



DIT Agency Services

A scenic photograph of a lighthouse on a sandy beach. The lighthouse is black and white with a red base. The beach is sandy with some green grass in the foreground. The ocean is visible in the background under a clear sky.

e-Michigan Web Development
▶ **Web Project Reviews**





- **Web Project Review Team**
- **When should they get involved**
- **Look and Feel Standards**
- **Web Review (Pre-Launch Checklist)**
- **Usability**
- **Office of Enterprise Security and Web Security**
- **Questions**





- **John Thompson** – e-Michigan Webmaster
 - Internet Policies and Compliance
 - Michigan.gov Brand Manager
 - Display Standards
 - Usability Guidelines
- **Rock Rakowski** – OES Agency Liaison Manager
 - Security Requirements and Procedures
 - Security and Privacy Policies
 - Assigns OES staff for Web Design Security Review
- **Jerry Morey** – Tech. Services, Planning and Solutions Dev. Manager





- **Specific Milestones in the Project Plan that the Web Project Review Team have be involved:**
 - At start of the project - Before Design and Build
 - Ongoing participation during the build and testing phases

- **Pre-Launch Checklists**
 - Web Application Development Project Review
 - Final security review
 - ◆ Completion of application
 - ◆ Final server hardening
 - ◆ Resolution of other outstanding issue if any

- **The E-Michigan Web Development team is available to Project Managers and Development Teams**





- Applications (built outside Vignette) must employ a consistent Information architecture that **mimics the style** already used by the **parent agency Web site**.
- Site Design should follow the Michigan.Gov Standards to achieve a **consistent brand identity**.

Parent agency site on Michigan.gov



Doing Business with the State application





- Utilize **Vignette** content management application
 - Speed Delivery
 - Lower Costs
 - Increase Adoption by Users

- **Current Look and Feel Standards**
 - Available on the DIT TechTalk Web site
http://www.michigan.gov/documents/Look_and_Feel_Standards_2003v2_72379_7.0.pdf

- The **Look and Feel Standards apply to all** applications regardless of the technology platform

- These guidelines apply to all sites designed to conduct official State business.





■ **10 items of a eMichigan web review:**

- **Banner Header**
- **Sub Header**
- **Policy Footer**
- **Relative font styles**
- **Color Blindness**
- **Table width**
- **Link Check**
- **ADA (Section 508) compliance**
- **Browser Compatibility**
- **Over all Usability**



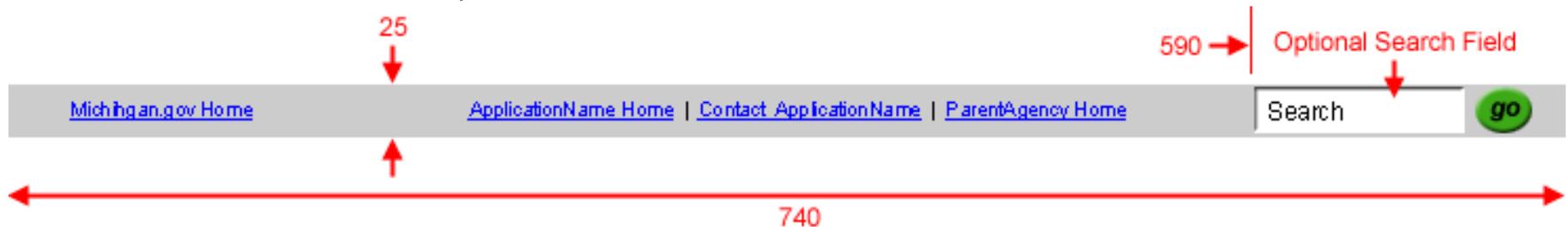


All banner header art is produced exclusively by the e-Michigan Web Development Team. Contact **Anne Nolan** of e-Michigan Web Development, to receive final art. Banner header art must never be cropped or altered in any way. Banners headers must include an image map link area for application home page and Michigan.gov portal.





