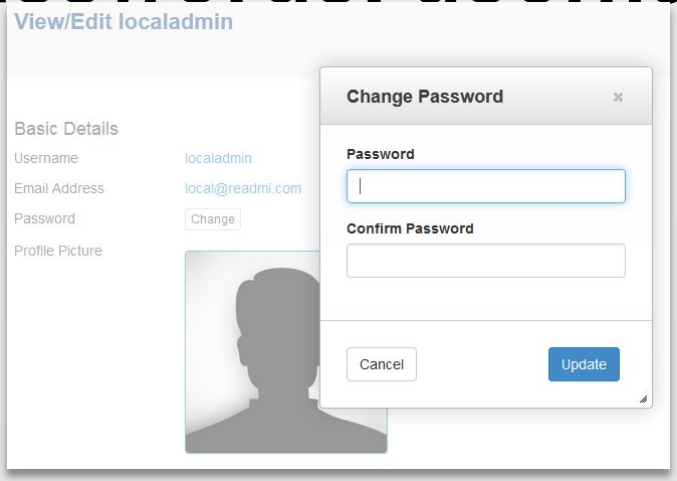
Roles at the Garrison

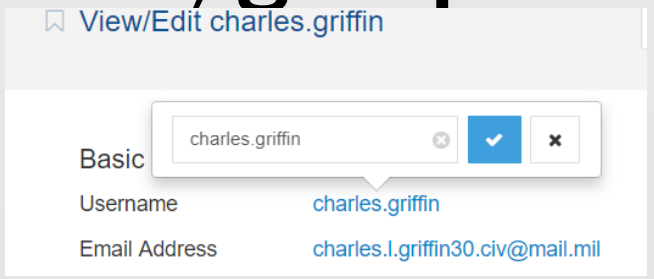
- **Garrison Manager, or Garrison Web Manager:**
  - Chief point of contact for the IMCOM Enterprise Web at the garrison. When the garrison is responsible for something, this is the first person on the call list. Otherwise, the person has the same responsibilities as a Site Manager.
  - Training requirements: Must be public affairs qualified (hold a GS-1035 or 1082 designation, or a 46 A or Z MOS) or hold an OPSEC Level II certificate (during the transition to these new requirements, the GM, SM, or PM can substitute the online Web Content and OPSEC Training Course as long as they actively seek OPSEC Level II as soon as it is available).Responsible for knowing contents of the Tutorial/SOPs.
- **Site Manager:**
  - A member of the website team at the installation, with authority and permission to edit any item in the system. If there is more than one site manager, a Garrison Manager should be appointed.
  - Training requirements: Must be public affairs qualified (hold a GS-1035 or 1082 designation, or a 46 A or Z MOS) or hold an OPSEC Level II certificate (during the transition to these new requirements, the GM, SM, or PM can substitute the online Web Content and OPSEC Training Course as long as they actively seek OPSEC Level II as soon as it is available). Responsible for knowing contents of the Tutorial/SOPs.
- **Page Manager:**
  - A person designated to manage a subsection of the garrison site, such as a directorate, tenant or senior command site. The Page Manager has publishing privileges within his or her subsite.
  - Training requirements: Must be public affairs qualified (hold a GS-1035 or 1082 designation, or a 46 A or Z MOS) or hold an OPSEC Level II certificate (during the transition to these new requirements, the GM, SM, or PM can substitute the online Web Content and OPSEC Training Course as long as they actively seek OPSEC Level II as soon as it is available).
- **Page Contributor:**
  - A person designated to work on, perhaps manage, a subsection of the garrison site. The Page Contributor can add and remove pages within the section, but CANNOT publish.
  - Training: Requires Web Content and OPSEC Training Course.
- **Text Contributor:**
  - Appointed to manage a single block or limited copy on a page. Must be supervised/reviewed by a Site or Page Manager.

Changing passwords. usernames, groups

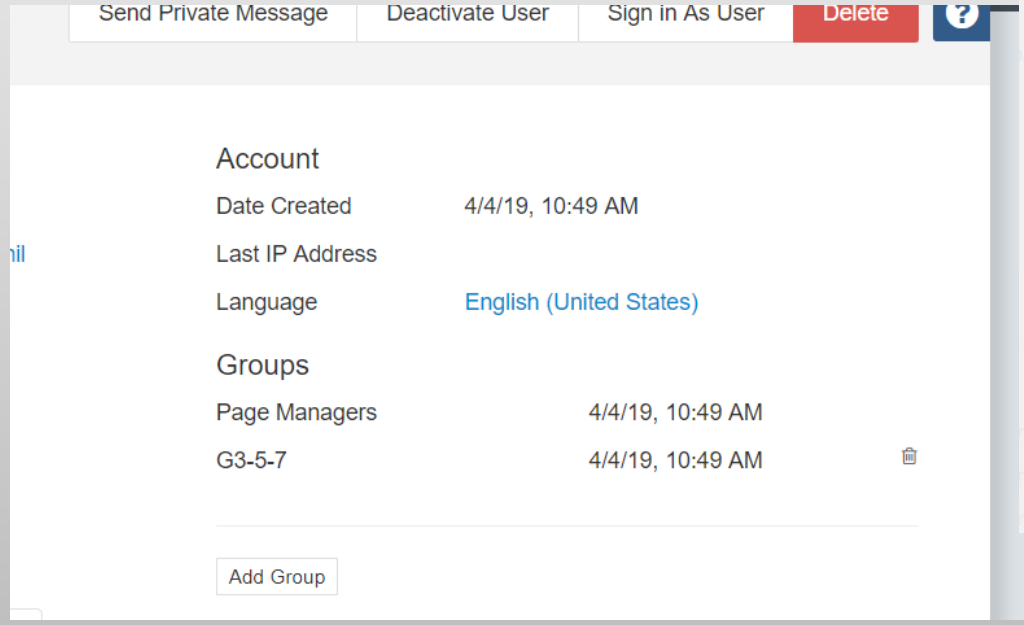
In the Dashboard –>Members (Search Users) area:

