

CF OPERATING PROCEDURE
NO. 50-13

STATE OF FLORIDA
DEPARTMENT OF
CHILDREN AND FAMILIES
TALLAHASSEE, May 1, 2008

Systems Management

INTERNET/INTRANET POLICY

1. Purpose. This operating procedure specifies the department's policy concerning the use of any DCF owned, leased or purchased computer access to the Internet or the Intranet as well as the procedures for development of web site content to be placed on DCF owned servers or on web servers contracted by DCF offices.

2. Scope. This policy applies to all DCF employees, contractors, and customers in other public or private agencies served by DCF who utilize DCF owned, leased or purchased computer hardware/software., that access the Internet/Intranet or who develop content for the Department's Internet/Intranet.

3. Definitions. See attached glossary (appendix A to this operating procedure).

4. Policy Statement – Accessing the Internet.

a. Access to the Internet/Intranet shall be granted to any employee or DCF contractor as a normal part of employment and is governed by the provisions of Section 815.05, Florida Statutes, Florida Computer Crimes Act and shall be used in accordance with the guidelines specified in CFOP 50-22.

b. Eligible community-based contract providers may, at their own expense, be attached to the Department's network by contacting the Department of Management Services and completing the necessary Communications Service Agreement (CSA) process and are bound by the provisions of this operating procedure. Upon termination of eligibility, community-based contract providers must contact the Department of Management Services and terminate their connection the department's network.

c. Internet usage may be monitored by region, institution, and/or headquarters information technology offices.

d. Access to the Internet using Department equipment must only be through a connection provided by DCF Information Technology Services, Network Control section, which is supplied via the Department of Management Services, Division of Communications. However, content developers may utilize a dial-up connection to test a website that will be primarily accessed via a modem connection.

e. Purchases of special or additional services through offerings made on the Internet are prohibited unless an Information Resource Request (IRR) is completed and approved in accordance with CFOP 50-9 (Policy on Information Resource Requests), and an approved DCF purchase order has been received prior to requesting the service.

(1) Any purchase of information technology resources (including software such as shareware) must adhere to DCF standards.

This operating procedure supersedes CFOP 50-13 dated March 21, 2006.

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(2) All data files and software obtained from the Internet must be downloaded to the user's workstation rather than a LAN server and must be scanned for viruses immediately upon completion of the transfer to the workstation.

5. Procedure.

a. Connections to the Internet provided to the regions by Information Technology Services Network Control shall be via the Department of Management Services, Division of Communications, statewide RTS offering. Connections and addresses will be identified and forwarded to the region or institution IT managers, who shall be responsible for assignment to separate locations and eventually to individual users.

b. Any technical questions concerning the set-up or usage should be directed first to the region or institution IT managers and then, if necessary, to the Office of Information Technology Services, Statewide Help Desk in Tallahassee, Florida, (850 487-9400).

c. Region, institution and headquarters IT managers are required to maintain a list of Internet connections by type (RTS or other) and location and to provide that list to the DCF Office of Information Technology Services upon request.

6. Configuration of the Department's Web Server.

a. Discrete systems have been provided for the Internet and Intranet websites (including a web server and operating system).

b. The system serving the Intranet will be housed in the DCF Northwood Data Center computer room and will be available on a 24-hour basis everyday except Sundays. The system will be unavailable on Sundays from 8:00 a.m. - 5:00 p.m. This will allow time for maintenance and testing. The system serving the Internet will be housed in the Department of Management Services Shared Resource Center and will be available on a 24-hour basis. System maintenance for the Internet site will be scheduled on an as-needed basis and a notice will be posted 24 hours prior to any scheduled outages indicating the expected duration of the outage.

c. The web server hardware has been set up in a fault-resilient environment, which allows for data integrity and continuous service. The data will be backed up to tape on a regular basis. However, developers are encouraged to maintain a secure backup copy of their pages in the event of a catastrophic failure. If the web server experiences an error resulting in a hardware malfunction, a backup server will be brought up in place of the primary web server within 1 hour of discovery of the failure and will remain active for the duration of the failure. If such a failure should occur, only information designated as essential by the Office of the Secretary shall appear on the site.

d. The web server will be maintained by the Webmaster, appointed by the Chief Information Officer, in conjunction with the Information Technology Services section responsible for the server. The Webmaster will have a backup designated by the Chief Information Officer who will work with the server Systems Administrator in the absence of the Webmaster. Decisions on the day-to-day operations of the web server hardware and software will be made by the Webmaster and the server Systems Administrator.