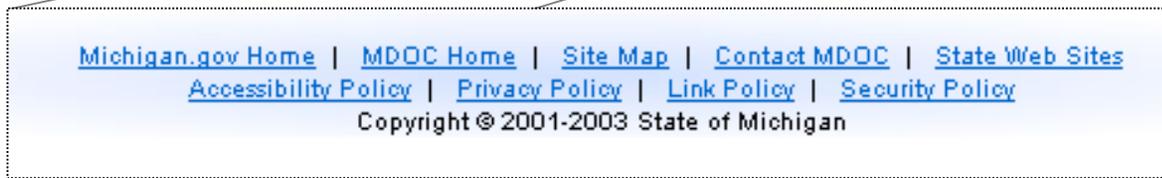
- In **ALL cases**, a gray, sub header top navigation area **appears directly below** the banner header.
- It should **appear on all pages** along with the banner header and footer links.
- The sub header also includes three required links:
 - A link to **Michigan.gov Home**
 - A **link** to the application's **home page**
 - A **contact link** to give users a access to contact information regarding the application or specific site information such as contact email, mail or fax information.





- All site designs must incorporate these **core** policy components that need to appear in the footer of the application:

- **Accessibility**
- **Linking**
- **Copyright**
- **Security** – addressed by OES
- **Privacy** – addressed by OES



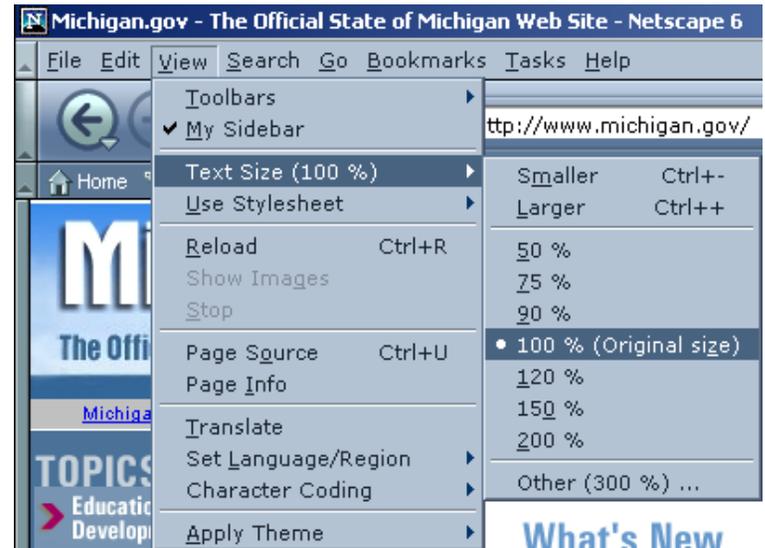


Use relative font units rather than absolute units

Below are examples of font size selection capabilities as seen in both IE and NS browser platforms – use of relative font sizes embedded within the HTML satisfies **one** of the state’s ADA requirements.

Michigan: "Greatness through Challenge"

```
<font style="font-weight: bold" face='arial, helvetica, sans-serif' color='# 003366' size='+1' style='font-weight:bold'>
```





Original text size

[\[Printer Friendly\]](#) [\[Text Version\]](#)

State Employee Appreciation Week



Governor Granholm's State Employee Website
It is with great pride that I wish you the very best during State of Michigan Employee Appreciation ...

'Hats off' to state employees from satisfied customers . . .
...Recently my husband and I took the scary step of going into our own business. My husband has been d ...

Employee Excellence, Team Work, Integrity and Inclusion at Work
I'm pleased to share with you snapshots of some of your peers that pay homage to their diverse roles a ...



Spotlight



Proclamation: State Employee Appreciation Week
Whereas, State employees are recognized as an invaluable resource to State of Michigan Government and the State is served by loyal employees in many essential areas including education, economic development and management, public safety, transportation, human services and the environment; and,...

[> More](#)

Online Services

- [State of Michigan Telephone Directory](#)
- [Michigan eStore](#)
- [Statewide Road & Lane Closures](#)
- [Internet Criminal History Access Tool \(ICHAT\)](#)
- [License Plate Renewal](#)
- [Unclaimed Property](#)
- [... more](#)

Browser text changes to Largest

[\[Printer Friendly\]](#) [\[Text Version\]](#)

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Spotlight



Proclamation: State Employee Appreciation Week
Whereas, State employees are

Online Services

- [State of Michigan Telephone Directory](#)
- [Michigan eStore](#)





- Avoid using font styles that are not business appropriate for State of Michigan on-line services.

