POLICIES AND PROCEDURE MANUAL

Chapter:	Information Technology		
Title:	Website Maintenance Procedure		
Policy: ☐ Procedure: ☒ Page: 1 of 2	Review Cycle: Biennial Author: Chief Information Officer	Adopted Date: 07.2019 Review Date: 09.12.2023	Related Policies:

Purpose

To safeguard the integrity and consistency of any development and/or updates applied to the Mid-State Health Network website. MSHN is committed to meeting the requirements for a machine-readable website and is guided by principles for mobile use.

Procedure

Any pages, forms, tables, files being considered for website material use must adhere to the following guidelines required to meet WCAG 2.0 accessible standards:

Content management
- Do not highlight individual words or sentences within a page
- Do not underline headings, paragraphs or words as it appears as a hyperlink
- Follow heading order on pages when formatting (heading 2, heading 4, heading 5)
- Images require descriptive tags because that is used as the translation
- Do not bold headings
- When needing all capital letters, use the formatting class "All Caps" otherwise it reads the letters out loud
- Do not copy external materials and post as content, if referencing external materials, use a hyperlink to the external site materials

Page management
- Pages should follow the layout from other similar pages on the website
- Council and Committee pages should post the most recent snapshot on top and go in descending date/time order
- External website materials should be linked for reference only as their content may change

File management
- Minimize the use of Office documents such as WORD, EXCEL, PowerPoint. Use PDF files for ease of readability and compatibility unless it must require for downloadable forms
- Whenever using a hyperlink to open a document or to redirect to another site, the property setting should be "New Window" to allow the user a safe return to the MSHN website when closing the tab
- All files that are referenced anywhere on website menus and pages must be stored in the structure following the website layout (i.e.: /Home/Stakeholders/About/filename.pdf)

Form management
- Forms should be posted on the Forms page
- All forms should have instructions for filling in values and where to send the form when complete
- All forms and instructions will include: MSHN logo, version number, revision date

Calendar Maintenance

The website calendar gets its events from an internal MSHN calendar in Outlook called MSHNwebCalendar. There is no other option to insert events into the website calendar without using the MSHNwebCalendar. Zapier is being used as a transfer software to move events from O365 MSHNwebCalendar to the website calendar. This transfer job runs every 15 minutes. The timing should be frequently enough to represent any changes and additions made to the calendar. MSHNwebCalendar can be invited to any meeting and that meeting will show up on the website calendar within 15 minutes after accepting the event.

Several staff have rights to MSHNwebCalendar to go in and edit the details of events. This is necessary for the event to accurately display in the website calendar for the public.

- It is best practice to go into MSHNwebCalendar and create the event in its calendar
- Meetings must be accepted as MSHNwebCalendar when invited by another event
- When forwarding an event, modify the SUBJECT line to remove the "fwd:" for readability to the public
- Internal trainings can be added to the calendar. No external trainings shall be included
- Add the appropriate category from the category list. This list is non-modifiable as it represents a value being passed to the website calendar. For example: Councils and Committees. Multiple categories can be selected if needed
- A "featured" category is available to make it display in the upcoming events section on the main page. (Any event prior to current day will no longer display in upcoming events) Upcoming events is set to display the next 3 featured events
- Set the event reminder to NONE
- Remove any telephone numbers and/or specific locations for events that should not be available to the public
- Type the meeting frequency in the description field. This has two purposes: 1) to inform the public of the frequency and 2) It wipes out any invitee information for internal purposes only. For example: Meets monthly, Meets every other month, Meets quarterly, Meets as needed
- Do NOT delete events. Instead, decide whether the event should remain visible on the website calendar, or if it has no value to the public knowing it was canceled or changed dates. If it is not needed visually, then select "Canceled" as an event category and that will transfer over to the website calendar and will be hidden. If you want it to remain visible, but want to reflect not valid any more, then put a one-word description at the beginning of the SUBJECT line, such as: CANCELLED, CHANGED:. Please also put "CANCELED" in the description so that a person can see this when clicking on the event
- Do NOT invite others from MSHNwebCalendar events. That information displays in the website calendar event

News/Featured

This is setup to make pages appear in a formatted order as if they were articles for reference.

- Use a page under the "News" menu and duplicate it and then name as appropriate
- The page type must be News entry page type. This can be set when you create the page by selecting the News entry type, or it can be set through the sitemap, right-click and select design & type and then from the modal select the news entry page type
- Set the created date to represent when it is visible
- Use the "Is Featured" attribute if it should display in recent news

Annual Review and Updates

Any person responsible for submitting content is required to do an annual review of materials to make sure that it is accurate, relevant and continues to meet the standards for website publication.

- During this review period, a copy of the current page for councils and committees should be saved

as the prior year and the page should be revised for the current year. This allows for an archive process to automatically display prior years

<u>Submission and review process</u>
Pages can be modified and saved as work is being done by using the "pencil" icon and "save" button. Pages that are ready for publication, route through a secondary review process. Upon approval, the new content is visible to the public.

- When a page is ready to publish, use the "pencil" icon and select "submit for approval" button
- Use the version comment box to briefly describe the reason for change and publication to assist the review process
- Deputy Director, or designee will review the changes and check for inconsistencies and approve the page
- When a page is denied, an explanation will be provided to assist with improvements

<u>Leadership responsibility</u>
Each manager, director, officer is responsible for the entirety of materials that is published for his/her respective functional area. Any leader that delegates or designates someone to update materials must review and acknowledge that information being published is accurate and fits MSHN standards and the scrutiny of public viewing.

Applies to

- ☒ All Mid-State Health Network Staff
- ☐ Selected MSHN Staff, as follows:
- ☐ MSHN's CMHSP Participants: ☐Policy Only   ☐Policy and Procedure
- ☐ Other: Sub-contract Providers

Definitions

<u>WCAG 2.0 accessible:</u> Web Content Accessibility Guidelines (WCAG) 2.0 are recommendations for making web content more accessible. Following these guidelines will make content accessible to a wider range of people with disabilities, including blindness andlow vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these.
<u>Page:</u> A single document that can be navigated to from the website.
<u>Content:</u> Any material that is used to contribute to the website, regardless if it is typed on apage, or uploaded as file.

Other Related Materials

N/A

References/Legal Authority

N/A

Change Log:

Date of Change	Description of Change	Responsible Party
3.1.2019	New Procedure	Chief Information Officer
09.2022	Biennial Review	Chief Information Officer
05.18.2023	Biennial update	Chief Information Officer