CHAPTER 16

FDOT INTRANET

PURPOSE:

To define the requirements that employees of the Department must follow in order to develop, publish, and maintain Web pages on the Department's Intranet. These requirements include distributing information on the Intranet and implementing Intranet servers.

AUTHORITY:

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

SCOPE:

This procedure applies to all ~~Department personnel and non-Department personnel under contract with the Department~~of the members of the Department's **workforce** using Department workstations connected to the Department's mainframe, Local Area Networks (LANs), Wide Area Network (WAN) or Remote Access for access to the Department's Intranet.

REFERENCES:

~~Procedure 325-055-001, Local Area Networks~~
~~Procedure 325-060-010, Internet and File Transfer Protocol (FTP) Services~~
~~Chapter 2 of this Manual~~
Chapter 8 of this Manual

TRAINING:

The Office Manager is responsible for ensuring that adequate training for the development, maintenance, and administration of District/Office Intranet servers and Web pages are~~is~~ provided. Listings of recommended training programs are available from the BSSO Manager.

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~~FORMS:~~

~~None.~~

~~DEFINITIONS:~~

~~**ASCII:** (American Standard Code for Information Interchange) The de facto world-wide standard for the code numbers used by computers to represent all the upper and lower-case Latin letters, numbers, punctuation, etc. There are 128 standard ASCII codes each of which can be represented by a 7 digit binary number: 0000000 through 1111111.~~

~~**BROWSER:** A client program (software) that is used to look at various kinds of Internet resources. The Department standard for browsers is defined in the ***Chapter 8 of this Manual.***~~

~~**BSSO:** Business Systems Support Office, Office of Information Systems~~

~~**CADD MANAGER:** The individuals responsible for CADD information technology support functions in their respective districts, or the individuals in charge of a CADD technical support group in the central office.~~

~~**CIO:** Chief Information Officer~~

~~**CSO:** Computer Services Office, Office of Information Systems~~

~~**DISM:** District Information Systems Manager~~

~~**DISTRICT/OFFICE INTRANET SERVER:** The Intranet server owned and maintained by a district or user office which contains Intranet information supplied and managed by that district or user office. This server must be linked to the Primary Intranet Server.~~

~~**FIREWALL:** A dedicated router or system designed to control traffic and security between corporate systems and the public Internet for security purposes. Firewalls can~~

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~~restrict certain types of traffic and can log all accesses to and from the Internet.~~

~~**FTP (FILE TRANSFER PROTOCOL):** A very common method of moving files between two Internet sites. FTP is a special way to log into another Internet site for the purposes of retrieving and/or sending files.~~

~~**HTML (HYPERTEXT MARKUP LANGUAGE):** The coding language used to create HyperText documents for use on the World Wide Web. HTML looks a lot like old-fashioned typesetting code, where you surround a block of text with codes that indicate how it should appear. Additionally, in HTML you can specify that a block of text or a word is ZlinkedC to another file on the Internet. HTML files are meant to be viewed using a World Wide Web Client program or a browser.~~

~~**HTTP (HYPERTEXT TRANSPORT PROTOCOL):** The protocol for moving Hypertext files across the Internet. Requires an HTTP client program on one end, and an HTTP server program on the other end. HTTP is the most important protocol used in the World Wide Web.~~

~~**LINK:** Any word, phrase, or image in a document that contains a pointer to another document that can be retrieved and displayed.~~

~~**OFFICE MANAGER:** The SES level manager for an office referenced by this procedure. If an office does not have an SES level manager, the Office Manager is the SMS level manager.~~

~~**OIS:** Office of Information Systems~~

~~**PRIMARY INTRANET SERVER:** The Intranet server containing the Department's Intranet home page and navigation pages for the Department's Intranet. This server provides a locator function for all Department Intranet environments. This server is the responsibility of OIS.~~

~~**PLUG IN (FOR BROWSERS):** Downloadable files that are executed to enhance the capability of a browser. Examples include Adobe Acrobat Reader and QuickTime View.~~

~~**PROTOCOL:** Formal rules that computers must follow to communicate.~~

~~**SCRIPT:** A script is a list of commands that can be executed without user interaction. A script language is a simple programming language with which you can write scripts.~~

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~~Examples of scripting languages (for the Web) are: Java, JavaScript, JScript; VBScript.~~

~~**SERVER:** A computer, or a software package, that provides a specific kind of service to client software running on other computers. The term can refer to a particular piece of software, such as a WWW server, or to the machine on which the software is running. A single server machine could have several different server software packages running on it, thus providing many different services to clients on the network.~~

~~**SES:** Selected Exempt Service~~

~~**SMS:** Senior Management Service~~

~~**TCP/IP (TRANSMISSION CONTROL PROTOCOL/INTERNET PROTOCOL):** The suite of protocols that defines the Internet. Originally designed for the UNIX operating system, TCP/IP software is now available for every major kind of computer operating system. To be truly on the Internet, your computer must have TCP/IP software.~~