- Recommended font styles are:

- **arial, helvetica, sans-serif**

- These are some examples of font styles that should not be used:

comic sans

Calligraphy

Scripts

E u x k h v

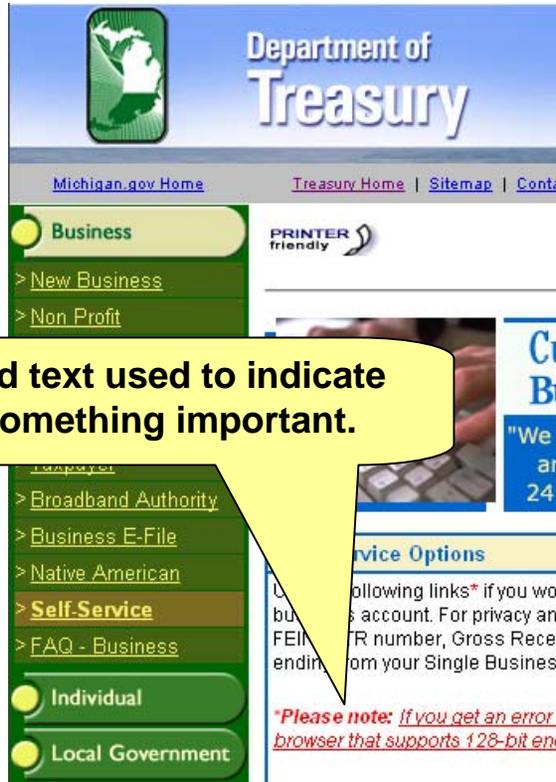
Block

OVER-STYLED





www.michigan.gov/treasury



Red text used to indicate something important.

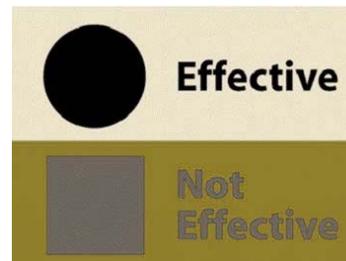
www.vischeck.com



This is how the red text looks to a person with a red/green color deficit.



Original Image

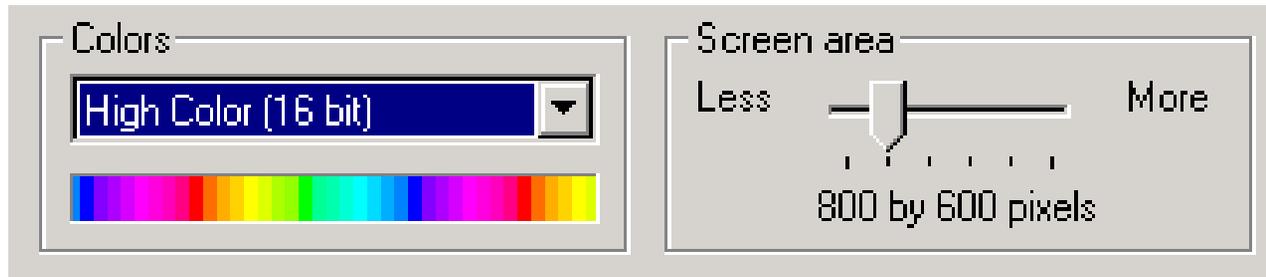


Deuteranope Simulation





- The **800 x 600 pixel** monitor resolution (High Color 16bit minimum) is the state's application build standard.
- All applications must conform to this **minimum** display standard and should not **require** screen resolutions higher than **800 x 600**.





- Table widths should not exceed the width of the screen, causing the user to scroll horizontally.

Example of a table width that force the visitor to scroll horizontally.

