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## Chapter 1. Web Procedures

#### 1. Requesting a Website

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| Introduction | This topic provides information on requesting a VBA Internet or Intranet website. |

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| Change Date | Initial content load September 2012 |

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| a. Overview of Requesting a Website | VBA websites are hosted on VBA web servers, which are [www.vba.va.gov](http://www.vba.va.gov) and www.benefits.va.gov (Internet) and vbaw.vba.va.gov (Intranet). All new requests for an Internet or Intranet website must have a content plan prior to a first-time request and be developed and maintained in VA’s Enterprise Content Management System, TeamSite unless an exception is given for the creation of a custom website.  All requests for a new website must be submitted in VA Web Request, which is an online web request form that is electronically sent to the appropriate web communications office for approval. This form will allow users to submit a request for a new custom website, a new Sharepoint site, and a new TeamSite website. A request may also be sent for a new FTP folder, an application, and a blog. See M27-1 Part III, i.2.1.c for steps on how to use VA Web Request for requesting a website. |

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| b. Website Content Plan | All VBA websites must be approved by VBA Web Communications, which is located in the Benefits Assistance Service (BAS) and is staffed by the BAS Web Services Team. All websites should provide accurate, timely, and accessible information about VBA’s benefits and services.  Before a new website request is approved for development, the website manager must ensure there is a plan to address the following:   * Regular content sources and support for editing. * Web technical sources and support for maintaining the website. * Frequent updates to the web pages. |

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| (continued) | * Training, equipment, and/or software needs are met. |

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| c. Steps for Requesting a Website | The following steps show the actions and process of a new website request. These same general steps may be applied for requesting a SharePoint site, FTP folder, application, or blog.   |  |  | | --- | --- | | Step | Action | | **1** | Go to [VA Web Request](http://vaww1.va.gov/webrequest/) and complete the online request form.. For full instructions on how to complete the form, consult the [Guide to Completing Web Requests Forms](http://vaww1.va.gov/webrequest/tutorial/Guide_to_Completing_WebRequest_Forms.pdf).  For new Internet and Intranet websites:  When requesting a new site, choose “New Site” from the “Is this a new site or transferred/existing site” dropdown. Choose “TeamSite” from the “Site Type” drop down list inside Web Request.  When requesting a site migration, choose “Transferred/Existing Site” from the “Is this a new site or transferred/existing site” dropdown. Choose “TeamSite” from the “Site Type” drop down list inside Web Request.  *Note*: For both Internet and Intranet website requests, select  "Philadelphia" for where the site will be hosted. | | **2** | An auto generated email of the web request form will be sent to VA Web Operations and VBA Web Communications. | |

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| (continued) | |  |  | | --- | --- | | Step | Action | | **3** | The BAS Web Services Team will review the web request form and approve or disapprove it.  In addition to the website content plan, the Web Services Team, at a minimum, may ask the website manager or primary point of contact (POC) the following questions before the web request is approved for any new website request:   * Why do you want a website? * What purpose do you want it to achieve? * Who is your primary audience? * Who will ensure content is regularly reviewed and updated?   The primary POC for the web request will be contacted and asked to justify the request, or to answer questions if needed. | | 4 | If the site is approved and will be managed in TeamSite, the website POC on the web request form will receive an auto generated email instructing him/her to log into the [VA ECMS (TeamSite) Administrative Tool](http://vaww1.va.gov/cms/apps/tat/invalid_login.cfm) to complete an online site setup questionnaire.  Refer to M27-1 Part [III, i.4.4](file:///\\vbacofpc5\Local%20Settings\Temporary%20Internet%20Files\Content.Outlook\N8UCCHBE\M27-1_III_i_4%20(8_31_2010).doc) for instructions on using the TAT once the web request form is approved. | | 5 | A work area for the website will be established inside the TeamSite environment when the questionnaire is accepted by the TeamSite Administrators.  The POC for the website will be notified of the work area and asked to contact VA Web Content Management System Support to schedule training on TeamSite. Refer to [III.i.4.6](file:///\\vbacofpc5\Local%20Settings\Temporary%20Internet%20Files\Content.Outlook\N8UCCHBE\M27-1_III_i_4%20(8_31_2010).doc) for next steps on how to request training on the use of TeamSite. | |

