

Washington State Auditor's Office
Administrative Policies and Procedures

Public Website

INTRODUCTION	<p>The State Auditor's Office has one external website (www.sao.wa.gov).</p> <p>The primary purpose of the agency's website is to help fulfill our vision of government that works for citizens. We will strive to achieve this by making publicly available information about our Office and our work products to promote transparency and accountability in SAO and governments throughout Washington state.</p> <p>All Office policies on Information Technology and communication apply to the Internet.</p>
SCOPE	<p>This policy applies to all employees of the State Auditor's Office.</p>
RELATED POLICIES	<p>Communications Policy Information Technology Policy Social Media Policy</p>

ROLES AND RESPONSIBILITIES

- Information Services is responsible for the configuration and security of all Internet servers and applications.
- Communications is responsible for the stylistic and editorial management of the website.
- Each team has authority and responsibility for reviewing and approving all content for their own tab on the external website.
- Each section of the Internet has a content owner, identified by Communications. Content owners are responsible for ensuring their content is always accurate and links always work.

CONTENT

For consistency and quality control, Communications monitors all Internet content. Content is defined as information on web pages and documents, such as reports. Documents usually take the form of a .pdf; individual content approvers can determine if a document needs to be in another format. Documents are addressed in more detail below.

Internet content is managed by content owners and/or their designees, called content editors. Permissions are built into the Internet application to allow content owners and editors to modify their content. Once content is modified, content owners and editors submit their pages for approval to their assistant director or designee. Communications may still request changes if the content is not consistent with style guidelines.

NEW PAGES

Content managers may create new pages for the external website based on prior approval from their approvers and Communications. Content managers can then create these pages themselves and submit them to the approver for their website section.

DESIGN

Design elements consist of anything other than text or documents on Internet pages. Examples include photos, graphics, media files or special features on pages.

Design does not include elements on the page templates. Page templates consist of a header, graphics, functional elements on the page, top navigation and footer. Templates may be altered only by Information Services or Communications.

Communications approves all design for the Internet. Requests for design changes must be submitted to Communications. If anyone other than the content owner requests a change, the content owner must be included in the correspondence.

APPLICATIONS

Information Services approves all applications that are linked or related to the Internet. Requests for new applications and requests for changes to existing applications must be submitted to Information Services through the HelpDesk. If anyone other than the content owner requests a change, the content owner must be added to the request. If a new application is requested, the request must state the content owner and editor(s) responsible for the application.

DOCUMENT STANDARDS

Documents posted on the Internet should generally be .pdf files. Exceptions will be at the discretion of the approver in conjunction with Communications.

Presentations, reports other than audit reports, and similar documents more than two years old will either be renewed or removed. Requests for exceptions to this policy should be made to Communications.

Computer Policies

Public Website

Effective Date: 02/01/2017

Supersedes: 01/26/2016

Approved by Pat McCarthy