The screenshot shows the 'Disaster Donations' form on Michigan.gov. The form contains several input fields for 'Corporation/Non-Profit Org', 'First Name', 'Last Name', and 'E-Mail Address'. Below these is a section for 'Currently Needed Donation Items' with checkboxes for Item1 through Item7, and a text area for 'Additional Comments'. A yellow callout box at the bottom of the form area points to the horizontal scrollbar, with the text 'Horizontal scroll bar'.

Example of a table width that table that does not force the visitor to scroll horizontally.

This screenshot shows the same 'Disaster Donations' form as the previous one, but with a wider layout. The 'Currently Needed Donation Items' section now includes checkboxes for Item1 through Item10. A yellow callout box at the bottom of the form area points to the bottom of the page, with the text 'No Horizontal scroll bar'.





■ Accessibility and ADA Compliance

- The State of Michigan has adopted compliance with Federal laws and policies relating to **Section 508** of the Rehabilitation Act: Electronic and Information Technology Accessibility Standards (Section 508)

■ Michigan ADA Compliance rules and Section 508

- Automated ADA Compliance  will:
 - ◆ **HiSoftware AccVerify**
 - Check for **Section 508** compliance
 - Check for broken links
 - Offer corrective solutions

■ Testing your application for ADA compliance

- JAWS and Linx Readers



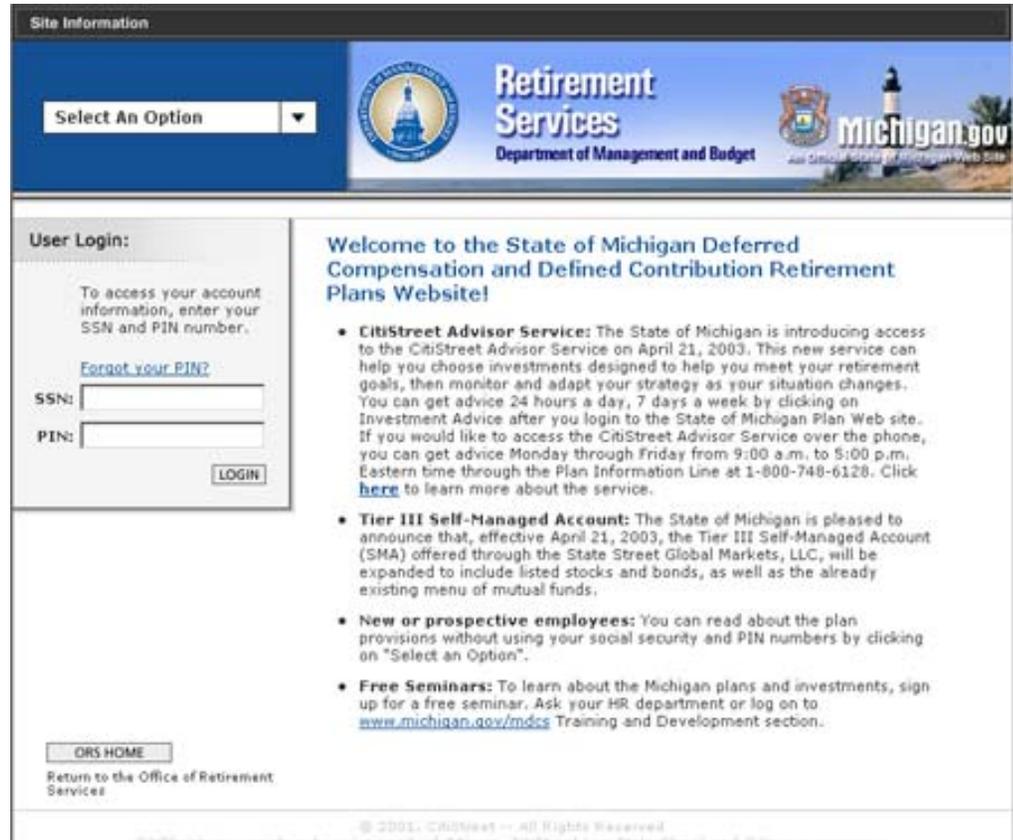


- Vendor logos and links to commercial sites with the intent to promote sales is **not supported**.
- Web sites not under the explicit control of the State of Michigan are required to open in a **new and separate** browser window.
- As a rule, **3 conditions** support the need to link to outside sites:
 1. Other Governmental Units & Educational Institutions
 2. Private Organizations (if these organizations offer services that complement the information or services offered by Michigan)
 3. Non-Profit Organizations





- 3rd party applications may have areas that are configurable to accommodate the Michigan.gov brand.
- Contact **e-Michigan Webmaster, John Thompson**, to obtain specially configured branding elements.