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| d. Questions on Requesting a Website | Any questions should be sent to the VBA Web Services Team’s mailbox at [VAVBAWAS/CO/WEBADMIN](mailto:WEBADMIN.VBACO@va.gov). |

#### 2. Developing a Website

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| Introduction | This topic provides an overview on the content lifecycle development process. This process starts with a request to promote a new website to production to when the website is registered in the VA Web Registry. |

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| a. Overview of Website Development | All websites must meet the requirements outlined in [VA Handbook 6102, *Internet/Intranet Services*](http://www1.va.gov/vapubs/viewPublication.asp?Pub_ID=409&amp;FType=2). |

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| b. Content Development | The content manager of the website must ensure that all web page content is current, accurate, factual, relevant to the VA and/or program office mission, spellchecked, and grammatically correct. |

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| c. First-Time Promotion Request | The TeamSite Administrative Tool (TAT) is used to initiate the approval process before the website is promoted to the production server.  In the TAT, click the link enabled website name to open the first-time promotion page. Click on the submit first-time promotion request button to initiate the content and technical review and approval process.  An auto generated email will alert VA Web Content Management System (CMS) Support and VA WebOps that the first-time site promotion request has been submitted.  For more information on how to request a first-time promotion using the TAT, consult the [TeamSite Administration Tool User’s Guide](http://vaww1.va.gov/CMS/docs/va-custom/TAT_1_0_POC_User_Manual.pdf). |

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| d. Website Approval Prior to Promotion | When the Internet or Intranet website is ready for promotion and a first-time request for promotion is submitted by the website manager, VA WebOps will notify the BAS Web Services Team.  The BAS Web Services Team will review the site and conduct a 6102 audit. A technical review of the website will be conducted by VA Web CMS. The BAS Web Services Team and VA Web CMS Support will work with the website manager to ensure any necessary changes are made.  After final review and approval, the website manager will have the authority to promote the website to the production server.  *Note*: After the website is successfully promoted to the production server, approval of web content henceforward by VBA Web Services or VA Web CMS Support is not necessary. |

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| e. VA Web Registry | After the website has been developed, approved, and promoted to the production server, the website must be registered in the [VA Web Registry](http://vaww1.va.gov/webregistry/index.cfm?action=register). |

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| f. IBM Rational AppScan | The website manager is encouraged to use IBM Rational AppScan to check for functional errors, such as broken links and accessibility issues after the website is promoted to the production server.  To request a scan, email the request and URL of the website to  [VAWebSolutionsAppScan@va.gov](mailto:VAWebSolutionsAppScan@va.gov). |

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| g. Additional Resources | The following additional resources are available for review during the development and maintenance process:   * [VA Web Solutions Services Online Resources](http://vaww1.va.gov/websolutions/resources.asp) * [VA Web Solutions Publishing Guide](http://vaww1.va.gov/websolutions/library/usability.asp) * [WebContent.gov](http://www.usa.gov/webcontent) * [VA Section 508 Office](http://vaww.va.gov/oit/ea_internal/section508) * [VHA Minimum Content Standards](http://vaww.va.gov/webcom/standards.asp) |

#### 3. VA Web Registry

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| Introduction | This topic provides information on the VA Web Registry. |

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| a. Definition – VA Web Registry | The [VA Website Registry](http://vaww1.va.gov/webregistry/index.cfm) is a VA database for registering VA Internet and Intranet websites and certifying them on an annual basis. |

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| b. VA Web Registry Mandate | Registration in the VA Web Registry is mandated by [VA Handbook 6102, *Internet/Intranet Services*, Chapter 4, Section 2](http://www1.va.gov/vapubs/viewPublication.asp?Pub_ID=409&amp;FType=2). Per 6102, VA production websites must be entered in the Registry to ensure that the VA enterprise compliance monitoring software is able to audit compliance with applicable requirements. |

