

CA Web Publishing Frequently Asked Questions

General

Can I continue to use the URSUS CMS service?

No, URSUS will sunset June 2016.

Service

How do I subscribe to CA Web Publishing?

Contact your OTech Account Lead <http://www.otech.ca.gov/Customers/default.asp>.

Who can subscribe to CA Web Publishing?

State government agencies, departments, boards, etc. Local government (cities and counties) will be considered in the future.

When will CA Web Publishing be available?

We are currently in the Pilot Phase.

What templates are available?

The current State Template v4 which is Responsive Design is available in five color themes. As seen on WebTools <http://webtools.ca.gov/state-template-v4/>.

Rate/Cost

How much does CA Web Publishing cost?

Right now we can only state "A rate proposal has been submitted to the Department of Finance, we anticipate a final rate by July 2015." Once the official rate is approved, we will replace this language with the actual rate information.

How much storage and/or data transfer does CA Web Publishing offer?

The service allows 5GB of storage and 20GB of data transmission. Overage will be charged at the normal OTech rates.

Is there a charge for migration or consulting related to CA Web Publishing?

Yes, there will be a charge for migration based on the size and complexity of the site. The proposed consulting and migration rate process, methodology, and costs are subject to DOF approval.

CA Web Publishing Frequently Asked Questions

Is there an extra charge for business area sub-domains?

Yes, we charge per domain (URL).

Is the service charge based on named user accounts or concurrent sessions?

Concurrent sessions.

Technical

What browsers are supported when updating my website?

The Authoring environment supports these browsers:

- Internet Explorer versions 9, 10, 11
- Mozilla Firefox (Firefox 3 has limited support)
- Google Chrome
- Apple Safari (excludes Safari 5)

Can I embed code into a web page?

Yes, we have a widget to embed third party dynamic content such as Facebook and Twitter feeds, YouTube videos, Calendars, Fusion Tables, etc.

I have a very large website. Does OTech provide an automated tool to help with the migration?

No, OTech doesn't provide an automated tool.

Support

When is the maintenance window?

We will publish a standard maintenance window like all of OTech's services. Based on the architecture, standard M&O like patching should not interrupt the service.

Does CA Web Publishing include disaster recovery failover in the event of a disaster?

Not at this time. In the future, it will be baked into the service. This may require a rate change.