

TWIN CITIES DRUPAL CAMP

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Supporting Drupal-as-a-Service

Providing Tech Support to Drupal Devs

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Drupal Lite

Drupal Enterprise

The screenshot shows the top navigation bar with the University of Minnesota logo and the slogan "Driven to Discover". It includes a search bar and a "MyU" link for students, faculty, and staff. The main header features a large image of a modern building interior with the text "Academic Support Resources". Below this is a secondary navigation bar with categories like "Training and support", "Applications and work tools", "News and dates", "Projects", "About ASR", and "ASR Intranet". A breadcrumb trail indicates the current page is "FERPA RESOURCES". The main content area is titled "FERPA resources" and includes a sub-section "FERPA policies on access to student records". This section contains text explaining FERPA laws and a list of record types such as personal information, enrollment records, exams, grades, and schedules. A "Support" box identifies Stacey Tidball as the Director of Continuity & Compliance, with her email address provided. A "FERPA tutorial and handout" section is also visible at the bottom.

The screenshot displays the "ONE STOP STUDENT SERVICES - TWIN CITIES" website. The top navigation bar is dark red with the University of Minnesota logo and slogan. It features a search bar and a "MyU" link. The main header is a dark red bar with the text "ONE STOP STUDENT SERVICES - TWIN CITIES" and a secondary navigation menu with links for "Academics", "Finances", "Personal information", "Dates and deadlines", "Forms", "How-to guides", "Contact us", and "For faculty/staff". The main content area has a large "WELCOME TO ONE STOP" heading. Below this is a summary statement: "One Stop provides student information regarding registration, records, financial aid, billing, payment, and veterans benefits." The central focus is an "IMPORTANT DATES" table with the following entries:

IMPORTANT DATES	
Jun. 7	Last day of instruction for May session
Jun. 8	First billing statement for summer available (due date: 6/21/19)
Jun. 10	Summer session begins
Jun. 10	Third parties billed for spring 2019 and prior (due upon receipt)
Jun. 12	One Stop Student Services, University Veterans Services, and Graduate Student Services & Progress closed noon-4:30 for a staff event.
Jun. 21	Summer payment due in full

Below the table is a "View Full Calendar" link. To the right of the table are six blue call-to-action buttons: "Set up a financial wellness appointment", "One Stop closed June 12th afternoon", "Submitting payment from a 529 plan", "Apply for financial aid: 2019-20 FAFSA available now", "Find a study space on campus", and "See trending questions".

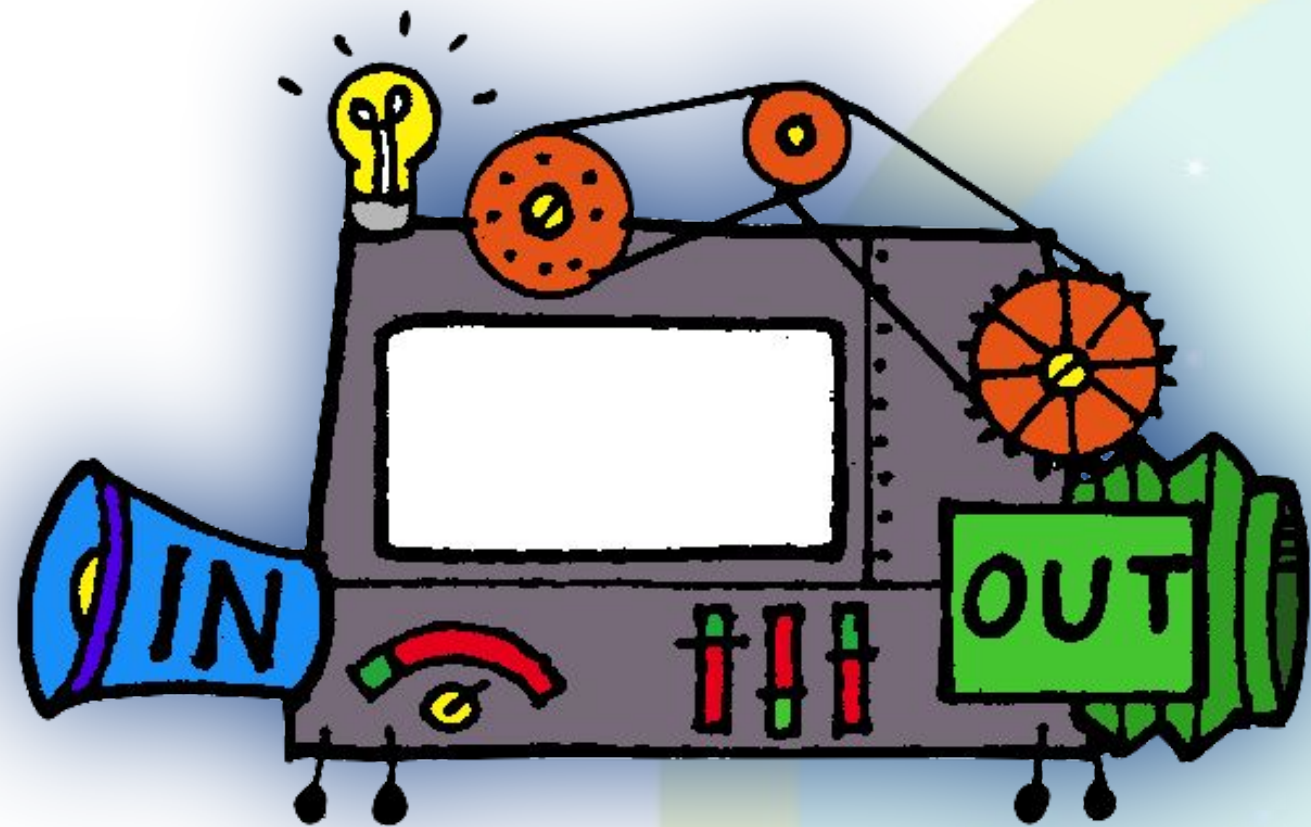
Who are our “customers?”