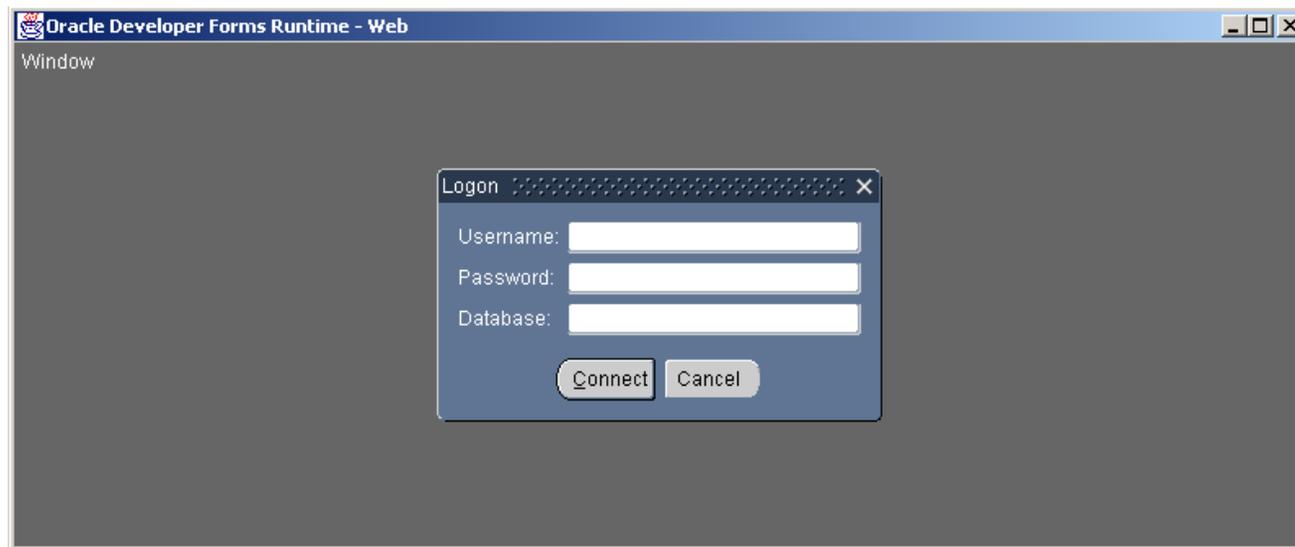
- The Michigan.gov standard puts in place **redirected** URLs from the **Michigan.gov domain**.
- These URLs are **intended to make it easier** for applications to be **advertised and marketed**, through official state government press releases, point of sale, radio, print, and TV advertising.
- Domain names should be **short, easy-to-read, type and remember**
- Examples include:
 - www.michigan.gov/westnilevirus
 - www.michigan.gov/e-license
 - www.michigan.gov/gasprices





This Web site presents severe usability issues:

- No identification of web application and state agency
- No instructions for use of site
- No contact information for assistance with site



■ The **Usability Guidelines** will help users successfully navigate complex government processes on-line. Found on DIT TechTalk

http://www.michigan.gov/documents/Usability_guidelines_2003v1_72381_7.pdf





Office of Enterprise Security





■ The Secure Michigan Initiative

- In order to establish a current baseline, a rapid enterprise-wide risk assessment was conducted.
- This assessment was based upon the guidance and principles from the:
 - ◆ National Institute of Standards (NIST) Security Handbook
 - ◆ International Standards Organization (ISO) 17799 Security standards
 - ◆ Federal Information Systems Controls Audit Manual from the General Accounting Office (GAO).
- This rapid risk assessment covered all areas of IT security for the State of Michigan.





The cost of protecting yourself against a potential threat is always less than the cost of recovering from one that has just occurred.





