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SUBJECT: WEB GUIDELINES AND STANDARDS		EFFECTIVE DATE: March 14, 2000	
ORIGINATOR:	DATE: 03/06/2000	OFFICE OF MIS:	DATE:
OPERS:	DATE:	SECRETARY OF DHHR:	DATE:

1.0 PURPOSE

The purpose of this policy is to define the acceptable and unacceptable uses of the DHHR (Department of Health and Human Resources) Web Site and establish guidelines and standards to govern the management of electronic documents accessible on the World Wide Web that represent DHHR.

2.0 SCOPE

This policy applies to all employees, personnel from other organizations, contracting personnel, and vendors using DHHR systems and participating in sponsored software development, software demonstrations, and the operation and maintenance of IT systems. This policy has been approved by the Internet Web Design Users Group (IWUG).

3.0 APPLICABLE DOCUMENTS/MATERIAL

- 3.1 Authority - MIS (Management Information Services) is responsible for administering IT (information technology) policies and procedures for the use of communications facilities and services by DHHR, and ensuring compliance with applicable laws and regulations. This policy has been developed to make users aware of acceptable uses of the DHHR Web site and of prohibited or unacceptable uses. Final authority for the "Web Guidelines and Standards" Policy lies with the CIO (Chief Information Officer) of the DHHR.

4.0 RESPONSIBILITY/REQUIREMENTS

- 4.1 The DHHR Web page is a communication tool used by state employees to accomplish government functions.
- 4.2 This policy sets the minimal standards for Web page development and publishing those pages to the DHHR Web Site.
- 4.3 It is the responsibility of the MIS to provide and maintain a Web server(s) for DHHR Bureaus, Offices and other state

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agencies. This communication is executed by means of a standard transmission protocol called TCP/IP (Transmission Control Protocol/Internet Protocol).

4.4 MIS will set up and maintain "firewall(s)", limit connection from outside networks, and restrict access to sensitive DHHR material.

4.5 Web Page Guidelines (State)

The following guidelines and standards for Web page development have been compiled and issued by the State of West Virginia GOT (Governor's Office of Technology), ITC (Information Technology Council). These guidelines have also been endorsed by IWUG and adopted for use by MIS.

4.5.1 All DHHR Web Administrators and contractors employed to develop and implement DHHR Web pages must read and agree to abide by the provisions and guidelines of the "State of West Virginia ITC Web Page Guidelines." They can be accessed and downloaded at www.state.wv.us/itc.

4.6 DHHR Web Page Standards and Consistency

4.6.1 Each DHHR Web site must contain certain elements which will provide general consistency for DHHR Web pages.

4.6.1.1 All Web pages should be accurate, up-to-date, relevant to the department, and present a professional image of DHHR.

4.6.1.2 All Web pages must include the e-mail address and/or phone number of the designated contact person for that Office or Bureau.

4.6.2 DHHR does not routinely "out-link" to private, commercial or other non-governmental web sites. On a case-by-case basis, however, the DHHR Web Administrator and/or the Bureau Web Administrator will consider requests from such groups or persons to out-link to their web sites.

4.6.2.1 The DHHR Web Administrator and/or the Bureau Web Administrator will grant such requests only when it is determined that such links will clearly support the department's mission and will not in any way jeopardize the department's independent, regulatory status.

4.6.2.2 At the discretion of the DHHR Web Administrator and the IWUG, all links may be short or long term.

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- 4.6.3 Department and all Bureau and Office Home pages must bear a revision date that is not more than three (3) months old. The page must be reviewed on a regular basis to keep the information current.
 - 4.6.4 The bottom of each Home page must contain the contact person's e-mail address.
 - 4.6.5 Every effort should be made to ensure Web site accessibility to everyone, including people with disabilities or other special needs.
 - 4.6.6 Users must exhibit care when creating Web pages with extensive tiled backgrounds or large graphics.
 - 4.6.7 Users will not intentionally post information that is false, misleading, or not approved by the Bureau Commissioner or Office Director.
 - 4.6.8 Web pages will not contain any programming that would degrade, disrupt or impede performance of the network and/or computer.
 - 4.6.9 Web pages will not exhibit or provide links to any sites containing sexually explicit information, text, or graphics.
 - 4.6.10 All Bureau/Office home pages **must** provide a link to the DHHR home page.
- 4.7 Posting to the DHHR Web Site
- 4.7.1 Authorization
 - 4.7.1.1 The Bureau/Office Web Administrator will complete the "Request to Post Information to DHHR Web Site" form (Appendix A).
 - 4.7.1.2 An **initial** " Web Administrator Agreement" form (Appendix B) must be completed and submitted to the departmental Web Administrator prior to any information being "posted" to the DHHR home page or a Bureau/Office web page.
 - 4.7.2 Indirect Posting
 - 4.7.2.1 The Bureau/Office Web Administrator will attach all web page files, etc., and

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submit them to the departmental Web Administrator either by e-mail (GroupWise) or diskette.