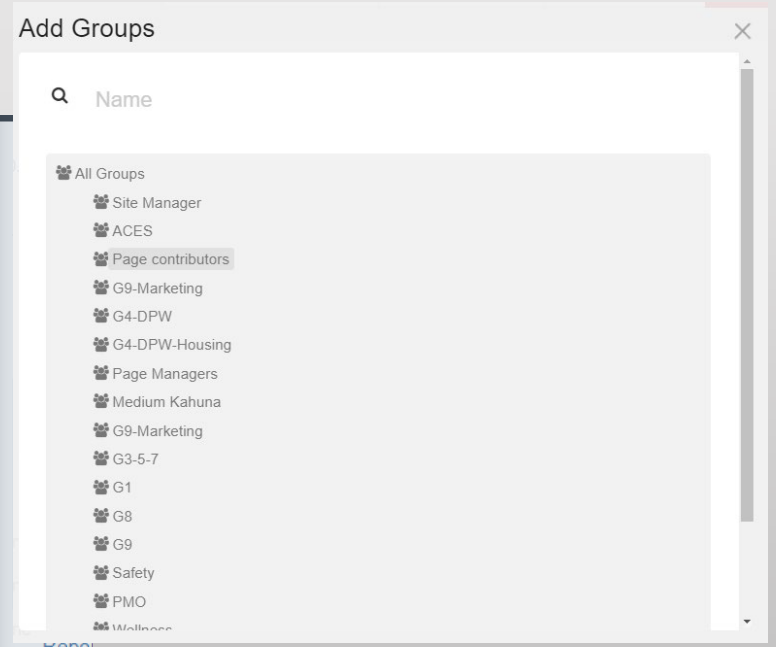
- To change the password
  - Click on the username
  - Click Change next to Password (3)
  - Enter a strong password
  - Click Update
- To change the member name (login), click the username, enter a new one and save.
- To add a member to a group
  - Click “Add Group”
  - Select a group in the popup window.
- To remove someone from a group:
  - Hover over the group you want to remove the person from, click on the trash can icon.





*In older versions, “Site Manager” is “Administrator”





Learning to run IEW

- Log in to your account. Watch the Concrete5 videos that appear on login. You can watch them again any time. When you are on your home page, click the blue icon in the upper right corner.
- Review the material on the training pages
- https://home.army.mil/imcom/index.php/contact/webmaster-1
- https://army.deps.mil/army/cmds/imcom_HQ/PAO/Pages/IMCOM-Enterprise-Web.aspx
- Visit the Fort Stewart video page.
- Call Neal on Teams
- Join the IMCOM Concrete5 Forum

