

Draft



State of Tennessee
Department of Children's Services

Administrative Policies and Procedures: **New Policy Draft 7.3**

Subject:	DCS Web Publishing
Authority:	TCA 37-5-105(3), 37-5-106
Standards:	United States Access Board, Section 508 Standards for Electronic and Information Technology, Subpart B - 1194.22
Application:	To any Department of Children's Services (DCS) employee, contractor or community partner who has published, publishes, or who is intending to publish content on any website established for, or owned and maintained by, DCS.
Policy Statement:	
The Department of Children's Services (DCS) Communications Division shall be responsible for the DCS web presence.	
Purpose:	
To define the scope of DCS web publishing services; ensure content and branding standards are established and followed; ensure compliance with State of Tennessee and DCS legal requirements and accessibility standards; and provide DCS employees with standard procedures for requesting changes to the DCS web presence.	

Procedures:

A. Scope of web publishing services	<ol style="list-style-type: none">1. The department maintains two different web presences:<ol style="list-style-type: none">a) DCS internet (a.k.a. TN.gov/dcs), accessible by the general public, andb) DCS intranet, accessible by authorized users only.2. DCS Web Publishing Services include, but are not limited to, the following:<ol style="list-style-type: none">a) Creating new DCS internet and intranet web pages;b) Adding new content to existing DCS internet and intranet web pages;c) Reviewing content for accuracy, completeness, relevancy and adherence to standards;d) Uploading Policies and Procedures, Forms and Documents, Protocols, and handbooks; ande) Troubleshooting web page errors.
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Original Effective Date: **03/14/16**
Current Effective Date: **DCS 7.3 03/14/16**
Supersedes: None
CS-0001
RDA SW22

B. Content	DCS web publishers abide by the content standards as set forth in the State of Tennessee Web Content Guide .
C. Branding/Design	Each DCS organizational unit may develop unique content; however, all content follows the Tennessee State Government Graphic Identity Guidelines to ensure consistency and to promote a standardized look and feel across all DCS web pages.
D. Compliance & accessibility	<ol style="list-style-type: none"> DCS Communications Division ensures all content related to DCS clients abides by DCS policies, 32.2 Client Privacy Rights, 32.6 De-Identification of Client Protected Health Information and Use of Limited Data Sets, and 32.4 Administrative, Technical and Physical Safeguards. DCS Communications Division ensures the DCS web presence adheres to the accessible web standards as required by state and federal agencies.
E. Requests for web publishing services	<ol style="list-style-type: none"> Requests for web publishing services are submitted through the Remedy Request Console. Detailed instructions for requesting web updates in Remedy may be found on the DCS Intranet. Updated forms submitted by the Documents Program Specialist and policy updates from the DCS Policy Development Unit are routed directly to the DCS Office of Information Technology (OIT) Webmaster. All other web publishing requests are routed to the DCS Communications Division. All other web publishing requests are routed to the DCS Communications Division.
F. Requests for Self-Service Capability	<ol style="list-style-type: none"> The DCS Communications Division may grant select web content owners the ability to perform self-service updates. This allows the content owner to update their own files without going through the Remedy request process. Requests for self-service web publishing are submitted through the Remedy Request Console. Detailed instructions for requesting web updates in Remedy may be found on the DCS Intranet. The DCS Communications Division may revoke a web content owner's ability to perform self-service updates.
G. Requestor Responsibilities	<ol style="list-style-type: none"> Complete a Remedy request with detailed instructions for all web related changes. Include the URL of the page in the Remedy ticket if web page changes are needed. Attach files to be uploaded to the Web to the Remedy request, or email separately if more than three files. Obtain prior approval from the employee's supervisor if major changes or additions are needed, and attach a copy of the approval to the Remedy ticket. Verify the satisfactory completion of the request and send an e-mail confirmation to OIT within five (5) days of receiving request completion

	notification from OIT.
<p>H. DCS Communications Division responsibilities</p>	<ol style="list-style-type: none"> 1. Maintain the web publishing policies, practices, procedures and standards. 2. Ensure a seamless transition of content and design between TN.gov websites and DCS web pages utilizing the <u>Tennessee State Government Graphic Identity Guidelines</u>. 3. Ensure all content of DCS web presence is compliant with State of Tennessee legal and accessibility requirements. 4. Review web requests. <ol style="list-style-type: none"> a) Approved requests are forwarded to OIT Webmaster for processing. b) If a request is denied, DCS Communications notifies the requestor of the reason for the denial, referencing the ticket number, and closes the Remedy ticket. c) If revisions are needed prior to approval, DCS Communications Division notifies the requestor and request may be re-submitted with changes.
<p>I. DCS OIT Webmaster</p>	<ol style="list-style-type: none"> 1. Executes approved requests from the DCS Communications Division. 2. Posts the forms and policies submitted by the Documents Program Specialist and Policy Development Unit. 3. Serves as a resource for DCS Communications Division regarding web publishing. 4. Ensures technical accessibility requirements are met for the DCS web presence as required by <u>United States Access Board, Section 508 Standards</u> and the <u>Web Content Accessibility Guidelines of the World Wide Web Consortium (W3C)</u>.

Forms:	<i>None</i>
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Collateral documents:	<p><u>Tennessee Governor’s Web Publishing Policy</u> <u>Tennessee State Government Graphic Identity Guidelines</u>. <u>Web Content Guide</u> <u>United States Access Board Standards</u> <u>Web Content Accessibility Guidelines of the World Wide Web Consortium</u></p>
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Glossary:	
<i>Term</i>	<i>Definition</i>
Section 508 Standards	Section 508 of the Federal Register establishes requirements for federal electronic and information technology, and the <u>United States Access Board Standards</u> have been issued to meet those requirements.
URL	Acronym for Uniform Resource Locator. It is a reference (an address) to a resource on the Internet.