- 4.7.2.2 Upon receipt of the Web page request packet, the departmental Web Administrator will assign a number to the request and then review all data and material to ensure compliance with existing Web page guidelines.
 - 4.7.2.3 The departmental Web Administrator will then determine if additional review and approval is required by the Office of Communications.
 - 4.7.2.4 The departmental Web Administrator will notify the requestor of the status of the Web page request packet, (accepted as is, changes/modifications required, or additional review).
 - 4.7.2.5 If no changes or modifications are required, the Web page files will be posted to the DHHR web server within three (3) working days.
 - 4.7.2.6 If changes, modifications or additional information/data is required, the department Web Administrator will work with the Bureau/Office Web Administrator until the parties involved are satisfied with the results.
- 4.7.3 Direct Posting
- 4.7.3.1 Bureau/Office Web Administrators who have demonstrated their Web skills and have complied with existing IT policies will be authorized to post directly to their Web sites.
 - 4.7.3.2 The DHHR Web Administrator will create a folder and establish author permissions to that folder. Additional technical assistance will be provided when required.
 - 4.7.3.3 The Bureau/Office Administrator will be responsible for their Web site and its content; and will fully comply with all IT policies.
- 4.8 Default Home Location
- 4.8.1 The CIO has specified that <http://intranet.wvdhhr.org> will be the home location for all DHHR employees when accessing the Internet/Intranet. Clicking the browser "Home" will take the employee to this location.

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4.9 Enforcement

- 4.9.1 The ISO (Information Security Officer) is the person designated by the CIO to monitor and provide initial enforcement of DHHR's information security program and IT policies. The ISL's (Information Security Liaisons) are employees assigned by the commissioner with each Bureau and/or Office to assist the ISO in the protection of information resources.
- 4.9.2 The Secretary of the DHHR has delegated the OIG (Office of the Inspector General) as the primary authority to investigate any reported instances of departmental employee misconduct.

4.10 Violations and Disciplinary Action(s)

- 4.10.1 All suspected violations of this policy shall be reported to a supervisor in the chain of command above the employee.
- 4.10.2 The supervisor, or designee will review the facts, and if it is suspected that a violation may have occurred, the matter will be referred to his/her Office Director or Bureau Commissioner for appropriate action.
- 4.10.3 After reviewing all allegations, the Bureau Commissioners may refer the alleged abuse or misconduct to the ISO and/or the OIG as warranted for further investigation.
- 4.10.4 Employees or systems administrators or managers who willfully or knowingly violate or otherwise abuse the provisions of this policy may be subject to: (1) progressive disciplinary action as outlined in DHHR Policy 2104; or (2) criminal prosecution. Levels of discipline include:
- verbal reprimand
 - written reprimand
 - suspension
 - demotion
 - dismissal

5.0 DEFINITIONS

- 5.1 Chief Information Officer (CIO) is the director of MIS and the person responsible for all information resources within the DHHR.

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- 5.2 Home Page- This is a starting point for DHHR Bureaus/Offices to place links to other parts of the Web. For example, the DHHR home page is not only linked to all DHHR Bureaus and Offices, it is also linked to the main WV state home page, various county health departments, federal agencies and other health related web pages.
- 5.3 Information Security Officer (ISO) is the person designated by the CIO to establish and administer DHHR's information security program. The ISO shall report to the CIO.
- 5.4 The Web Administrator (Bureau/Office)- is designated by the Bureau Commissioners or Office Directors. Within their respective Bureaus or Offices, this person is responsible for coordinating with the departmental Web Administrator concerning the Bureau web site, and maintaining the Bureau's/Office's web site to provide timely and up-to-date information.
- 5.5 Management Information Services (MIS)- reports directly to the Secretary and is charged to provide the leadership, innovation and services needed to achieve efficient and effective technology solutions to meet the goals for the DHHR.
- 5.6 Information Technology Council - Working under the auspices of the GOT, this council is made up of CIO's from all state agencies. This group sets state standards in emerging technologies, and other issues relating to information technology in state government.
- 5.7 Office of Communication - An office within the DHHR. Functions are to facilitate and improve communications internally and externally, make media statements regarding department functions and activities, and incorporate public awareness campaigns.
- 5.8 Office of the Inspector General (OIG) - is designated by the Secretary to investigate or assist in investigating allegations of employee abuses or misconduct.
- 5.9 The Web Administrator (Departmental)- is appointed by the CIO, and manages the content of the department's entire Internet Home Page presence. The WebAdministrator determines the administrative needs and requirements for the Internet system and works with the MIS Networking Division to carry out and enhance the technical aspects of operating the Network server.
- 5.10 Web page- A single page displayed by a Web browser.

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- 5.11 Web Server- Computers that provide information to client programs via the Internet through programs that send information to Web Browsers, (i.e., Netscape Navigator and Microsoft Internet Explorer).
- 5.12 World Wide Web (www or the Web)- This is the part of the Internet that provides a way for organizations or individuals to publish information which is then available to a world-wide audience.