#### Department of Veterans Affairs M27-1, Part III, Subpart i, Chapter 3

**Veterans Benefits Administration September 7, 2016**

**Washington, DC 20420**

#### Transmittal Sheet

|  |  |
| --- | --- |
| Changes Included in This Revision | The table below describes the changes included in this revision of Benefits Assistance Service Procedures, M27-1, Part III, Subpart i, Chapter 3, “Web Content.” **Notes**: * Minor editorial changes have also been made to
* update incorrect or obsolete hyperlink references,
* update obsolete terminology, where appropriate,
* reassign alphabetical designations to individual blocks and repaginate, where necessary, to account for new and/or deleted blocks within a topic,
* correct grammatical and spelling error,
* clarify block labels and/or block text, and
* bring the document into conformance with M27-1 standards.
 |

|  |  |
| --- | --- |
| Reasons for the Change | Citation |
| Added VBA Web Communications Office responsibilities. | III.i.3.2.a |
| Added responsibilities for the web content lead.  | III.i.3.2.c |
| Added responsibilities for the web technical lead. | III.i.3.2.d |
| Added responsibilities for the subject matter experts. | III.i.3.2.e |
| Added responsibilities for the regional offices. | III.i.3.2.f |
| Added information about managing content external to VBA. | III.i.3.2.g |
| Removed information on the computation length of service. | III.i.3.3.c |
| Updated information on web page designs.  | III.i.3.4.b |
| Updated information about content driven home pages. | III.i.3.4.c |
| Removed information on the Interagency Committee on Government Information’s Categorization of Information Working Group. | III.i.3.4.d |
| Added information on standards and requirements for navigation.  | III.i.3.4.d |
| Added information on additional sources of information for organization. | III.i.3.4.e |
| Updated information on the Plain Language Mandate.  | III.i.3.5.a |
| Updated and added information on quality standards of information quality. | III.i.3.6.b |
| Added information on timeliness of information quality. | III.i.3.6.c |
| Added information on transparency of information quality.  | III.i.3.6.d |
| Updated information on actions to take when accuracy is questioned. | III.i.3.7.a |
| Removed the section on ensuring content is current and annotating updates. | III.i.3.9 |
| Updated information on the process language translations.  | III.i.3.12.c |
| Removed the section on posting the VA privacy policy on websites. | III.i.3.15 |
| Removed the section on easy access to online services. | III.i.3.16 |
| Removed the section on access to online forms. | III.i.3.17 |
| Added information on requirements for images.  | III.i.3.15.a |
| Added information on planning multimedia content. | III.i.3.15.b |
| Updated information on requirements for video content. | III.i.3.15.c |
| Added information on multimedia hosting. | III.i.3.15.d |
| Added an appendix for a web content checklist.  | III.i.3.16 |
| Added an appendix for a web writing checklist. | III.i.3.17 |

|  |  |
| --- | --- |
| Rescissions | None |

|  |  |
| --- | --- |
| Authority | By Direction of the Under Secretary for Benefits |

|  |  |
| --- | --- |
| Signature | Mike Carr, Acting DirectorBenefits Assistance Service |

|  |  |
| --- | --- |
| Distribution | LOCAL REPRODUCTION AUTHORIZED |