



GOVERNMENT OF KERALA

Abstract

Information Technology Department – Guidelines for Government of Kerala Websites – Approved – Orders issued.

INFORMATION TECHNOLOGY (B) DEPARTMENT

G.O. (Rt) No.17/2011/ITD

Dated, Thiruvananthapuram, 24.01.2011

- Read: 1. D.O. letter No:4534/B2/2010/ITD dated 15.7.2010 from the Chief Secretary addressed to all Secretaries.
2. Letter No:KSITM/RKGWS/2008/3147/9/5228 dated 22.9.2010 from the Director, Kerala State IT Mission.

ORDER

As per the D.O. letter read above direction was issued to all departments to take immediate steps to update the website under their department to comply with the guidelines developed by National Informatics Centre for development and management of Government websites and to designate a senior level officer of their department as "Web Information Officer" to ensure up-to-date and high quality content on the website as well as timely response/action on the feedback/queries received through websites.

As per the letter read above the Director, KSITM informed that the Guidelines for the development and management of Government website's developed by NIC is applicable to Government of Kerala like other states. But there is a need to customize some specific areas of the said guidelines which shall also be applicable to the various departmental web sites over and above the general guidelines developed by NIC. Hence the Director, Kerala State IT Mission submitted draft guidelines for Government of Kerala websites along with application forms for domain registration and for usage of State Information Infrastructure.

Government have examined the matter in detail and are pleased to approve the guidelines for Government of Kerala web sites developed by Kerala State IT Mission annexed to this order. Government further order that as the facility for hosting websites in State Data Centre (SDC) is presently available to Government Departments only, other Government organizations shall also host their websites in SDC and if the space is not available in SDC, they shall select Web hosting Service Provider as per guidelines issued by NIC.

(By order of the Governor)

K. Suresh Kumar

Secretary to Government

To

- All Departments in the Secretariat.
✓The Director, KSITM [for uploading the GO in the Website]
All Heads of Department
State Informatics Officer, NIC, Thiruvananthapuram.
Information and Public Relations Department
Finance (IT Cell) Department
General Administration (Co-ordination) Department.
Stock file/Office copy.

Forwarded/ Order

Section Officer

Introduction

This document provides the recommended guidelines for the development and management of Government of Kerala (GoK) websites. The primary objective of this document is to ensure that the GoK websites, belonging to any constituent of the Government of Kerala, at any level, are following the common guidelines. It is advised that these guidelines be followed by the various departments of GoK while developing or managing any departmental websites, portal or web based applications. Compliance to these guidelines will ensure a high degree of consistency and uniformity in the content coverage and presentation and further promote excellence in Government of Kerala web space.

1. Definition

1.1. "**Solution Provider (SP)**" means the Total Solution Provider (TSP) for Government of Kerala, as per the Government Order (G.O(Ms)No.3/2000/ITD dt.22/02/2000 or any other Third Party Agency selected through a competitive bidding process.

1.2. "**Constituent**" means any Apex Offices, Constitutional Bodies, Secretariat Departments, Directorates, Commissionarates, Administrations, Organizations, Co-Operative Institutions, LSGs of the Government of Kerala

2. Website Design and Development

2.1. The Government of Kerala has empanelled three (3) Total Solution Providers (TSPs), viz, National Informatics Centre (NIC), C-DIT and KELTRON. Any constituent, which wishes to develop a website, shall raise the request for the same to any of the TSPs of their choice.

2. The Constituent to ensure, through appropriate Service Level Agreements, that the website developed by the Solution Provider is as per the 'Guidelines for Indian Government Websites', prepared by the National Informatics Centre (NIC) and adopted by the Department of Administrative Reforms and Public Grievances (DARPG). The details of the guidelines can be downloaded from <http://web.guidelines.gov.in>.

3. Link to State Portal

All websites of Government of Kerala shall be linked to the official state portal www.kerala.gov.in

4. Domain Registration

3.1. Every Government of Kerala website should use the sub domain kerala.gov.in. The use of kerala.gov.in is restricted to the constituents of Government of Kerala. The Information and Public Relations Department (PRD), Government Kerala, is the exclusive registrar for the kerala.gov.in sub domain name. It is the responsibility of the particular Constituent to obtain the kerala.gov.in sub domain.