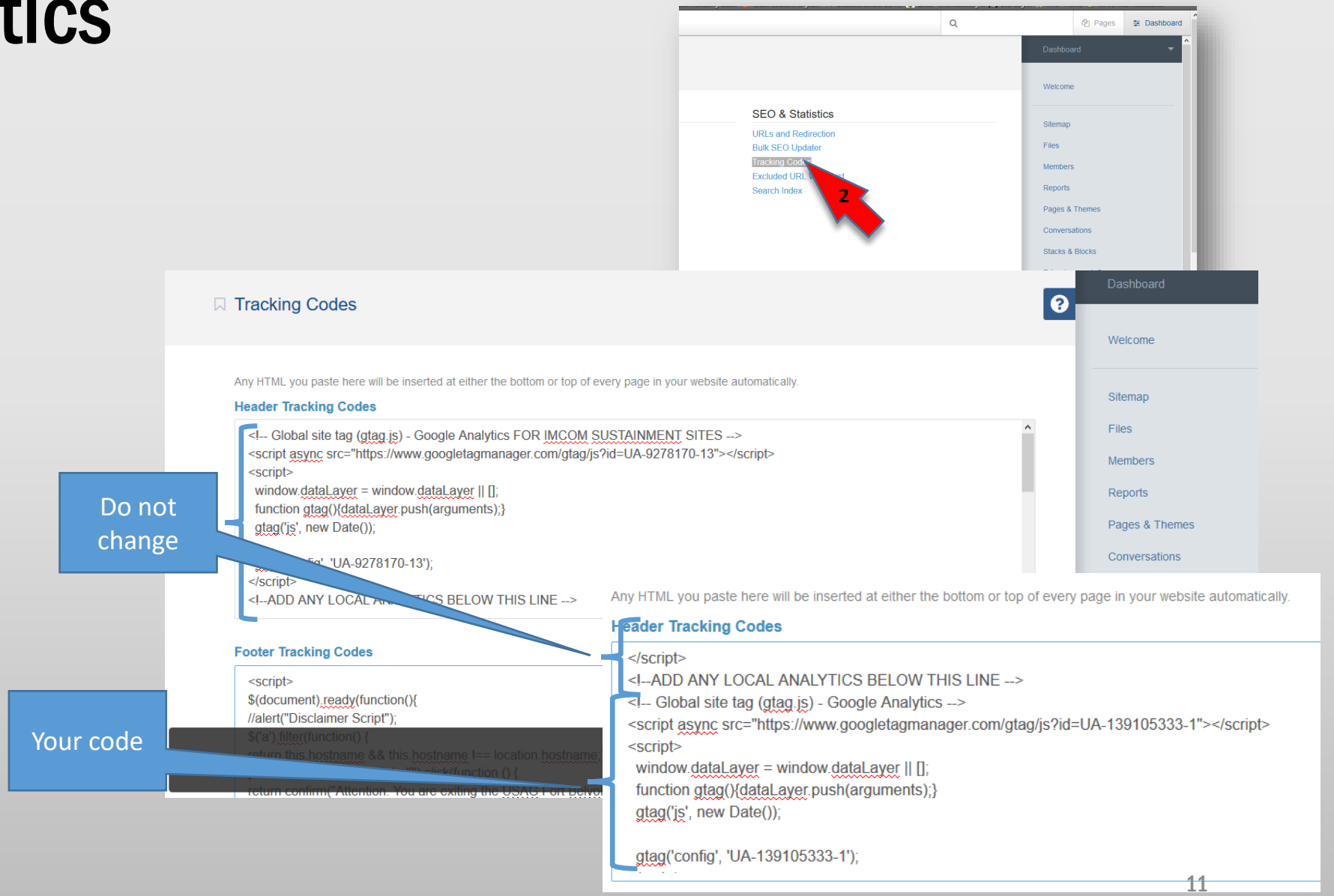
Those who have never edited with Concrete5 should start with Tutorials 1 and 2, along with the video https://www.youtube.com/watch?v=mLjvlHF_hjw

Switching into and out of maintenance mode

- Maintenance Mode acts as a “cover sheet,” hiding your pages under a “Coming Back Soon” page. To turn it off or on
- Go to Dashboard --> System & Settings --> Permissions & Access --> Maintenance Mode
- Select Enable or Disable
- Click Save