7. Content Development. The Webmaster is responsible for the oversight of the department's websites and has the authority to remove material deemed to be objectionable, inappropriate or detrimental to the goals of the Department of Children and Families. The Webmaster is responsible for enforcement of this policy and the development guidelines.

a. Region Pages (Region Administration and Region Program Offices). Region Administrators will be responsible for the review and approval of content developed for inclusion in the departmental

Internet or Intranet. This includes content developed by contractors, Information Technology Services staff and other parties (including links to sites not housed on the Information Technology Services web server) for the region offices. It is up to the developers to review content of web pages with the designated approval authority prior to posting any pages in a production area.

b. Headquarters Pages (Office of the Secretary, Director of Operations, Deputy Secretary for Programs, Program Offices, and Administration). At headquarters either the Secretary, Deputy Secretary, Directors, or Assistant Secretaries will be responsible for the review and approval of content developed for their sites. This includes content developed by contractors, Information Technology Services staff and other parties (including links to sites not housed on the Information Technology Services web server) for central offices. It is up to the developers to review content of web pages with the designated approval authority prior to posting any pages in a production area.

c. Residential Facilities/Institutions Pages. The Institutional Superintendent will be responsible for the review and approval of content developed for inclusion in the departmental Internet or Intranet. This includes content developed by contractors, Information Technology Services staff and other parties (including links to sites not housed on the Information Technology Services web server) for the institutions. It is up to the developers to review content of web pages with the designated approval authority prior to posting any pages in a production area.

d. All pages will be required to maintain a core set of information that will be furnished in the form of a link menu template that will be posted on the home page of each region, program office, headquarters office and institution. While use of the template will not be required, the contents of that list must appear on the home page of each entities web site.

8. Options for Hosting of Web Pages. The Children and Families Office of Information Technology Services has purchased and installed all necessary hardware and software required to provide web server services to any office/region/program office at no charge. Developer offices will be allotted sufficient disk space to house their web pages. Offices using excessive disk space as determined by the Webmaster and Systems Administrator may be required to fund the purchase of additional disk space. Developer offices may decide to establish their own intranet web servers requiring only a link from the department's Intranet Home Page. However, they will be required to provide the same level of service as provided by Information Technology Services with regard to system backup, backup power, redundancy of disk space and personnel, as well as approval of content. A request for approval to establish a production web server at a developer's site should be submitted to the Webmaster with documentation of configuration and designated maintenance personnel. The Webmaster will review the documentation with the Systems Administrator and present it to the CIO for approval. The region must provide the Webmaster with the administrative password to the region/program office web server prior to the implementation of the site. While this is permissible, regions are encouraged to use the web server provided by the Office of Information Technology Services in Tallahassee as it is the most cost effective option for housing an intranet web site. DCF Internet web sites must be hosted on the web server provided by the DCF Office of Information Technology Services in Tallahassee unless an exception is granted by the CIO.

9. Page Standards. Pages developed for inclusion in the Department's Internet or Intranet will be required to meet a minimum set of standards. These standards are:

a. Pages must be developed for business purposes only. By its nature, the Internet/Intranet is delivered on a public network; therefore, any information placed on the Web is considered public information. Web developers and information providers must consider the Web's universal access when determining appropriate information sources. Any material placed on the public network that could be potentially damaging to the department, should be reviewed by the department's legal staff prior to posting on the department's Internet/Intranet pages. Any material that enables others to gain unauthorized access to the department's internal computer system would be inappropriate for Web publication and is strictly forbidden. Examples include material that encourages others to carry out

unauthorized access to or modification to the department's internal computer systems. While developers may establish an area for testing, personal websites are not permitted.

b. All web pages will use standard templates of the department's site to assure that the look and feel of the Department's site is consistent throughout the site. Pages may use colors and backgrounds of the of the content provider's selection as long as they complement the colors used in the templates and are in "good taste". The determination of "good taste" rests with the Webmaster. The Chief Information Officer has designated the Webmaster as the determining authority for the appropriateness of any Departmental web pages. The Department's Communications Office may review Internet pages periodically and has the authority to request the removal of objectionable or inappropriate contents of a web page.

c. Pages will include a method for submission of comments/suggestions to the developer of a set of web pages and must be included in each major section of the site.

d. The department's logo shall be included on each program office/region Home Page and whenever reasonable on subsequent pages. A library of common logos and other images will be made available to all developers.

e. Pages shall use "relative indexing" except where they refer to a graphic in the shared library or where links involve other web servers/sites (see definition in appendix A to this operating procedure).

