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SUBJECT: Web Guidelines and Standards		EFFECTIVE DATE: 03/14/00	
OFFICE OF MIS:		DATE:	
SECRETARY OF DHHR:		DATE:	

1.0 PURPOSE

This policy sets the minimal standards for developing Web pages and publishing those pages to the Department of Health and Human Resources (DHHR) Web site.

2.0 SCOPE

This policy applies to all employees who post to DHHR Web pages. It has been reviewed by Internet Web Design Users Group (IWUG).

3.0 APPLICABLE DOCUMENTS/MATERIALS

- 3.1 Form - [DHHR Web Administrator Agreement](#)
- 3.2 Form - [Request to Post Information to the DHHR Website](#)
- 3.3 GOT (Governor's Office of Technology) [Web Page Guidelines](#)
- 3.4 Information Technology Council (ITC) Recommended Items for Every Web Page
- 3.5 IT Policy 0501, [Attachment B](#), Unacceptable Uses of IT Resources
- 3.6 IT Policy 0510, [E-mail Guidelines and Requirements](#)
- 3.7 [DHHR Policy Memorandum 2104](#) – Progressive Discipline
- 3.8 [DHHR Policy Memorandum 2108](#) – Employee Conduct
- 3.9 Office of Management Information Services (OMIS) Operating Procedure (OP) -11 – Web Posting

4.0 RESPONSIBILITY/REQUIREMENTS

- 4.1 DHHR Responsibility
 - 4.1.1 OMIS will provide and maintain a web server(s) for DHHR.

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- 4.1.2 OMIS will set up and maintain firewalls, limit connection from outside networks, and restrict access to sensitive DHHR material.
- 4.1.3 Those constructing web pages must ensure that the content for DHHR web pages conforms to OMIS OP-11, as well as current federal and state privacy guidelines.
- 4.2 State Web Page Guidelines
 - 4.2.1 All DHHR Web Administrators and contractors employed to develop and implement DHHR Web pages must read and agree to abide by the provisions of the 2001-2002 *West Virginia Web Page Guidelines*, as well as all applicable policies and procedures developed by the ITC.
 - 4.2.2 These guidelines can be accessed at the following link:
<http://www.state.wv.us/ot/default.cfm?fuseaction=webGuidelines>
- 4.3 DHHR Web Page Standards and Consistency (see OP-11)
 - 4.3.1 In order to provide general consistency for DHHR web pages, each DHHR web site must contain certain elements.
 - 4.3.2 All web pages should provide the visitor with information identifying the web page as a DHHR web page.
 - 4.3.3. Any e-mail correspondence generated by a web page must conform to IT Policy 0510, *E-mail Guidelines*.
 - 4.3.4 Every effort should be made to ensure web site accessibility to all, including people with disabilities or other special needs.
 - 4.3.5 Web pages using forms must make every attempt to protect the server from the submission of malicious code that may degrade, disrupt, or impede performance of the network and/or computer.
 - 4.3.6 To ensure stability, any web page utilizing dynamic content, programming, or scripting languages must be tested on a DHHR Development Server prior to posting to a DHHR Production Server.
 - 4.3.7 Links or logos embedded within a program or application by the vendor who developed the program or application are acceptable if they do not attempt to insinuate a specific endorsement of their organization or product by the DHHR.

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- 4.3.8 Any content (ex: third party software) residing on a DHHR web server(s) will be developed to operate using current software and configurations available on the appropriate web server.
- 4.3.9 DHHR does not routinely “out-link” to private, commercial, or other non-governmental web sites; however, the DHHR Web Administrator and/or the Bureau Web Administrator will consider requests from such groups or persons on a case-by-case basis.
- 4.3.9.1 The DHHR Web Administrator and/or the Bureau Web Administrator will grant such requests only when they determine that such links will clearly support the DHHR’s mission and will not jeopardize the DHHR’s independent, regulatory status in any way.
- 4.3.9.2 At the discretion of the DHHR Web Administrator, all links may be short or long term.
- 4.4 Posting to a DHHR Web Site (see OP-011, *DHHR Web Posting*)
- 4.5 Enforcement Authority
- 4.5.1 The Information Security Officer (ISO) is the person designated by the CTO to monitor and provide initial enforcement of the DHHR’s information security program and IT policies.
- 4.5.2 The Information Security Liaisons (ISL) are employees assigned by the Bureau Commissioners and/or Office Directors to assist the ISO in the protection of information resources.
- 4.5.3 The Office of the Inspector General (OIG) is the authority who investigates any reported instances of Departmental employee misconduct.
- 4.6 Violations and Disciplinary Actions(s)
- 4.6.1 All suspected violations of this policy will be reported to a supervisor in the chain of command above the employee.
- 4.6.2 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 the Bureau Commissioner or Office Director for appropriate action.

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4.6.3 As determined by the Office Director or the Bureau Commissioner, instances of abuse or misconduct, depending on the circumstances, will be referred to either the ISO or the OIG for further investigation.

4.6.4 Employees who willfully or knowingly violate or otherwise abuse the provisions of this policy may be subject to: (1) disciplinary action as outlined in DHHR policy 2104; and/or (2) criminal prosecution.

5.0 DEFINITIONS

- 5.1 Bureau/Office Web Administrator – This position is designated by the Bureau Commissioners or Office Directors. Within their respective Bureaus or Offices, this person is responsible for coordinating with the DHHR Web Administrator concerning the Bureau/Office Web site and maintaining the site to provide timely and up-to-date information.
- 5.2 Chief Technology Officer (CTO) – The director of OMIS and the person responsible for all information resources within the DHHR.
- 5.3 DHHR Web Administrator – This position is appointed by the CTO and manages the content of the DHHR’s Internet and Intranet. The Web Administrator determines the administrative needs and requirements for the DHHR web presence and works with the OMIS NTS group to carry out and enhance the technical aspects of operating the network server.
- 5.4 Employee – Individuals employed on a temporary or permanent basis by the DHHR; as well as contractors, contractors’ employees volunteers, and individuals who are determined by the Bureau or Office to be subject to this policy. For the purposes of this policy, this also refers to anyone using a computer connected to the DHHR network.
- 5.5 Firewall – A network node set up as a boundary to prevent traffic from one segment to cross over to another. A firewall is used to improve network traffic, as well as for security purposes.
- 5.6 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 lonely linked to all DHHR Bureaus and Offices, it is also linked to the main State of West Virginia Home page, various county health departments, federal agencies, and other health related web pages.

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- 5.7 Information Resources – All information assets, in all known formats.
- 5.8 Office of Management Information Services (OMIS) – This office reports directly to the DHHR Deputy Secretary of Administration and provides the leadership, innovation, and services needed to achieve efficient and effective technology solutions to meet the goals of the DHHR.
- 5.9 Web Page – A single page displayed by a Web browser.
- 5.10 Web Server – A server on the Internet that holds World Wide Web documents and makes them available for viewing by remote browsers.