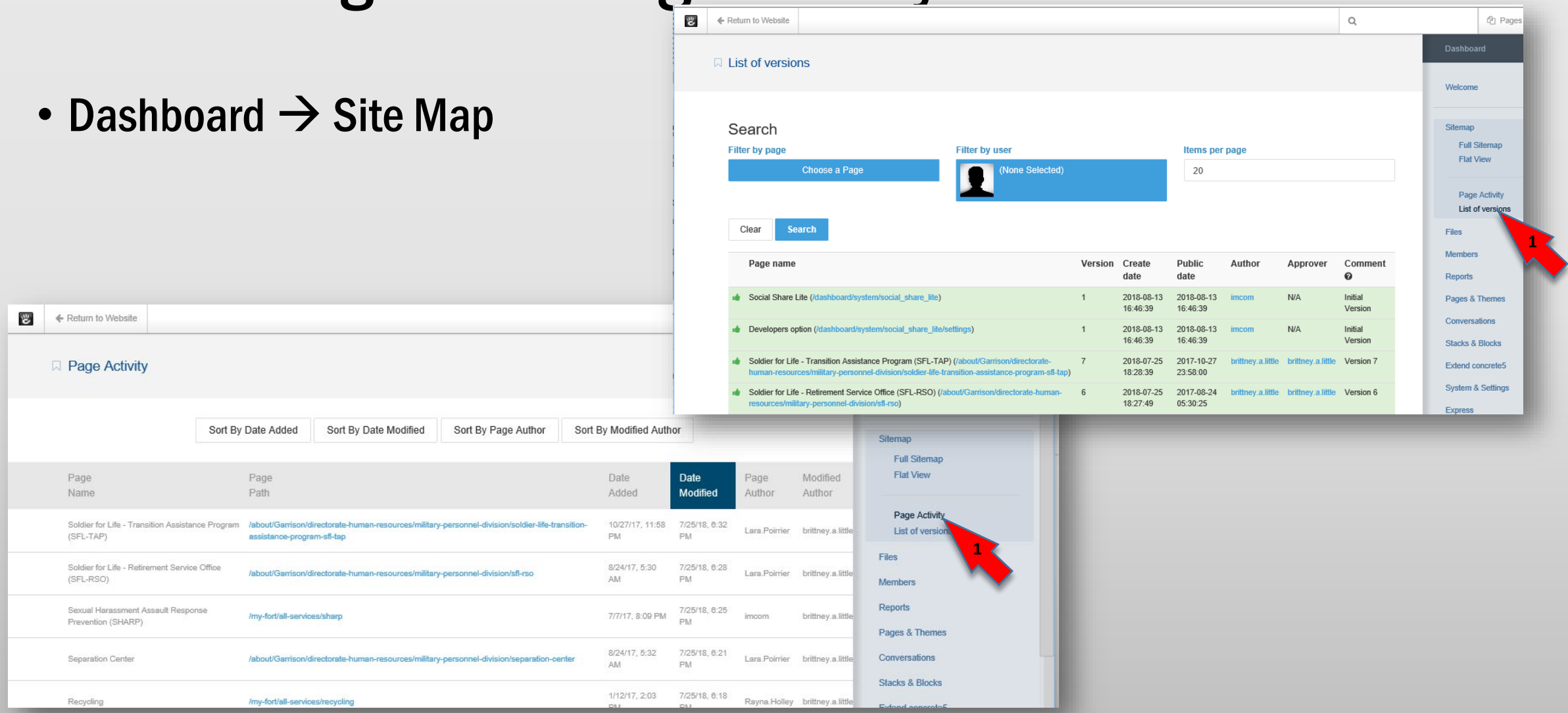
Adding analytics

- Get a Google Analytics Account
- Navigate to Dashboard → System & Settings →SEO & Statistics →Tracking Codes
- Insert code into the header or footer, depending on tracking service instructions



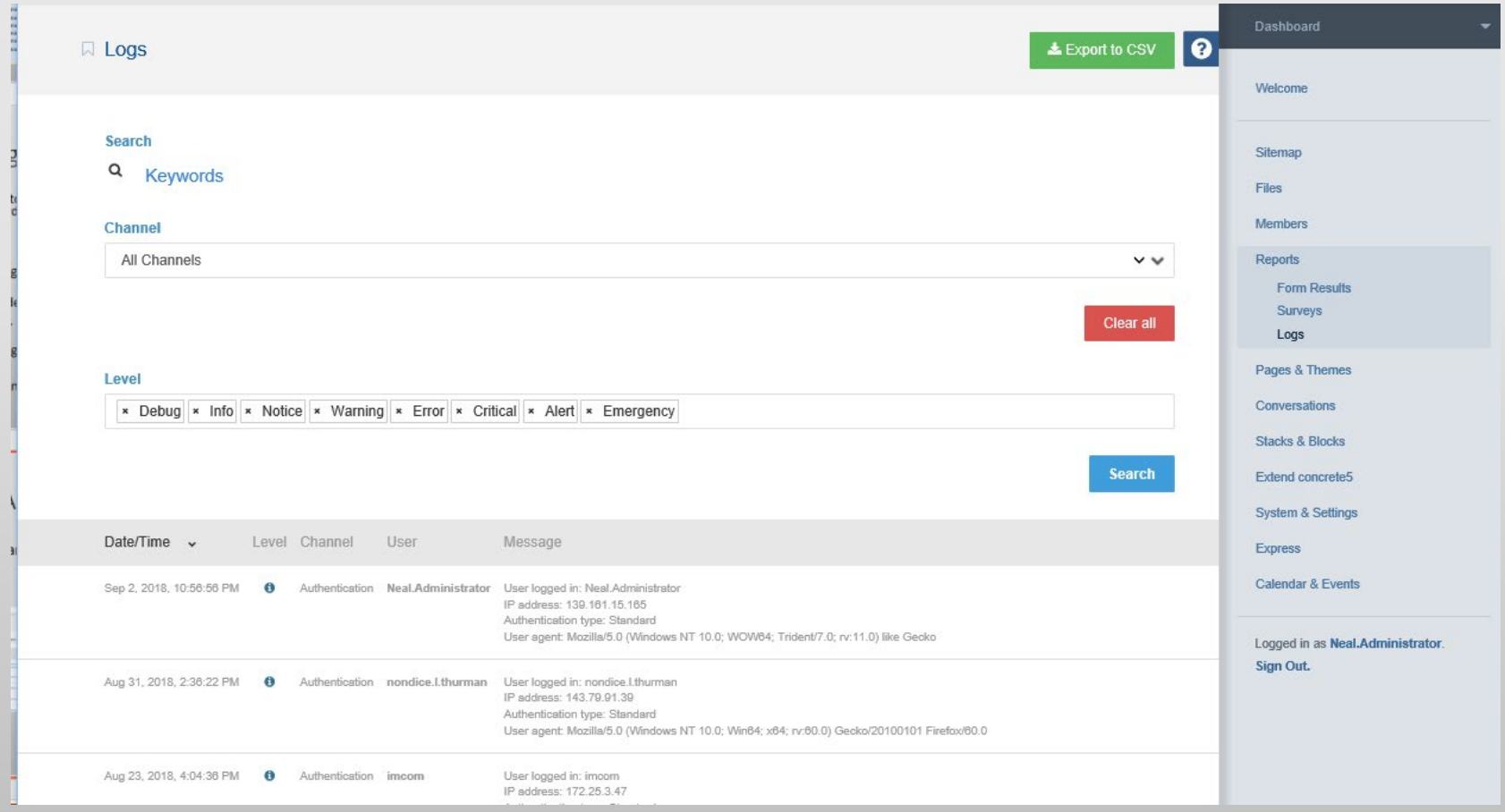
Track changes with Page Activity & List of Versions