~~**WEBMASTER (FDOT):** A position within BSSO that is responsible for management of all technical aspects of the Department's Intranet and Internet environments.~~

~~**WEB PAGE:** A World Wide Web file. Web pages are ASCII files coded with HTML tags that tell the browser how to display it. Web pages also include hyperlinks to other sites.~~

~~**WWW (WORLD WIDE WEB):** The environment of hypertext servers which have been established to allow text, graphics, sound files, etc., to be mixed together and used for world wide public access.~~

~~16.1~~ GENERAL INFORMATION

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~~**16.1.1** An Intranet is an electronic information and communications system running on an internal computer network. The system uses Internet protocols, standards, and tools as a means to create, distribute, find, and retrieve textual and non-textual information. An Intranet consists of Web servers (hardware and software) that contain content that is viewed by a client workstation through a Web browser. Examples of the types of information that can be provided on an Intranet are: newsletters and announcements, forms and procedures, telephone listings, benefits forms and documents, and information that can be extracted from or written to internal Department databases.~~

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~~**16.1.2** An Intranet allows a secure and cost effective mechanism for the communication of Department information. An Intranet provides employees with better internal information resources, provides a highly effective communications platform, and serves as an "information hub" for the entire organization. Web technology, including graphical front-ends, web pages, and browsers, makes the information of the Department available in a point and click format.~~

16.12 ACCESS TO THE INTRANET

16.12.1 Access to the Intranet is available for all ~~**Department personnel and personnel under contract with t**~~**workforce** with the Department who have approved access to the Department's computer network resources. ~~Certain limitations for Intranet access may exist based on a user's workstation or network connection. For example, the user's workstation must be capable of establishing a TCP/IP connection.~~ Users should contact the appropriate ~~Help Desk~~Service Desk, or **Technology Services and Support Manager (~~DISM~~TSSM)** ~~/CADD Manager if required by local procedures,~~ to determine if they have the proper network connection and software.

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16.12.2 The Department's Intranet can be accessed at the following address using a standard browser: http://infonet.dot.state.fl.us

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16.21.3 Some Intranet pages may require the use of plug-ins. These plug-ins are available on the "Download" page of the Infonet and must be downloaded and installed on workstations. For assistance, contact the appropriate Department Service Desk or Department Manager~~contact the appropriate Help Desk or DISM/CADDTSSM Manager as appropriate~~. ~~(In some cases, local procedures exist which require coordination with DISMs or CADD Managers for software installations.)~~

16.32 ESTABLISHING AN INTRANET SERVER

16.32.1 INTRANET SERVERS

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~~Office Managers must coordinate with the TSSM prior to purchasing or implementing Intranet technologies.~~

~~Offices that initially cannot purchase, establish, or maintain an Intranet server or offices~~

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~~whose Intranet content is limited can request to house their Web pages on the Primary Intranet Server through coordination with OIS.~~

Office Managers of offices establishing District/Office Intranet Servers, or TSSMs/CADD Managers where local procedures apply, maintain ownership of their systems and are responsible for ensuring the maintenance of the hardware and software for their servers. This includes, but is not limited to, backup, file management, security management, system and application software installation and upgrades, and monitoring.

16.~~3~~2.2~~1~~

~~The Department's Intranet consists of the Primary Intranet Server and District/Office Intranet Servers which have been linked to the Primary Intranet Server. The Primary Intranet Server is operated and maintained by the Office of Information Systems (OIS) and contains the "home page" and navigation pages for the Intranet. These pages contain general information about the Intranet and also provide hyperlinks (pointers) to other Department information resources. These other information resources exist on District/Office Intranet Servers that are operated and maintained by staff within the District Data Center or server owners' offices. Other servers may exist that would contain information resources that are not on the Primary or District/Office Intranet Servers, for example, application servers and database servers.~~

~~Prior to setting up Intranet servers in a district,~~ Office Managers must coordinate with the ~~DISM~~ TSSM ~~or District CADD Manager to insure compliance with local procedures~~prior to purchasing or implementing Intranet technologies.

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Offices that initially cannot purchase, establish, or maintain an Intranet server or offices whose Intranet content is limited can request to house their Web pages on the Primary Intranet Server through coordination with ~~the BSSO Manage~~OIS~~r~~.

16.3~~.2~~ 3 CONNECTION TO THE INTRANET

16.~~3.2~~3.1 All Intranet servers on the Department's internal network must use the TCP/IP network protocol.

16.3~~.2~~3.2 ~~All District/Office Intranet Servers must be linked and identified to the Primary Intranet Server through coordination with the BSSO Manager. District and Central Offices may not develop Intranet server environments which are not linked through the Primary Intranet Server.~~All District and Central Office Intranet environments shall be linked to the Primary Intranet Server.

16.3.~~2~~3~~.~~3 Unauthorized access to the information on the Department's Intranet servers through the firewall from the public World Wide Web (WWW) is prohibited.

16.3.~~2~~3~~.~~4 The administration of the Primary Intranet Server is the responsibility of the OIS. District/Office Intranet servers are the responsibility of the respective TSSM.