■ Application/Servers Security Checklist

- Help ensure nothing has fallen through the cracks prior to web application being launched.
- Should be completed and signed approximately 2-4 weeks before the application is launched.
- Not intended as security guidelines to be followed as web application is being developed.





■ Enterprise Security Policy in DIT

- Responsible for all data security, recovery polices and security methodologies for the State.
- Critical that Web sites and applications comply with security rules and standards monitored by Enterprise Security.
- Provide reasonable protection of sensitive information.
- Prevent corruption of data.
- Block unknown or unauthorized access to our systems and information.
- Ensure the integrity of information that is transmitted between users of e-government applications and the State.
- OES should be involved in the design process as early as possible, so that network security and privacy issues can be addressed.

Office of Enterprise Security

Rock Rakowski

(517) 373-8059

Rakowskij@michigan.gov





- A comprehensive security review is required whenever **a new web application is launched** or **whenever a significant change is made to an existing web application.**
- It should be reviewed again **once each year.**
- Security reviews may also be conducted at the discretion of the management of the Office of Enterprise Security.





■ What is Anonymous Access?

- All information published on the internet by the State of Michigan is public and subject to FOIA (Freedom of Information Act) rules.
- As such, a citizen cannot be denied access to a public, online application simply for security reasons.
- Therefore, citizens must be informed **through the home page**, that access to encrypted information within the application is secure and requires them to either have the necessary security credentials or to obtain them directly through the site using on-line self-registration, e-mail or US mail correspondence.





■ Privacy Policy applies to:

- Form transactions that require sensitive information such as name, address, email or phone number.
- Critical identification such as social security number, drivers license number, credit card number, banking ID, account numbers or Date of Birth.
- Collection and storage of email addresses for contact at a later time.
- E-mail addresses should be properly safeguarded against **unlawful use** or **distribution** to third parties.





■ Using High Level Security and 128 bit Encryption

- Home page(s) of an application that requires IE 6.0 must be viewable in IE 5.X and Netscape 5.X to accommodate the greatest number of users at the state's minimum standard.
- In the opening page, clearly identify the browser version required to transact secure state business.
- Provide and maintain links to specific commercial software sites (such as IE download sites and Adobe Acrobat sites) that allow installation of specific browser versions needed to maintain application security.





- Development Teams should consider the following general criteria when designing sites:
 - Information Collected Automatically
 - Information Voluntarily Submitted
 - Cookies
 - Information Sharing and Disclosure





■ State of Michigan Security-related Policies

- Currently, **28** policies have been written that provide the basis for recommendations by OES for security of web applications, networks, wireless communications.
- **Five** of the most relevant policies are included here:
 - 1410.17 Network Security Policy**
 - 1350.11 Security Operational Guidelines for Servers**
 - 1350.13 Confidentiality and Privacy Protection**
 - 1310.02 Information Processing Security**
 - 1460.00 Acceptable Use Policy**





- **Continuous Planning for Security Architecture, Web Accessibility, and Usability throughout the Web Site/ Application Project**
 - Our Goal: Facilitate use of look and feel standards and security best practices

- **The Business is the Driver**
 - Provide Service to the **customer**

- **No Surprises at Implementation**
 - Pre-Launch Checklist **should be easy**





Upon approval of final web review by OES and e-Michigan Web Development:

- Contact Kurt Weiss, providing him with key information about the new web application, suitable for a press release.
- Contact the agency's Vignette site administrator to add the new web application's link to the agency's online services web page.
- John Thompson will contact the governor's office to communicate planned launch for the new online service.





The documents covered in this presentation can be found at <http://connect.michigan.gov>





e-MICHIGAN WEB DEVELOPMENT

Call Today!

John Thompson
e-MICHIGAN Webmaster
241-5782

- > Pre Build Consulting
- > Vignette Site Design
- > Look & Feel
- > Pre-launch Checks
- > ADA Compliance
- > Usability
- > Policy Updates
- > Application Review
- > Security
- > Graphic Design

Help Is Just Click Away

To Schedule a Web Review, contact John Thompson, e-Michigan Webmaster
thompsonj@michigan.gov (517) 241-5782