- Dashboard → Site Map



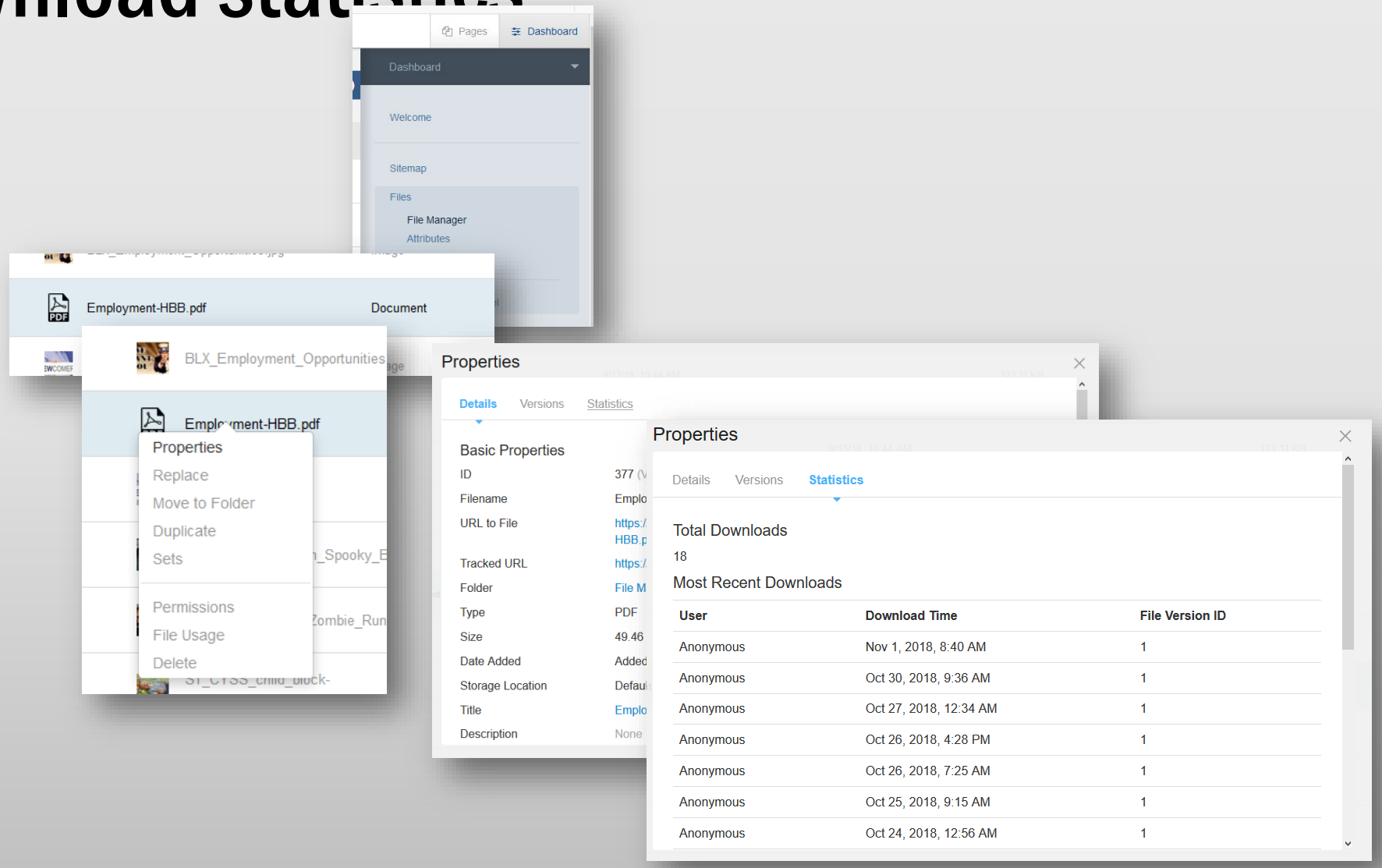
Track events using the Log

- Dashboard → Reports
- Select logs



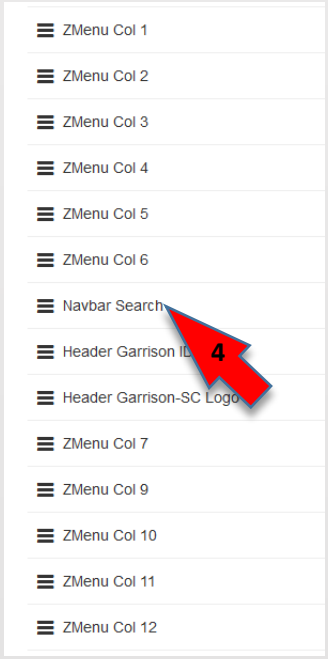
Find file download statistics

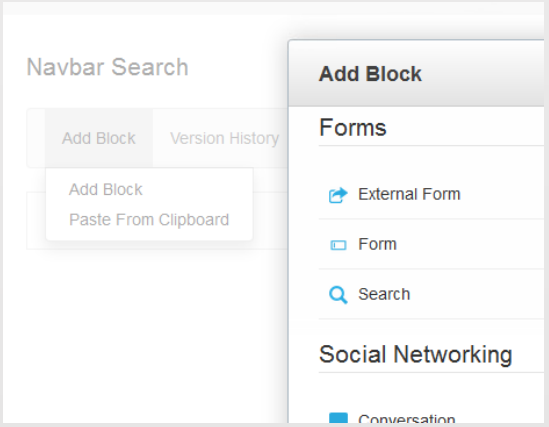
- Dashboard →Files
- Use search or browse to find the file you need
- Right-click on the file.
- Select Properties.
- Select the Statistics tab



Adding Search

- Dashboard -> Stacks & Blocks -> Stacks. There's a button called View Stacks. Click it and select View Global Areas.
- In the View Global Areas page find Navbar Search and click on it. It's probably blank (if not, contact me).
- Click Add Block, then in the popup window find the Search block (it's under the Forms category). Click.
- In the dialog box, don't give it a title, but use Search as the button text. Check Post Results to a Different Page and select Search in the box below. Click Save and in the Navbar Search page, click the green Approve button.





Use Header 2 for the block headline.

Wrap Anything is actually a pair of blocks: “Wrapper Start” and “Wrapper Close.” The blocks you wrap don’t change their behavior, just their looks.

4

Included add-ons

Stucco v.1.1.3	A simple style business theme based on the Bootstrap framework.
Wrap anything v.0.9.2	Enable your page to look fantastic by wrapping multiple blocks in a single wrapping div.
List files from set v.1.0.12	A block to display a list of files from a file set.
Red Alert Box v.0.9.0	Simple WISIWIG text and image box with Red Alert style
Service data box H v.0.9.0.1	service data box for IMCOM
SVG Social Media Icons v.0.9.9	Add SVG social media icons with PNG fallback on your pages.
Deluxe Customizable Twitter Feed v.1.0	Add a customizable witter feed on your pages.
Responsive Embed v.1.0.1	Embed external content responsively
Spacer v.0.9.3	Adds space between blocks without coding. More addons and themes www.devphp.net
