

<b>POL</b>	<b>WEBSITE MANAGEMENT</b>	<b>SC62</b>
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<b>POLICY CODE:</b>	SC62
<b>DIRECTORATE:</b>	Finance and Corporate Services
<b>BUSINESS UNIT:</b>	Information Services
<b>SERVICE UNIT:</b>	Information Services
<b>RESPONSIBLE OFFICER:</b>	Manager Information Services
<b>FILE NO.:</b>	182/001
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<b>DELEGATED AUTHORITY REF.:</b>	N/A
<b>VERSION NO.</b>	1

<b>Dates of Amendments / Reviews:</b>	
DAPPS Meeting:	
OCM:	

**BACKGROUND:**

Under Principle 2 of the State Records Commission (SRC) Standard 2: Policies and Procedures, the City of Cockburn is required to have a policy in place for the proper management of its website. The State Records Office prescribes that websites should also be managed in accordance with SRC Standard 8: Managing Digital Information which is supported by the State Records Office (SRO) Guideline: Management of Digital Records.

**PURPOSE:**

The purpose of this policy is to ensure the City’s websites are appropriately managed and records of website content and transactions are retained, together with records that document the administration of the sites.

The policy is also to ensure that adequate security measures are in place to protect the integrity of the websites.

**POLICY:**

This policy applies to the City of Cockburn corporate website and the Cockburn ARC website. Over time it will be extended to cover all websites managed by the City.

The websites are used for both informational and transactional purposes and reside on network servers that are managed in-house by the City’s Information Communication Technology unit.

In order to comply with legislative requirements and best practice standards, the City of Cockburn will ensure that:

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- (1) The websites are backed up to a back-up repository at the City daily, seven days a week and backups are copied to the disaster recovery facility daily. Each back up will be retained for seven days.
- (2) The websites are updated and managed using a Content Management System (CMS) and all changes to content are captured within the CMS. The website has a limit of twenty versions for each page within the CMS, meaning the roll back date for any particular page is reliant on how often the page is updated.
- (3) Digital information is safe from intentional damage and unauthorised tampering, and authentication and passwords are required for all users accessing the websites' content management system.
- (4) The City has systems that log and alert access to information. More than five incorrect password attempts will lock the account and notify the account owner, enabling the City to identify and respond to incidents or attempted security breaches.
- (5) All files and digital information are stored on systems that use Access, Authentication and Authorisation (AAA) which require usernames and passwords before being permitted access.
- (6) The City's future cloud strategy will review the risk of storing information systems offsite or offshore. Currently no information is stored offsite/offshore.
- (7) All documents on the websites are captured in the City's records management system in order to be published to the websites via an automated integration process. Any future websites will be integrated with the records management system.
- (8) Only authorised officers with assigned security permissions are able to publish documents to the websites via the City's records management system. Training is provided to these officers and documented procedures are also available.
- (9) Transactional information is managed in accordance with the City's Records Management policy and is the responsibility of the Service Unit that owns the transaction. Transactions conducted via the websites are retained as records in the financial management or records management system as appropriate and for the required retention periods.
- (10) Only authorised content writers and uploaders who have received training are permitted to add, remove or alter content on the websites. Content is approved by allocated staff in the Corporate Communications team and the CMS captures the most recent approval of any given page, including who has submitted it and who has approved it.

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### **Accessibility Compliance**

The City strives to ensure that information published on its websites is accessible to all users including older people and people with visual, hearing, cognitive or motor impairments.

The websites have been designed in accordance with the World Wide Web Consortium (W3C) internationally recognised Web Accessibility Initiative (WAI) guidelines. The City aims for its websites to conform to Level AA of the Web Content Accessibility Guidelines (WCAG) 2.0.

Accessibility features include readability, ability to scale font size, screen reader access to image information, ability to disable formatting, keyboard navigation in all areas of the website, keyboard shortcuts on all pages, ReadSpeaker text-to-speech screen reader.

### **Archiving**

Website pages can be archived if required and captured for historical purposes if a site is decommissioned.

### **Governing Legislation**

State Records Act 2000  
Electronic Transactions Act 2011  
Evidence Act 1906  
Financial Management Act 2006  
Freedom of Information Act 1992  
Limitations Act 1935