f. When pages link to an outside server or Internet site not under the control of the department, a notification must be given indicating that the user is about to go to a non-DCF maintained site and that the views and opinions of the foreign link may not necessarily represent the view of the department.

g. Pages will include a link allowing navigation through pages and a link to the Home Page of the program office/region/central office and a link to the department's Home Page. There should also be a method of bypassing the page navigation to accommodate handicapped visitors. This is a built-in feature of the standard templates.

h. The name of the developer shall appear on the first page of each Home Page.

i. Graphics should be used where appropriate but should not overshadow the actual content of the page. Program office/region/central office sites should be more content-oriented than commercial Internet sites. Provisions should be made for browsers that fail to find or load graphics and text-based browsers by using ALT tags and text-based alternate menu selections. Copyright materials must not be used without the permission of the copyright holder. Clipart is not allowed on any DCF web page. Animations are discouraged but can be used if they have a business purpose and are presented in an accessible format in accordance with ADA requirements.

j. Pages will not contain advertisements for commercial sites or products. Logos of vendors and manufacturers (e.g., vendors appearing in the Reference Guide) may be used as long as they do not attempt to influence the user to favor one over the other.

k. Content must be approved by the developer's highest line authority (Region Administrator, Program Office Director, Secretary) prior to putting any new or significantly modified page out on the department's Internet or Intranet site.

l. Content having impact of a global nature will be forwarded to the appropriate office for inclusion at the appropriate level. Pages that begin as local and then attain a global significance will be moved to the appropriate developer's office.

m. Provisions will be made for access by staff and members of the public with visual, hearing and physical impairments in accordance with section 508 of the Rehabilitation Act of 1973. This policy as well as the Development Guidelines set the standard for compliance of the DCF web sites. The standard templates provide a 508 compliant "shell" but the content must comply with this policy and the Development Guidelines to assure that compliance. For example, ALT text will be included for all image references, and "No-graphics" alternate pages for image maps and Audio Clips, if used, will be accompanied by the full text of the clip. Music clips that merely provide background and serve no business purpose are prohibited. You should refer to <http://www.section508.gov> for additional information on compliance with section 508 of the Rehabilitation Act of 1973 and the Workforce Investment Act of 1998

n. Pages will use the standard stylesheet of the Internet/intranet web sites. Use of the standard templates will assure this.

o. Java, JavaScript and ActiveX are permitted on the Internet and Intranet web servers. However, they may pose a security risk to a web server and should be used with caution. Developers WILL NOT use code downloaded from the Internet without extensive testing to assure the applet, script or control is safe. Any code of this type must be cleared with the Webmaster prior to implementation. Code developed by contractors as part of a project must be approved by the contract manager prior to implementing on a department-maintained website.

10. Developers.

a. Each program office/region/central office desiring to publish its own web pages will be required to designate a local developer responsible for the coding and maintenance of the site. Skills required are:

(1) The ability to use a PC.

(2) Basic knowledge of the Unix operating system. Developers will be provided with information on the basic steps involved in the login process and the Unix commands needed to transfer pages to the web server for testing and production.

(3) Knowledge and understanding of HTML. This can be an introductory class in HTML development or viewing training videotapes, usually available at most libraries.

b. The Region Administrator/Program Office Director should submit a written request to the Webmaster requesting space on the web server for development of pages, indicating the designated developer's name and phone number. The developer will be contacted with appropriate information regarding the login process for the web server.

c. Content should be developed and tested at the developer's workstation. This allows for development in a graphical environment. The development tools available for the Windows platform are plentiful and have a tremendous advantage over the Unix environment for a person with limited knowledge of Unix. Alternately, development can be accomplished on the web server host, but requires the use of "vi" or "Pico" text-based Unix editors.

d. While an in-depth knowledge of HTML is not mandatory, it is highly recommended that the developer have a good understanding so that he/she can converse with other developers when attempting to obtain assistance on problems should they occur.

e. A list of developers for each authorized region, program office and central office will be compiled and maintained on the department's Intranet site.

f. This policy must be used in conjunction with the Internet/intranet Development Guidelines to develop web content. The guidelines are periodically updated to stay consistent with current practices in web development and technologies.