Redirect v.1.0.0	This package offers a block to redirect users.
Black box v.0.9.0	Simple WISIWIG text and image box with Black Box style
Manual Nav v.2.1.1	Manual Nav let you create navigation whatever you would like manually. It's concrete5.7 version of Jordan Lev's famous Manual Nav but developed independently by acliss19xx from concrete5 Japan community.
PDF Viewer v.1.0.1	A Block for viewing a PDF on your page
Phonebook Alpha v.0.9.0	An alphabet listing for the phonebook page
Quick Tabs v.1.0	Add Tabs to your site
Simple Slider v.1.0	Add a Simple Slider to your Site
Vivid Carousel v.1.0.1	Add a Carousel to your Site
Yellow Alert Box v.0.9.0	Simple WISIWIG text and image box with Yellow Alert style
Highlight Links 2.0 (g) v.2.0.0	A box for the most viewed or most important links.
Login Log v.1.0	Keep verbose logs of each authentication.
Editor Comment v.7.0	Enter a comment that shows only in edit mode. For use by site developers who want to leave notes/comments for those editing a page in the future.
Page Activity v.0.9.3	View recent page activity by date added, date modified, page author, and modified author.
Global Version List v.1.0	List of all collection versions
Centry v.2.1.4	Allows communication to a remote Centry endpoint.
Handyman v.1.1.0	View and set hidden configuration parameters
White Label v.1.0.1	White Label your concrete5 website
Phone Alpha Navigator v.0.9.0	Navigation component of the Phone Alpha phonebook
Header Blocks v.0.9.0	Official formatting for the header
Rescan All Files v.0.1.5	Rescan all files in the file manager
Vivid Simple Accordion v.1.0.1	Add Collapsible Content to your Site
Collapsable Stacks v.0.9.1	makes stacks collapsible into a ribbon good for constructing accordion content
IEW Facebook Feed EZ v.0.9.2	A simple way to add a Facebook feed to your site
Social Share Lite v.2.1.2	Add social sharing buttons
Simple Backup v.2.1.1	'Automated jobs' that let you download copies of your site's files and database.