16.4 DEVELOPING AND PUBLISHING WEB PAGES AND APPLICATIONS ON THE INTRANET

16.4.1 Pursuant to content developed by outsourced resources belonging to the department, ~~The Primary Intranet Server is the responsibility of OIS. District/Office Intranet Servers and their Web pages are the responsibility of the DISMsTSSMs/CADD Managers and/or the respective offices.~~ Business Offices are responsible for the content and administration of their W~~w~~eb pages. ~~requesting to implement Web pages on the Primary Intranet Server are responsible for their Web pages.~~

The WebMaster will provide offices with information on training available and limited support for ~~web~~ Web development. Web pages and ~~w~~Web application development may also be outsourced. The Department's st~~r~~andards and procedures for developing and publishing ~~w~~Web pages and applications applies to all ~~w~~Web page development regardless of sourcing. ~~DOT standards and procedures apply to web page development, whether developed in-house or outsourced.~~

16.4.2 Web pages within the production environment of District/Office Intranet Servers or the Primary Server shall be connected to the DOT Infonet Home Page ~~on the~~

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~~Primary Intranet Server and can be viewed by Department users with a Web browser.~~.

16.4.3 INTRANET DEVELOPMENT PROCESS

16.4.3.1 All authoring and development of Intranet content shall take place in an environment that is separate from the production environment. This configuration is necessary to ensure development activities do not interfere with production files. For more information on authoring and development of Intranet Content, look under "Infonet Help" on the DOT Infonet Home Page (http://infonet.dot.state.fl.us) ~~**and reference the "Intranet Guidelines" document.**~~.

16.4.3.2 Testing of Intranet Web Pages

Before publishing Intranet Web pages in the production environment, the Office Manager is responsible for ensuring that the content is properly tested. ~~-~~This includes validation of links and graphics, compliance to standards, and verification of desired functionality (scripting, database queries, etc.).

16.4.3.3 All W~~w~~eb pages and ~~w~~Web applications published in the production environment must adhere to Department Intranet standards.

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16.4.3.~~3~~ 4 Connecting to Other Functional Owners' Intranet Web Pages

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Offices~~Offices~~ which have organizational and/or functional ownership of Department information must be consulted before Web pages using that information are published. For example, the ~~Organization,~~ Forms and Procedures Office has responsibility for all official Department-wide procedures, manuals, and forms and will provide Intranet access to these documents. Offices are permitted to connect to these official documents or to other offices' pages through links. Generation of official documents other than through links is prohibited.

16.5 RESPONSIBILITY FOR INTRANET SERVERS AND WEB PAGES

~~16.5.1 INTRANET SERVERS~~

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~~Office Managers of offices establishing District/Office Intranet Servers, or DISMs/CADD Managers where local procedures apply, maintain ownership of their systems and are responsible for ensuring the maintenance of the hardware and software for their servers. This includes, but is not limited to, backup, file management, security management, system and application software installation and upgrades, and monitoring.~~

~~16.5.2~~ 1 ~~INTRANET WEB PAGES~~

16.5.~~2~~1.~~1~~ The Office Manager is responsible and accountable for ensuring proper content and function of their respective offices' Intranet Web pages. Proper content and function includes, but is not limited to the following:

(A) Web page content must be professional, accurate, appropriate, and use proper grammar, spelling and punctuation.

(B) Web pages must function properly with all Department standard browsers.

(C) Web pages must be properly tested before being moved into the Web Server production environment. This includes verification of links and graphics, compliance to standards, and verification of desired functionality (scripting, database queries etc.).

(D) Coordination with other Office Managers is required when using information or documents that are functionally or organizationally owned by other Offices within the Department (for purposes other than links to

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other Offices' Web pages).

(E) All production Web pages must provide a contact person who is responsible for assisting users of the Web pages, as requested. This may be provided by a connection from the ~~w~~Web site to comment pages that are monitored by the W~~w~~eb author or by displaying a contact name and userid on the Web pages. The W~~w~~eb author and any authorized delegates must be registered with the DOT Webmaster at the time of implementation of new W~~w~~eb sites, and any future requests to the Webmaster must be made by the W~~w~~eb author, authorized delegates, or the Office Manager.

(F) All copyrights and rights of licensing must be adhered to in the use of material on the Intranet. Under no circumstances shall the Intranet be used for games, other forms of electronic entertainment, or for personal or private use.

(G) Web pages shall not represent the personal opinions of staff.

(H) The Office Manager is responsible and accountable for ensuring that information on their office Intranet ~~w~~Web page is properly maintained. This includes updating or removing outdated material and having procedures in place for maintaining their Intranet content. Intranet Web pages should be updated as appropriate to the material.

(I) Web pages must not require the use of plug-ins that are not available on the Infonet Download page. Requests for new plug-ins can be coordinated with the WebMaster. Any plug-ins adopted as standard, according to ***Chapter 8 of this Manual*** will be added to the Download page and then made available for use by Department W~~w~~eb pages.

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