11. HTML Publishing Tools.

a. There are many HTML publishing tools available ranging in cost from free to hundreds of dollars. There are currently no departmental standards for this type of software. However, Macromedia's Dreamweaver and Homesite editors are widely used in the Department and have proven to be excellent tools. Developers are encouraged to evaluate new products and submit those that prove valuable for adoption as standards.

b. Any software recommended as a standard for development will be submitted to the Statewide Office Automation Standards Workgroup (SOAS) for adoption. The standards will be evaluated on a regular basis and changes recommended as deemed necessary by the workgroup.

c. High-level tools are usually accompanied by a higher price tag and a learning curve to match. These tools provide the developer with the power to create nice sites, but make the site difficult to maintain without the tool.

d. Freeware/shareware HTML development tools offer the developer a graphical environment with performance on a comparable level with many of the commercially available tools. However, they should be used with the knowledge that these types of products can disappear from the market overnight and are provided by the author with little or no technical support.

BY DIRECTION OF THE SECRETARY:

(Signed original copy on file)

MELISSA JAACKS
Assistant Secretary for
Administration

SUMMARY OF REVISED, ADDED, OR DELETED MATERIAL

This operating procedure updates the Department's policies and procedures for accessing information on the Internet/Intranet to align with the recently issues CFOP 50-22, Policy on Internet and E-mail Use. It also updates terminology to reflect the change from zones to regions, Information Systems to Information Technology Services, and the Statewide Office Automation Standards workgroup (SOAS) to the Technology Standards Board.

Glossary of Internet/Intranet Terms

Absolute Indexing – linking to a web page by giving the full path including the server name. For example, “<http://www.dcf.state.fl.us/~issd/idsdoc/general/documentation/info/information.html>.”

Browser – Another name for a client program that allows users to access documents on the WWW. Browsers can be either text-based or graphic.

Client – A remote computer connected to a host or server computer. Also refers to the software that makes this connection possible.

DNS (Domain Name System) – A database system that translates an IP address into a domain name. For example, a numeric address like 205.206.106.50 is converted into “www.dcf.state.fl.us”.

FAQ (Frequently Asked Questions) – a list of common questions relating to a topic.

Finger – An Internet software tool that helps you find people on other sites.

Firewall – The computer file system of a site’s inner network that is protected against unauthorized access by Internet users.

FTP (File Transfer Protocol) – A way of moving files across networks. With FTP you can log in to another Internet site and download or send files. Some sites have public file archives that you can access by using FTP with the account name “anonymous” and your e-mail address as password. This type of access is called anonymous ftp.

Home Page – The first page on a Web site that acts as the starting point for navigation through a site.

Host – A computer that acts as a server.

HTML (Hypertext Markup Language) – the coded format used to create Intranet/Internet/WWW documents. HTML commands control how a piece of text will appear. Files in HTML format are viewed with a browser.

Hyperlink – These are links in HTML documents that you can click on to go to other Web resources.

Hypertext – non-linear system of information browsing and retrieval that contains associative links to other related documents. Hypertext is the basic organizing principle of the World Wide Web (WWW).

Inline Image – A built-in graphic that is displayed by the browser as part of an HTML document and is retrieved along with it.

Internet – A global collection of computer networks that exchange information using the TCP/IP suite of networking protocols.

Intranet – A corporate/enterprise collection of computer networks that exchange information by the TCP/IP suite of networking protocols in a closed TCP/IP environment.

IP (Internet Protocol) Address – the numeric address that is translated into a domain name by the DNS.

MIME (Multipurpose Internet Mail Extensions) – an extension to the traditional Internet mail protocol that allows binary, or non-text, files, (i.e. graphics, executables, audio files etc.) to be sent as attachments to regular e-mail messages or placed on web pages.

Protocol – A specification that describes how computers will talk to each other on a network.

Relative Indexing – referring to another web page by its location “relative” to the linking page rather than Absolute Indexing which includes the full path to the page including the server name. For example, a link containing “*../info/information.html*” tells the browser to backup up one directory in the current directory structure and go forward into the “*info*” directory and display the file “*information.html*”. The same reference in an Absolute Indexing structure might look like “*http://www.dcf.state.fl.us/~issd/idsdoc/general/documentation/info/information.html*”.

Router – Hardware (or software) that can connect a local network to the Internet/Intranet. Routers spend all their time looking at the destination addresses of the packets passing through them and deciding which route to send them on.

Search Engine – Programs on the Internet that allow users to search through massive databases.

TCP/IP – The Transmission Control Protocol (TCP) and Internet Protocol (IP) are protocols that let different types of computers communicate with each other. The Internet is based on these protocols.

URL (Universal Resource Locator) – An address used to tell your browser where to find a particular Internet resource. For example, the URL for the Children and Families Intranet site is “*http://www.dcf.state.fl.us*”

Webmaster – The person responsible for administering a Web site.

Webserver – A combination of hardware and software that serve web pages requested by a browser.

WWW (World Wide Web)