Add-on BLACKLIST

If you are using any of these add-ons, please contact Neal, Brandon or Jim to remove them

REMOVE LIST		
Event Calendar PRO v.1.7.0	Could cause problems	Event Calendar PRO - you can add, edit and remove one day events on your page
Mainio Sync v.1.0.0	Not for current version	Mainio Sync helps you synchronize content between different concrete5 instances.
Composer Security v.1.0	Untested	Installs a job that checks your composer files for vulnerabilities.
Custom Export-Import v.1.1.4	Not for current version	Creates backups pages and import them.
Cycle2 Slide Show v.1.0.1	Doesn't work very well	A mobile friendly responsive image slider using the amazing Cycle2 plugin
Database Migration v.0.9.5	Not for current version	Migrate your database from lowercase to case sensitive tables or vice versa
Static Site Exporter v.1.0	Not functional	Exports all pages and files into a single directory that can be deployed to another server.
Stupid Slider v.0.9.1	Doesn't add anything	Add Stupid Slider to your Site
Pending Pages v.0.9.3	Untested, costs money	Find your pending pages and do something with them!
C5Extras YouTube Channel v.2.0.2	Doesn't work as promised	YouTube Channel Video Player
Calendar v.1.0.0	Deprecated, causes problems	Adds public calendar functionality to your Concrete5 website.
Intrusion Detection System v.0.9.1.9	Untested	Helps to protect your website against cyber attacks.
Advanced Phonebook Pro v.0.9.0	A newer version exists	An alternative phonebook block with search and sort functions, and a place to drop in table code.
Advanced Phonebook Pro Plus v.0.9.1	NO LONGER IN USE.	An alternative phonebook block with search and sort functions, and a place to drop in table code.

Identifying security incidents

- A security incident is an incident or series of incidents that violate the security policy. Causes include malicious code, system failures, procedures failures or improper acts, intrusions or break-ins and insider attacks. Incidents might be data destruction or corruption, data compromise and data spills, malicious code, virus attack, worm attack, trojan horse attack, system contamination, privileged user misuse, security support structure configuration modification.
- Attacks originate through certain avenues or routes, including Local networks, Illegally-connected devices (including non-approved connections to a local network), Gateways to outside networks, Communications devices (e.g., modems), Shared disks, Downloaded software, and Direct physical access.
- There are at least four effects of attacks that compromise computer security: Denial of Service, Loss or Alteration of Data or Programs, Compromise of Protected Data, Loss of Trust in Computing Systems.

Responding to security incidents

- Reporting all suspected security violations immediately to the IEW team via contacts on the Webmaster page, ISSO, or the Army Enterprise Service Desk (AESD) (866) 335-2769 .
- Reporting any suspected compromise, component failure, abnormal system behavior, or vulnerability to the organization's system administrator.
- The full incident response plan is published on the IMCOM HQ PAO Sharepoint portal.

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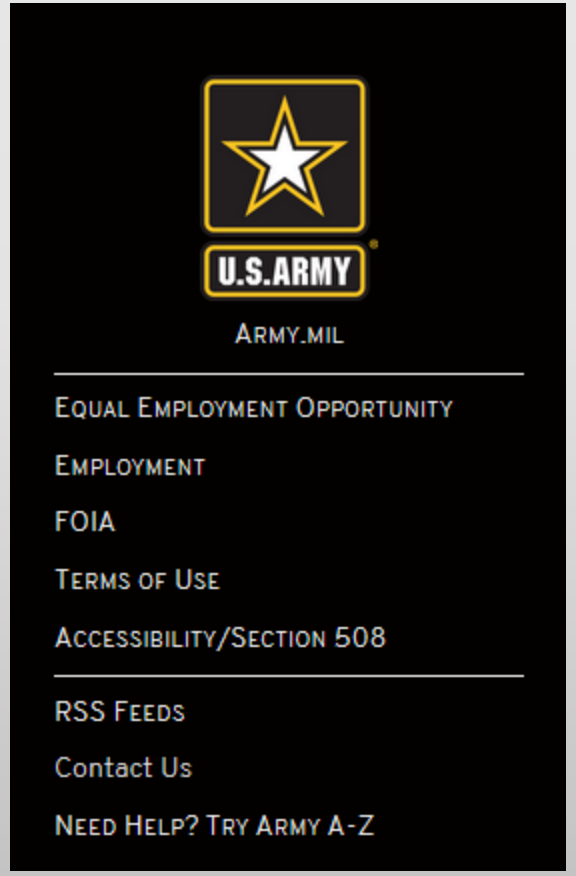
IEW SOP/Tutorials:

1.Getting Started; Adding Text, Images and Links
2.Adding and working with pages
3.Adding and working with blocks
4.Working with files
5.Accounts
6.Permissions
7.Site management operations
8.Phonebook and special features
9.Advanced site management, design and standards
10.General policies