3.2. The step-by-step procedure on how to register to a kerala.gov.in is given below:-

- Any Constituent of Government of Kerala, which wishes to register to the kerala.gov.in, has to raise a request in the prescribed format, as mentioned in Annexure 1, to the PRD.
- The PRD shall process the request, so received from the Constituent, and inform the sub domain registration details to the concerned Constituent

5. Website Testing

All the Constituent websites of Government of Kerala shall ensure proper 'user acceptance testing' of the software developed to ensure the quality and may choose to obtain a website quality certification from organizations such as the Standardization, Testing and Quality Certification (STQC).

6. Website Hosting

6.1. The Constituent websites of Government of Kerala must be hosted in the Centralized State Data Centre (SDC) facilities in Thiruvananthapuram with the State-of-the Art facilities, established by the Government of Kerala.

6.2. The Data Centre shall have the following facilities:-

- Secure hosting
- Standard technologies
- Guaranteed service levels
- High quality support, operation and monitoring of Constituents' applications
- Data and Application availability seven days a week twenty-four hours a day
- Centralized network management and operations capability

6.3. The procedure for hosting the website in the SDC is given below:-

- Any Constituent of Government of Kerala, which wishes to host the website in the SDC, has to raise a request to the Kerala State IT Mission (KSITM), in the prescribed format, as given in Annexure 3 for allocating the space for hosting the application at the SDC.
- The request for website hosting should go from the authorized authority of the concerned Constituent, identified as the Head of the Department(HoD).
- KSITM shall communicate the availability details to the concerned authority.

7. Back Up

7.1. The back-up of the websites shall be taken care at the State Data Centre as per the back-up policy as per the G.O. (MS) No:10/2010/ITD,dtd 05.03.2010, as given in Annexure 3.

8. Website Management

8.1.1. The concerned Solution Provider (SP) shall be the Super Administrator for the management of the Constituent website.

8.1.2. However, if the Constituent wishes the System Administration to be done from the Constituent side, the Head of the Department of the Constituent shall raise a formal request to the TSP seeking the administrator privileges.

8.1.3. Upon receipt of the request in the prescribed format from the Constituent, the TSP shall send the user id and password for the system administration, to the concerned Constituent.

8.1.4. Website Content Management: The responsibility of management of the content of the website lies with the concerned Constituent. All departments shall appoint a senior level officer in each of the department as 'Web Information Leader' to ensure up-to-date and high quality content on the website as well as timely response/action on the feedback/queries received through the websites, The following Content Management Framework shall be followed by the Constituent to effectively manage the content of the Constituent website.

9. Content Management Framework

9.1. Content Management System

9.1.1. While the Development of the websites, in order to present the content as per the requirement of the viewer, organize the content in a categorized manner and to retrieve the relevant content efficiently, every Constituent shall ensure a proper Content Management Framework (CMF), which would be web-based, having user-friendly interface. As a part of this, the Constituent shall use a free open source Content Management System (CMS) for management of the content of the website. CMS should support creating and configuring workflows based on categories of content.

9.1.2. The Constituent shall be responsible for the creation, review, updation, approval and publishing of the content in the website. The user id and password for the content management shall be provided by the SP.

9.1.3. The Constituent shall constitute a Content Management Team to manage the contents of the website for the particular Constituent.

9.2. Content Management Team (CMT)

9.2.1. Every Constituent shall constitute a Content Management Team for the creation, updation and publishing of the content. Content could be contributed at different levels of the CMT but the same to be approved in only one level and finally published on the portal after finalization. The CMT shall consist of the following members:-

- Content Creator - multiple (at least 2 nos.)

- Content Reviewer - multiple (at least 2 nos.)
- Content Approver - One No

9.2.2. Roles and Responsibilities: The roles and responsibilities of the various members of the Content Management Team is given below:-

Content Creator

Content can be contributed by any authorized contributor of the Constituent. The roles and responsibilities of the Content creator is given below:-

- Responsible for creation of the content for the Constituent website
- Editing of the content before resubmission of the same for review and approval

Content Reviewer

Once the content is contributed, it needs to be reviewed prior to its approval. The important roles and responsibilities of the content reviewer(s) are given below:-

- Any content that has been created by the Content creator(s) shall be reviewed by the content reviewer.
- The reviewer shall modify/edit the content prepared by the creator.
- Once the content has been reviewed, the content reviewer shall release the content for the approval.

Content Approver

Once the Content is reviewed, it needs to be approved prior to its release. The important roles and responsibilities of the content approver is given below:-

- Shall approve the content after the review of the content reviewer
- Shall be responsible for the release of the content for publishing in the website.

9.2.3. Monthly meetings and review

The Content Management Team shall meet once in every month for the review of the activities undertaken during the current month and shall address the challenges that are being faced by the Constituent.