

## Department of Health and Social Services

DHSS Policy Memorandum 26  
Subject: Web Policy

October 21, 2002

### I. Background

The role of the DHSS website is to provide timely, accurate and useful information to the public that will facilitate and uphold the DHSS Mission: *"To improve the quality of life for Delaware's citizens by promoting health and well-being, fostering self-sufficiency, and protecting vulnerable populations."*

### II. Purpose

The purpose of this document is to explain the role of the DHSS website, define the responsibilities regarding the DHSS website, provide standards for accomplishing the role and responsibilities, define appropriate web development resources and explain the procedures for publishing web information.

### III. Foundation of Policy

- A. **E-Government Steering Committee Web Standards:** On January 22, 2001, Governor Ruth Ann Minner issued Executive Order 9 establishing an Electronic Government Steering Committee. One of the duties charged to this committee is to develop a

"... comprehensive, uniform set of standards for State agencies dealing with the issues of technology architecture, privacy, accessibility, and content with respect to Internet-based technologies. Agencies shall adhere to the standards developed by the Committee...." (Executive Order 9, § 4(a))

The State of Delaware Web Presentation Guidelines can be found at: <http://www.state.de.us/sos/gic/information/webstandards.shtml>. DHSS has adopted all of the State's

- standards,
- guidelines and
- issues for further discussion

as standards since they may become so at any time. Please see Appendix A: DHSS Web Standards and Procedures, Section I: State Standards for

how DHSS has addressed certain state mandated items for uniformity across the DHSS website.

- B. **Federal Standards:** As of June 21, 2001, Section 508 of the Rehabilitation Act of 1973 has made it mandatory for the federal government or a site provided under contract to a Federal agency, to present electronic information, including information on Web sites and intranets, so that it can be accessed by everyone. This law is defined and implemented by Part 1194 of the Electronic and Information Technology Accessibility Standards specifically Subpart B § 1194.22 Web-based intranet and internet information and applications (which can be found at: <http://www.section508.gov/index.cfm?FuseAction=Content&ID=12#Web> )

According to a summary of the standard, found at: <http://www.section508.gov/index.cfm?FuseAction=Content&ID=11#web>, "The standards apply to Federal web sites but not to private sector web sites (unless a site is provided under contract to a Federal agency, in which case only that web site or portion covered by the contract would have to comply.)" Since DHSS often receives federal funds for projects that may be funded and featured on its web site, we must comply with these standards for such projects. Since these are good accessibility practices, DHSS has also adopted these practices and requires all DHSS web pages to comply with these standards.

- C. **Department of Technology and Information/Office of Information Services (DTI/OIS) Policy:** DTI/OIS has developed policies regarding web hosting services by DTI. These are defined in the State of Delaware Web Hosting Acceptable Use Policy. One of the most specific items to note is that it is unacceptable to solicit commercial advertising (Section IV. Unacceptable Uses, Item #2). This policy is located on the State Intranet at:

[http://intranet.state.de.us/dti/policies/webhosting\\_acceptable\\_use.pdf](http://intranet.state.de.us/dti/policies/webhosting_acceptable_use.pdf).

- D. **DHSS Web Development Standards:** It is the Department's responsibility to uphold and enforce the standards promulgated in the policies and standards outlined above. In order to accomplish this goal, additional standards and procedures will also be enforced. Please see Appendix A: DHSS Web Standards and Procedures, Sections II & III for DHSS-defined Standards and Procedures. The DHSS Communications Director must specifically approve any deviation from DHSS standards and procedures.

#### IV. **Responsibility**

1. The Department and all internal Divisions, offices or other such agencies will adhere to and promote the policies and standards outlined in Section III above.

2. Division Directors will provide the DHSS Communications Director with a list of one web relations designee, responsible for the web information of his/her Division, and one web developer, responsible for the development of web pages. Please note that these two appointees must be two different individuals and only the web relations designees may submit information for posting to the Intra- and/or Internets to the Communications Director. If the web relations designee is unavailable, the Division Director must appoint a backup during his/her absence.
3. Divisions will be responsible for ensuring the functionality and accuracy of their web pages.
4. Divisions are responsible for keeping their information current and accurate and for ensuring an overall professional appearance.
5. The web relations designees, the DHSS Communications Director and representatives from Division of Management Services/Information Resources Management (DMS/IRM) will comprise the DHSS Web Development Team. This team will meet periodically for the purpose of discussing the Department's web presence, recommending future development, standards and policy and determining the appropriate DHSS web template for use throughout the DHSS website. This team will also have the opportunity to take proposed standards and policy back to their Divisions for review with Division Directors, web developers, etc. Committee recommendations will be implemented upon approval of the DHSS Communications Director. The designees may not send network or application staff as Division representatives to DHSS Web Development Team meetings.
6. The Office of the Secretary will maintain the information on the calendar of events, press release, DHSS Accomplishments, DHSS Newsletters, Departmental policy memoranda, Office of the Secretary and the Delaware Health Fund Advisory Committee pages.
7. DMS will maintain Human Resource information and DHSS job postings.
8. Technical questions not covered by this policy, nor by the related standards and procedures, will be referred to the Director of DMS/IRM.

V. **Effect:**

This policy becomes effective immediately.

This Department Policy memorandum supercedes all other policies, directives, standards, guidelines, procedures or rules related to this subject.

Vincent P. Meconi October 21, 2002

Vincent P. Meconi, Secretary