CHAPTER 16

FDOT INTRANET

PURPOSE:

To define the requirements that the Florida Department of Transportation's (Department) workforce must follow to develop, publish and maintain information on the Department's Intranet. These requirements include distributing information on the Intranet and implementing servers. The Department's Intranet is an internal network that consists of websites, SharePoint sites, and applications that are accessed through a single Intranet homepage (http://infonet.dot.state.fl.us).

AUTHORITY:

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

SCOPE:

This procedure applies to all members of the Department's **workforce** who use agency workstations to connect to the Department's mainframe, Local Area Networks (LANs), Wide Area Network (WAN) or Remote Access to access the Department's Intranet.

REFERENCES:

Chapter 8, Information Technology Resources User's Manual

SharePoint Governance Plan

Static Website Standards

Web Application Standards

16.1 ACCESS TO THE INTRANET

16.1.1 Access to the Intranet is available to all **workforce** within the Department who have been approved to access to the Department's computer network resources. Users should contact the appropriate Service Desk, or **District IT Services Manager** to determine if they have the proper network connection and software.

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

16.1.3 Some Intranet pages may require the use of plug-ins. These plug-ins are available on the "Plugins" page on the Internet and must be downloaded and installed on workstations. For assistance, contact the Service Desk or appropriate Department manager.

16.1.4 Access to certain SharePoint sites may require prior approval and/or a Microsoft Office license.

16.2 ESTABLISHING AN INTRANET SERVER

16.2.1 INTRANET SERVERS

Office managers who establish district/office Intranet servers, or District IT Services Managers/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.

16.2.2 Office managers must coordinate with the District IT Services Managers prior to purchasing or implementing Intranet websites, SharePoint sites or applications.

Offices that cannot purchase, establish, or maintain an Intranet website, SharePoint site or application server or offices whose content is limited can request to house their sites on a primary server through coordination with the Office of Information Technology (OIT).

16.3 CONNECTING TO THE INTRANET

16.3.1 All intranet servers on the department's internal network must use the TCP/IP network protocol.

16.3.2 All District and Central Office web, SharePoint and application environments shall be linked to the Primary Intranet Server homepage.

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

16.3.4 The administration of the Primary Intranet Server is the responsibility of OIT. District/Office Intranet servers are the responsibility of the respective District IT Services Manager.

16.4 DEVELOPING AND PUBLISHING WEB PAGES, SHAREPOINT SITES AND APPLICATIONS ON THE INTRANET

16.4.1 Offices are responsible for the content and administration of their web, SharePoint and application pages.

Training opportunities may be available via training and development managers Statewide. SharePoint site owners and the FDOT Service Desk are the first line of contact for users with questions and problems concerning a SharePoint environment. Site and application development may also be outsourced. The Department's standards and procedures for developing and publishing web pages, SharePoint sites and applications apply to all development regardless of sourcing.

16.4.2 Websites, SharePoint sites and applications within the production environment of district/office Intranet servers or the primary server shall be connected to the Department's Infonet homepage.

16.5 INTRANET DEVELOPMENT PROCESS

16.5.1 All authoring and development of Intranet website 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 additional information on authoring and development of Intranet content, visit the "Application Development Standards" link on the Department's Internet site**.**

16.5.2 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.).

16.5.3 All websites, SharePoint sites and applications published in the production environment must adhere to the Department's Intranet standards.

16.5.4 Connecting to Other Functional Owners' Intranet Web Pages

Offices that have organizational and/or functional ownership of Department information must be consulted before websites, SharePoint sites or application pages using that information are published. For example, the Forms and Procedures Office is responsible for all official Department 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 hyperlinks. Recreating official documents is prohibited.

16.6 RESPONSIBILITY FOR INTRANET SITES, SHAREPOINT SITES AND WEB PAGES

16.6.1 The office manager is responsible and accountable for ensuring proper content and function of their respective offices' Intranet web, SharePoint and application pages. Proper content and function includes, but is not limited to the following:

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

(B) Pages must function properly within 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 other offices' web pages).

(E)   All production web, SharePoint and application pages must provide a contact person who is responsible for assisting users of the pages, as requested. This may be provided by a connection from the site to comment pages that are monitored by the author or by displaying a contact name and user id on the pages. The author and any authorized delegates must be registered with the Department's webmaster at the time of implementation of new sites, and any future requests to the webmaster must be made by the web 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 website, SharePoint site or application is properly maintained. This includes updating or removing outdated material and having procedures in place for maintaining their Intranet content. Intranet web, SharePoint and application pages should be updated as appropriate to the material.

(I)   Websites, SharePoint sites and applications must not require the use of plug-ins that are not available on the internet Plugins page. Requests for new plug-ins can be coordinated with the webmaster. Any plug-ins adopted as a standard, according to *Chapter 8, Information Technology Resource Standards* will be added to the Plugins page and then made available for use by Department web and SharePoint sites.

TRAINING:

The office manager is responsible for ensuring that adequate training for the development, maintenance and administration of district/office websites, SharePoint sites and applications are provided.

FORMS:

All Intranet sites must be registered with the Department's webmaster.