State of Louisiana

DIVISION OF ADMINISTRATION
OFFICE OF THE COMMISSIONER

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DIVISION OF ADMINISTRATION

POLICY NO. 5

EFFECTIVE DATE: **February 24, 1995; September 1, 2001; December 16, 2002, February 1, 2005**

SUBJECT: **PUBLICATION OF INFORMATION ON THE INTERNET AND DOA INTRANET (Incorporates DOA Policy No. 15)**

AUTHORIZATION: **Whitman J. Kling, Jr., Deputy Undersecretary**

I. **POLICY:** It is the policy of the Division of Administration (DOA) that all information (content) made available on the Internet through InfoLouisiana or the DOA intranet shall be in compliance with the policies and procedures outlined in this policy.

All DOA section content made available on the Internet through InfoLouisiana may be published following approval by the section head. All content made available on the DOA intranet shall be submitted for publication to the DOA Webmaster following approval by the section head.

II. **PURPOSE:** This policy is intended to ensure that each employee and section understands his/her responsibility in the area of publishing content on the Internet and DOA intranet.

III. **APPLICABILITY:** This policy shall be applicable to all employees in all sections of the Division of Administration both general appropriation and ancillary appropriations.

IV. **DEFINITIONS:**

A. **InfoLouisiana** is the Louisiana web portal for state government information on the Internet.

B. The **DOA Intranet** is a secure website maintained on the DOA web server containing information of interest to only DOA employees.

C. The **DOA Web Coordinator**, designated by the Office of Information Services (OIS), serves as the coordinator of DOA activities in establishing standards, reviewing for standards compliance, and advising on the best use of the Internet by the DOA for conducting business. This individual may also serve as the DOA Webmaster.

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D. The **DOA Webmaster**, designated by OIS, serves as the administrator, manager, and coordinator regarding all content published on the common pages.

E. The **Section Webmaster** is appointed by the section head to maintain or direct the maintenance of the section's site on the Internet/DOA intranet, and to serve as liaison between the section and the DOA Web Coordinator.

F. An **OIS Contact** is designated for each DOA section as outlined in DOA Policy 1 and will coordinate requests for WEB assistance

G. **Common pages** are any pages containing content of general interest or content that applies to more than one section of the DOA.

H. **Designated section pages** are areas that have been assigned by the DOA Deputy Undersecretary to specific sections for direct maintenance, without requiring submission through the DOA Webmaster, or intranet pages established by a section for its own use. These pages will be maintained in separate subdirectories, secured for update purposes to a userid at that particular section.

V. PROCEDURE:

The DOA Office of Electronic Services manages an InfoLouisiana web server through which relevant content will be made available to the community of Internet users. Work related content of interest to employees across all sections of the DOA will be published on the DOA intranet.

Each section is responsible for its web content including development and maintenance, and the migration of content to its own section web pages on the internet or intranet. If assistance is needed, the section should contact the OIS Contact. The contact will request and coordinate assistance from the OIS Applications Development unit.

Any employee who has content which is to be published under InfoLouisiana or on the DOA intranet must submit that content to the Section Head for review and approval. If the content is approved for publication on the section's web site, the employee will submit the content to the Section Webmaster.

Key requirements for content to be provided on the DOA intranet will be the need to make consolidated information and resources accessible to individuals across separate sections or to geographically separated work groups, to provide information related to employment, or to facilitate the performance of duties. It may be accessed directly or through links maintained on the DOA public Internet pages. When accessed from outside the DOA local area network, entry of a valid DOA network userid and the associated password will be required for authentication purposes.

The Section Head or authorized designee will submit content for publication on any DOA common page to the DOA Webmaster mailbox via email, with copy to the Deputy Undersecretary. The DOA Webmaster or designee will update the common

pages and notify the requestor when the changes have been deployed.

The Section Webmaster will apply approved changes to the DOA designated section pages on the intranet using the same procedures as used for maintenance of the public Internet pages.

Day-to-day matters regarding appropriateness of content submitted for publication to the DOA common pages will be handled by the DOA Web Coordinator. Any issues requiring management attention will be presented to the DOA Deputy Undersecretary for resolution.

Detailed publishing procedures can be found in the DOA Web Development Guide at: https://isbwwwprod2.doa.louisiana.gov/intranet/special_web_guide.htm.

VI. RESPONSIBILITIES:

DOA WEB COORDINATOR

- Reviews DOA section web sites periodically for appropriateness and compliance with DOA standards, and if necessary, brings matters requiring resolution to the DOA Deputy Undersecretary;
- Develops and maintains standards and procedures to facilitate the preparation, submittal, and testing of documents on the Web;
- Oversees web server structure and controls to ensure that only appropriate entities have access to designated areas;
- Serves as DOA Webmaster if necessary, with technical access to all DOA sites.

DOA WEBMASTER

- Maintains the DOA home site on the Internet and the common pages of the DOA intranet;
- Assures that content submitted for publication on common pages is received from the appropriate authority;
- Reviews content as submitted for appropriateness, and if necessary, brings matters requiring resolution to the DOA Web Coordinator;
- Deploys common page content to the appropriate pages and directories and notifies the requestor upon the successful deployment of the requested changes;
- Develops and maintains procedures to facilitate the preparation, testing, and deployment of designated section pages.

SECTION HEAD

- Appoints a Section Webmaster (and alternate if desired) to serve as liaison between

the section and the DOA Web Coordinator and notifies the DOA Web Coordinator of the name of that person and any subsequent replacements;

- Reviews and approves all content submitted for publication on the InfoLouisiana web server or DOA intranet, assuring the information is accurate, that it falls within the content standards, and that its publication on the Internet or the DOA intranet is in the best interest of the DOA.

SECTION WEBMASTER

- Serves as liaison between the section and the DOA Web Coordinator, and may assume other functional responsibilities as delegated by the Section Head;
- Prepares, tests and maintains web content for the section under the direction of the Section Head and in accordance with standards and procedures;
- Maintains adequate backups for content, and security for access to content while under development.

OFFICE OF COMPUTING SERVICES

- Supports all technical aspects of the web server including software, security, operations configuration files, etc., exclusive of content components.