First steps: Your Footer

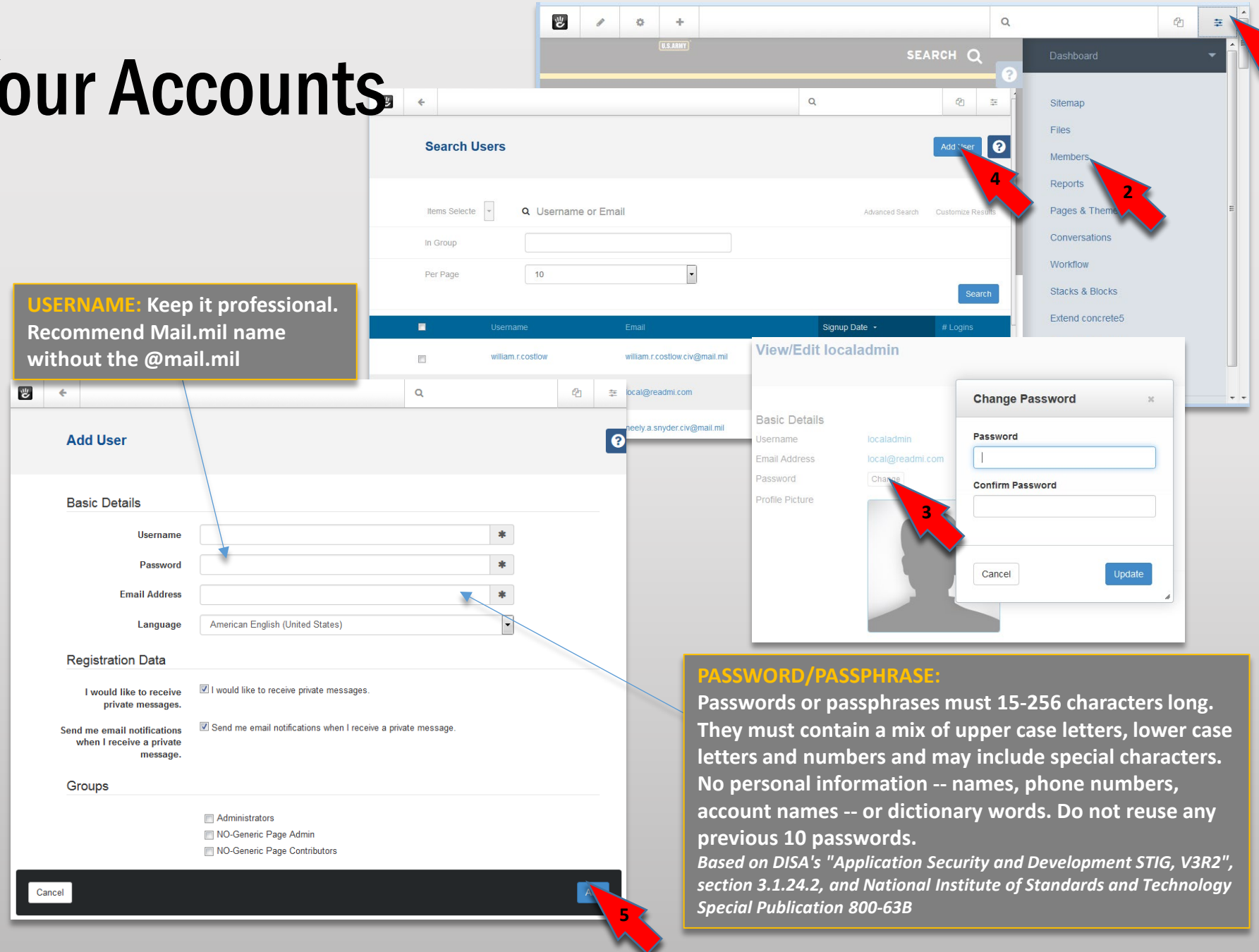


IMCOM GUIDELINES:
The footer spans four columns. Each has a specific use. Column1 contains a link to army.mil and other Army-mandated links. Column 4 belongs to IMCOM HQ. Column 2 holds the logos mandated by HQ IMCOM and the Army – and can also be used by the garrison. Column 3 is completely garrison territory.

First steps: Your Accounts

- Log in with the local administrator account
- Change the password
  - Go to Dashboard (1) → Members
  - Click on the username
  - Click Change next to Password (3)
  - Enter a strong password
  - Click Update
- Create accounts for PAO web team
  - Click Add User
  - Fill in the form.
  - PAOs should have Administrator or Site Manager rights

Accounts for contributors outside PAO should only be set up after you create their initial pages. See Tutorial 5.



PASSWORD/PASSPHRASE:
Passwords or passphrases must 15-256 characters long. They must contain a mix of upper case letters, lower case letters and numbers and may include special characters. No personal information -- names, phone numbers, account names -- or dictionary words. Do not reuse any previous 10 passwords.
Based on DISA's "Application Security and Development STIG, V3R2", section 3.1.24.2, and National Institute of Standards and Technology Special Publication 800-63B

Start with the Minimum Viable Site

HOME			
About	**Contact**	**My Fort**	**Units & Tenants**
Mission & Vision	Crisis & Emergency numbers	For Newcomers	Unit Contacts
Leadership	Phonebook		
Leader bio	Public & Media		
Garrison	Commander's Hotline		
EEO	Webmaster		
Visitor & Gate Info			