

CHAPTER 15

FDOT INTERNET REQUIREMENTS

PURPOSE:

To define the requirements an individual or office must follow when making Department-related information available on the Internet.

AUTHORITY:

Section 20.23(4)(a) and 334.048(3), Florida Statutes (F.S.)

REFERENCES:

Chapter 119, F.S., Public Records Law

Security and Use of Information Technology Resources, Topic No: 001-325-060

Chapter 8 of this Manual

Chapter 4 of this Manual

OIS Standards for Web Domain Name Acquisition and Support

SCOPE:

This requirement applies to all Florida Department of Transportation (Department) personnel, OPS personnel, and non-Department personnel under contract with the Department who access and distributes information on the Internet.

TRAINING:

No training is required. The Department Webmaster can provide general assistance and technical support during initial design and maintenance of the web site or web application.

FORMS:

None.

DEFINITIONS:

BSSO: Business Systems Support Office, Office of Information Systems.

CIO: Chief Information Officer. The person appointed by the agency head to coordinate and manage the information resources management policies and activities within that agency. The CIO is the director of the Office of Information Systems.

DOMAIN NAME: A domain name is the keyword responding to a unique address on the Internet. Domain names are also known as web addresses (example: myflorida.com). To use a particular domain name, that name must be registered with an authorized vendor.

FDOT SERVICE DESK: An application which allows Department customers to open a new request for service (ticket) or check the status of an existing request for service.

FIREWALL: A piece of computer software or hardware intended to prevent unauthorized access to system software or data.

INTERNET: The Internet is a worldwide, publicly accessible network of interconnected computer networks that transmit data using the standard Internet Protocol (IP). It is a "network of networks" that consists of millions of smaller domestic, academic, business, and government networks, which together carry information and services, such as electronic mail, file transfer, and the interlinked Web pages and other documents of the World Wide Web (www).

OIS: Office of Information Systems.

PIO: Public Information Office.

SES: Select Exempt Service. Pertains to the traditional SES manager, not Service First SES personnel

SMS: Senior Management Service.

SITE OWNER: SMS level manager or traditional SES manager as defined in the preceding definition who is responsible for maintaining a Department website

WEB APPLICATION: A web design that is automated, and has an interconnected collection of data; with functions that control access, entry, storage, manipulation, and retrieval of that data; which together meet some specified set of work load requirements of the Department.

WEB AUTHOR: An individual responsible for the creation or maintenance of a web page, web site or web application.

WEBMASTER : A team within BSSO that is responsible for site registration and technical review as well as general assistance and support.

WEB SITE: A grouping of related web pages and/or web applications that are used to deliver information via the Internet.

WWW (WORLD WIDE WEB): A system of interlinked, hypertext documents accessed via the Internet. This system of Internet servers supports links to documents, as well as graphics, audio, and video files.

15.1 GENERAL REQUIREMENTS

The Internet is a tool for communicating with the public and other entities such as the public, state agencies, governmental jurisdictions, universities, and corporations. The Internet also provides access to countless sources of information for research and information sharing. Since the Internet grants unlimited access to viewing and posting information, its use must be regulated to ensure department policies, procedures, standards, and requirements are followed.

15.1.1 All users must adhere to the provisions of:

- Chapter 119, F.S., Public Records Law
- Chapter 815, F.S., Computer Related Crimes Act
- Policy No. 001-325-060, Security and Use of Information Technology Resources,
- Chapter 4 of this Manual

15.1.2 Minimum Hardware and Software Requirements

Contact the Department Service Desk for minimum hardware and software requirements.

15.1.3 Access to the Internet is intended to be used for business purposes and is governed by this procedure and the Department's policy titled ***Policy No. 001-325-060, Security and Use of Information Technology Resources***. Access to the Internet may be revoked at any time.

15.1.4 Personnel shall not post information on the web which is exempt from the provisions of **Chapter 119, F.S., Public Records**, and **Section 24(a), Article I, of the State Constitution**, or any other specific statutory exemption.

15.1.5 All documents, graphics or other material accessed on or obtained through the Internet must be in accordance with Department policies and procedures. All copyrights and rights of licensure must be adhered to in the use of material on the Internet.

15.1.6 Information technology resources of the Department must be safeguarded. Internet access will be provided by the Office of Information Systems (OIS). All connections from the Department's internal network to the Internet will be through the Department's firewall.

Exemptions to this procedure may be granted if a valid business justification is presented. The valid business justification must have the approval of the office's Director (SMS level) or higher-level manager and the Chief Information Officer (CIO) with the understanding that the cost centers will be responsible for all costs incurred by their staff.

15.1.7 Violations of the Department's requirements, policies, or procedures concerning Internet usage will be reviewed on a case by case basis. Misuse or abuse may result in cancellation of privileges to use Internet services. Violations may also result in disciplinary action, up to and including employee dismissal.

15.2 DISTRIBUTING INFORMATION THROUGH THE INTERNET

15.2.1 Prior to developing a new web application, approval must be obtained through the Public Information Office (PIO).

15.2.2 Department web sites and web applications must be designed according to the FDOT Internet Web Site Design Standards as documented in the Adopted Information Technology Resource Standards.

15.2.3 Review and registration is required prior to initial publication of the web site or web application. This includes externally hosted Internet websites representing a Department business presence.

The review and registration process must be initiated by the site owner via e-mail to the Department Webmaster and the PIO. The request must contain:

- a) purpose of the web site/application
- b) names and userids of the web authors
- c) address of test files for the purpose of review

The PIO will provide a content review to ensure the content of the web site/application is appropriate, professional and is consistent with the overall design commonly used by the Department.

Webmaster will offer a technical review and register the web site/application on the appropriate Internet server.

Modification to the registration, including site permission, shall be updated upon request of the site owner. Such requests must be submitted via email to the FDOT Webmaster.

15.2.4 Material placed on the departmental Internet Server will have the Domain Name of DOT.STATE.FL.US.

Exemptions to the domain name requirements may be granted if an office provides a valid business justification. In the course of establishing a web site, a WWW Internet Domain Name (other than DOT.STATE.FL.US) is sometimes required. All WWW Internet domain names which represent the Department are to be owned and managed by OIS. If a domain name is required, a request for approval must be submitted via email to the PIO and the CIO before purchasing the domain name. The request for approval must contain:

- a) desired WWW Internet Domain Name
- b) full IP address of the hosting server
- c) description of the content of the site
- d) technical and administrative contacts (phone and e-mail address)

The purchase, ownership, renewal, and technical support of the requested WWW Internet Domain Name must be initiated and managed by OIS.

15.2.5 District offices must work with their central office counterparts in order to post information to the Internet.

District office exemptions to this requirement may be granted if offices provide a valid business justification. The valid business justification must have the approval of the CIO and the PIO.