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| c. Web Manager Responsibility | It is the responsibility of the website manager to register the website when it is promoted to the production server and to thereafter certify the website in the Registry on an annual basis. The website manager must also update the Registry whenever changes to the information in the Registry occur. |

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| d. VA Web Registry Features | The following features are available in the VA Web Registry:   * Users may search for their respective website by selecting a domain name or an Internet protocol address. * Users can view the number of current registered sites. * Users who have a valid e-mail address may register and update their website information. |

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| e. Annual Website Certification Requirement | The website manager must complete an annual certification of the website in the VA Web Registry.  Certification involves making sure the website is current and meets certain requirements that are requested in the Registry. Some of these requirements include Section 508 compliance, privacy policies, current website points of contact for technical issues and content, technology that supports the website, and plug-in requirements for all websites in production.  For complete information on how to certify a website in the VA Web Registry, consult the [Web Registry User’s Guide](http://vaww1.va.gov/webregistry/usersguide50.pdf). |

#### 4. Removing a Website

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| Introduction | This topic provides information on removing a website from the production server. |

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| a. How to Decommission a Website | To decommission a website, email the VBA Web Services Team notification of the decommissioned website. Provide the following information:   * URL of the website, * reason for decommission, and * date of decommission.   Be sure to archive the site to a CD before deleting the files from the server.  The VBA Web Services Team will archive the site in the VA Web Registry. |

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| b. Redirects for Sites no Longer Available | Decommissioned websites with active domain names must provide an accessible redirect that explains that the site is no longer available and, if appropriate, directs the user to the most relevant existing content.  The redirect should be posted for **90 days** and then removed. If additional time is required, provide justification to the VBA Web Services Team at [VAVBAWAS/CO/WEBADMIN](mailto:WEBADMIN.VBACO@va.gov). |

#### 5. Requesting a Domain/URL Name Change

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| Introduction | This topic provides information on requesting a domain or URL name change. |

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| a. How to Request a Domain Name Change | To request a change to a domain name, email the VBA Web Services Team at [VAVBAWAS/CO/WEBADMIN](mailto:WEBADMIN.VBACO@va.gov). The request must include:   * current domain name/URL (Uniform Resource Locator), * new domain name/URL, and * reason for change request.   The VBA Web Services Team will review the request and contact the website manager if additional information is needed. Decisions are made on a case-by-case basis.  The team will notify the website manager of the decision. |

#### 6. Requesting Permission to Use a Non-va.gov Domain Name

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| Introduction | This topic provides information on how to request permission to use a non-va.gov domain name. |

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| Change Date | Initial content load September 2012 |

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| a. Importance of using a “va.gov” Domain | It is very important that VA’s customers are able to identify official VA websites and trust that those sites provide current and accurate VA information. Therefore, VA websites must use a domain ending with va.gov unless permission to use another domain is granted in writing by the Assistant Secretary for Information and Technology.  See [VA Handbook 6102, Chapter 6, *Mandatory Federal and VA Website Requirements*](http://www1.va.gov/vapubs/viewPublication.asp?Pub_ID=409&amp;FType=2), Section 1 for more information. |

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| b. Permission to Request a non-va.gov Domain Name | To request permission to use a non-va.gov domain, email the VBA Web Services Team at [VAVBAWAS/CO/WEBADMIN](mailto:webadmin.vbavaco@va.gov). The request must include:   * name of VBA organization, * name and contact information for point of contact, * current domain name (if existing site), * domain name being requested, * location of server on which site will be hosted, and * detailed justification for using a domain name other than va.gov.   The VBA Web Services Team will review the request and contact the website manager if additional information is needed. |

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| c. Special Note on VA Website Development | Permission will ***not*** be granted for VA websites developed in collaboration with non-federal partners ([VA Handbook 6102, Chapter 6, *Mandatory Federal and VA Website Requirements*](http://www1.va.gov/vapubs/viewPublication.asp?Pub_ID=409&amp;FType=2), Section 1). |

