

UTAH DEPARTMENT OF HUMAN SERVICES POLICY AND PROCEDURES		
Reference: 06-08	Effective Date: May 20, 2004 Revision Date:	Page 1 of 5
SUBJECT: WEB STANDARDS AND PROCEDURES		
RATIONALE: The purpose of this policy is to assist the Department of Human Services (DHS) in maintaining a professional quality website for the public. Some information included in this policy was derived from the State of Utah Web Standards Policy, which can be located at http://www.cio.utah.gov/. This policy is to be treated as an addendum to the State of Utah Web Standards Policy.		

I. DEFINITIONS

- (a) State ITS: Utah Division of Informational Technology Services
- (b) Office of Technology: Department of Human Services Office of Technology
- (c) Department: Department of Human Services

II. WEBSITE STANDARDS

- (a) Professional Image
 1. Graphics shall be of professional quality as deemed adequate by the Office of Technology.
 2. Each division or office site shall maintain a familiar browsing environment and atmosphere that is consistent with the Department of Human Services site as well as the State of Utah main site.
 3. Public facing webpages shall maintain an orderly organization and navigation system as determined by the Office of Technology.
 4. Each public facing webpage shall be organized for the use and ease of use of the general public.
 5. Webpages will load and display properly on the latest version of Microsoft Internet Explorer and Netscape.
- (b) Inclusions
 1. Public facing webpages shall contain the State of Utah header and footer as provided by State ITS.
 2. Public facing webpages shall contain the Department header below the State of Utah header as provided by the Office of Technology.
 3. Public facing webpages shall contain the Department footer above the State of Utah footer that includes a disclaimer, privacy policy, copyright statement, and Department links as provided by the Office of Technology.
 4. Each webpage shall contain meta tags, including the minimum of title, author, description, and keywords.

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5. All webpages shall contain identifier information for the State of Utah, Department, and the appropriate division or office. These can be in the form of text or a graphic image.
6. All webpages shall contain a link to the State of Utah main website, the Department main website (these are included in the headers) and the appropriate division or office homepage.
7. All public facing webpages shall contain a search capability. This search engine can be internal or a third party application such as Google or Yahoo.

(c) Accessibility

1. All Department, division and office websites shall be at least Section 508 compliant. Please see <http://www.section508.gov/> for further information.
2. All Department, division and office websites shall be WC3 priority 1 compliant. Please see <http://validator.w3.org/> for further information.

(d) Security and Privacy

1. Webpages that require users to input sensitive data shall meet the requirements of House Bill 25 and other state laws defining the privacy of information. Sensitive data includes but is not limited to information such as name, address, and phone numbers, SSN, etc. Please see <http://www.le.state.ut.us/~2004/bills/hbillint/hb0025.htm> for further information.
2. Webpages that require users to input sensitive data shall require a Secure Socket Layer (SSL) connection to ensure the user's privacy is protected.

(e) Links

1. External Links shall meet at least one of the following criteria:
 - Any federal, state, county, or city government webpage.
 - Non-Profit Organizations related to the Department's interests.
 - Any government funded site.
 - A website that receives direct funding from the Department.
2. Links shall be checked and validated on a monthly basis by OT. When non-active links are discovered, OT will work with the appropriate agency to resolve them within ten business days.

III. HOSTING AND MATENANCE

(a) Hosting Requirements

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1. Any website for the Department or any of its divisions, offices or bureaus must be hosted on a Department server.
2. Websites must be in the domain of utah.gov within the Department's jurisdiction.
3. A website that receives direct funding from the Department may be hosted on Department servers.
4. Websites that do not meet these criteria but are associated with a division or office within the Department may request web development at \$52 per hour.

(b) Web Server Maintenance

1. Web servers will have incremental backups daily and a full back up weekly.
2. Websites will be made available 24 hours a day, 7 days a weeks with exceptions to server maintenance, which will be performed during non-working hours.
3. Website statistics will be compiled and delivered to the Department on a monthly basis by the agency maintaining the server. The minimum information includes the number of hits by units of time, number of user sessions, duration of user sessions, and browser types and distribution.
4. Web servers must be kept current on operating system and web server software security patches.
5. Web server administrators must subscribe to security alert notification systems provided by the operating system and Web server software vendors and other security organizations such as <http://www.cert.org/>.
6. Web servers must run anti-virus and intrusion detection software.
7. Web servers must be behind a firewall that blocks access to unused ports on the servers.

IV. AGENCY WEB CONTENT SPECIALIST

- (a) Responsibilities: Agency Web Content Specialists represent the interests of their division, office or bureau. They will accomplish this by meeting with their agency staff to understand the agency business needs and coordinating with the OT web team to provide accurate information in a timely manner for publication to the web. The Agency Web Content Specialist is responsible for assessing their agency's mission, objectives, structure, and clients to determine and produce information that will benefit the general public.
- (b) Update Process: To modify, update, or add to an agency's website, Agency Web Content Specialists shall complete the Information Systems Service Request form located at: <http://www.dhs.innerweb.utah.gov/ot/forms/servicerequestform.pdf> and submit it to their assigned OT web team member.

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1. Required information includes Name, Agency, Date Requested, Type of Request, Priority Level, URL address of the target webpage if applicable, and a brief description.
2. Type of Request will include the following options: Modification, Addition or Deletion.
3. Priority Levels are as followed:

- Routine: A simple modification of a webpage (e.g., a link change/addition/deletion, a spelling error, adding a paragraph to a webpage, deleting a graphic image from a webpage). Time Frame: 24 hours.
- Standard: A modification that requires minor web development (e.g., developing a graphic or logo, making modifications to an online application, adding a multimedia component). Time Frame: 72 hours.
- Complex: A modification that requires major web development (e.g., developing a minor web application, adding an online service, developing a minor database). Time frame: 3 days to 4 weeks.
- Custom: A complete rewrite of an existing website or developing a new website generally takes longer than the Complex time frame and requires coordination with the OT web team member to determine the scope and time frame for the change. Time Frame: 1 week to 6 months.

(c) Communication: Agency Web Content Specialists shall contact their OT Web Team representative to discuss any changes or new ideas for their agency's website.

(d) Focus Groups: Agency Web Content Specialists are encouraged to conduct focus groups with the assistance of the Electronic Product Manager in the Executive Director's Office. Focus groups are defined as meeting with potential or current users of the agency's website to gain knowledge and input that will assist the agency and OT Web Team to produce a more effective and functional website.

(e) Application Development

1. Developing a web based application: All requests for web based applications should be discussed and coordinated with the assigned web team member to determine the appropriate steps for the request.
2. Some applications may be deemed as useful to all divisions and offices within the Department. These will be designed and produced to meet the needs of more than one agency. An example is an online class/seminar registration system or a training course builder.

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(f) Training

1. Agency Web Content Specialists will not receive technical training from the Office of Technology, as this role is not currently expected to perform web updating and development activities. If the Office of Technology requires Agency Web Content Specialists to develop technical skills, OT will provide the necessary training.

2. An agency that voluntarily maintains and develops its own website or innerweb system will be responsible for providing training for its web developers. Training opportunities include: local colleges/universities, computer training organizations, vendor specific trainings, program specific manuals. The Division of Purchasing can provide a list of training providers currently on state contract.

Robin Arnold-Williams

DATE 05-20-04

Robin Arnold-Williams, Executive Director
Department of Human Services