- Professors (well, graduate students...)
- External contractors
- Student Groups
- Staff
 - a. Executive Assistants
 - b. Designers
 - c. Lab staff
 - d. IT folks — developers, sysadmins, etc.
 - e. “The IT people”
 - f. “The IT person”
 - g. “Our student worker this summer”
 - h. → etc...



Lifecycle of a Site

From a Process Perspective



- ☎ Requesting
- ✎ Developing
- ✳ Launching
- ☯ Maintaining
- ♻ Retiring





Requesting a New Site

Mentality: “We provide the canvas on which you paint”

What do we need?

1. domain name
2. owner
3. platform choice — *Lite vs Enterprise*
4. (sometimes: approval)



Lifecycle of a Site



Developing a Site

Mentality: “Here are all the tools you need”

What do we do on top of that?

1. train/guide site owners
2. provide light consultation
3. troubleshoot issues (it’s always caches...)





Maintaining a Site

Mentality: “Here, have some gatorade and a flu-shot”

How do we help?

1. maintain security
 - a. core updates
 - b. module updates
 - c. security certificates
2. troubleshoot caches...
3. run-of-the-mill Q&A





Retiring a Site

Mentality: “It’s a been a good run — here’s a backup!”

What do we need?

1. approval
2. more approval
3. final approval



What resources do we provide?

- Self Help Guides:
 - Creating sites (content types, views, etc)
 - Content planning strategy
 - Contributing content
 - Administering/managing a site
 - GitHub guides
- Standalone knowledge articles
 - Setting up a local dev environment
 - Configuring search & analytics
- Walk-in Support Labs
- Email lists/groups
- External resources:
 - branding
 - accessibility
 - training with Lynda.com
 - approved consultants list
- Links to other live websites across UMN
- Phone, email, chat support (*business hours*)



Red tape everywhere!

- No server access
 - No Drush commands
 - No fileserver or database access
 - No production code deployments
- Administrator role is only for Enterprise site owners.
- Drupal Lite sites get pared-down admin access.
 - Can't enable modules
 - Theme is non-negotiable
 - Branding is required
- We're here to keep the lights on (and safe!)
 - We'll make sure your site is configured well
 - We back up your database and files
 - We're here to help you launch your site
- We're here to support Administrators if things break for them too
- Drupal Lite gives you the access you need
 - We'll help enable modules
 - We provide the theme
 - You can choose the color scheme!

Yes, and it's part of the service!





“
Surely you don't let people deploy
custom code...”

-A rightfully skeptical skeptic

What is allowed in “Custom Code”

Organized chaos.

- We have a module “bouncer”
- No settings.php files
- Only in Drupal Enterprise sites



The Past

See: both sides of the Grand Canyon

- Different infrastructure
- Separate code bases
- No supported methods of migrating between the two



The Future™

Also organized chaos.

- **Continuum** between Lite & Enterprise
- **Want Enterprise?** Just add a git repo for code!
- **Want Lite?** We'll be your admins, and we'll manage your theme.

Cheap plug:

Folwell Design System presentation

3:15–4:00 — Room 244



“

What if you don't know the answer to
someone's question?

”



We don't have all the answers :(

- 3 tiers of support, internally
 - T1 – service desk
 - T2 – technology-specific, “User Support”
 - T3 – technology-specific, “App Dev”
- Vendor support
- Community support



Common requests

- Stand up someone's local site onto a dev instance
- Clone environments to-and-fro'
- Occasional über-specific drush command
 - Actually quite nice!
- Occasional über-unnecessary drush command
 - Teachable moment



“

So... Where do you draw the line?

”



The line is grey. And dotted. And invisible.

- Custom Modules
 - We can provide logs!
- Structures
 - Keep adding extra eyes until it's figured out
- Themes
 - Have you tried Drupal Lite?



Questions?

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Join us for the Unconference

Saturday, June 8th, 9:30am-4:30pm

#tcdrupal



What did you think?

Locate this session on the TC Drupal website:

<https://2019.tcdrupal.org/schedule>

Leave your feedback

<https://2019.tcdrupal.org/feedback>

