



## **Banner Header**

The following pages are designed to define the banner header area for the Michigan.gov brand, a key element to all online service sites representing the State of Michigan.

The goal of the banner header is to present the user an official State of Michigan unified, brand image that carries across to all agency sites. In addition, the same brand image is duplicated at the agency application level, even when URL's change, so the user experience is as seamless as possible.

The banner header area accommodates the unique logo or symbol of the parent agency as well as the agency name. For applications serving several agencies, a more "generic" logo has been developed to accommodate the service as a Michigan.gov product rather than a specific offering from a single agency or department.

This applies to all applications built with eCommerce software tools and technology established by DTMB. These include e-stores and other applications that utilize e-commerce systems to process payments and fees.

In all of these scenarios, the look and feel is treated as much as possible as a unified presentation of online services, offered by many different sources but with one goal in mind – fast and efficient online customer service.

**eMichigan Web Development is responsible for the design and construction of all banner headers.**

**Please contact eMichigan Web Development to obtain the correct banner art and any other requirements that involve the Michigan.gov brand image.**

**eMichigan Web Development  
Romney Building – 9<sup>th</sup> Floor  
111 S. Capitol Avenue  
Lansing, Michigan 48913**



### **Standard Banner Header Size**

The standard banner header image is 960 x 100 pixels.

The banner header area contains the static image of the agency or cross agency logo, the agency, division or commission name, and the Michigan.gov brand.

This image solution comprises the bulk of the Michigan.gov brand elements and has been implemented across all agencies and applications. This standard applies to all web display pages for the Internet or any other web delivery or online service in place or planned for the State of Michigan.

In all cases, the full agency banner header (100 pixels) is to be used on sites or application home pages, welcome and login screens, and must appear on all subsequent pages of the site, regardless of navigational choices made by the users or display screens built within the application.

For State content managed sites, the banner header appears automatically on all pages and remains consistent in size and display.

For applications hosted on agency servers outside the CMA system the banner header must be a duplicate of the parent agency banner header. Note: *If a banner header other than the parent agency banner header must be used, it must be created or approved by eMichigan.*



### **Additional Banner Sizes**

In some cases, especially for sites hosted outside the CMA system where the application display area needs to be maximized, two smaller versions of the banner header are available and may be used.

A recommended best practice for the use of smaller banner headers is to deploy them only after the user has moved beyond the introductory home page, welcome or login screen (which features a full-sized version) and is engaged in accessing critical portions of the application.

These smaller versions consist of equally sized and proportioned designs that are a standard **960 pixels wide**, but differ in height dimensions.

Sizes available:

960x100 high



960x70 high



960x50 high



Note the alignment and placement of the key elements of the banner components, and how they are clear and consistent – even as the banner reduces in size. The exact orientation, placement and alignment of the Michigan.gov branding elements is critical, including agency or generic logo, application or agency name. Banner header art must never be cropped or altered in any way.



## Banner Header Links

The 810x100 pixel region at the far left contains the agency or cross agency logo and agency name will hyper-link to one of the following:

Sites hosted within the State's content management application (CMA) will link to the home page of the parent site (Example: [www.michigan.gov/agencyname](http://www.michigan.gov/agencyname)).

Sites or applications hosted outside the State's CMA will link to the specific application home page. These sites are typically hosted on agency internal servers, or the state's clustered server system, and in some cases, by third party contracts outside the states network.



link only to home page of the cross-agency application. Sites such as these must contain a link in the sub-header back to the parent agency on the State's web site. See also section on Sub-Header linking for complete details.

Banner headers must include an image map link area for application home page and Michigan.gov portal where the banner is one image. eMichigan can also provide the banner as two separate images. When using a liquid layout design, the banner will be split into three images.

The 150x100 pixel branding area to the far right will always hyper-link to the Michigan.gov portal home page ([www.michigan.gov](http://www.michigan.gov)). This standard applies to all applications or sites hosted within the State's CMA, on agency internal servers, state clustered server systems or third-party external hosting arrangements.



**Multiple Agency Banner Header**

As more and more collaboration and content sharing occurs within state government, agencies are streamlining services by allowing more services to be obtained through a single “sub portal” site, regardless of the number or type of agencies involved.

To accommodate brand identities that are composed of two or more agencies, boards or commissions, the Michigan.gov branding system has created a Cross Agency Banner Header.

This design incorporates many of the same features as the agency banner header to maintain consistency, however it includes a “generic” Michigan logo in place of a single parent agency brand.

All other requirements for sub header, body area and footer remain in effect.

The following illustration is an example of the Cross Agency Banner Header style:



**Application Names, Logos or Symbols**

Michigan.gov banner header area is reserved for the web site name, which can be the Parent Agency, Agencies, Boards and Commissions or in some cases the application name or logo. Whenever Agencies, Boards and Commissions or Application names are used, the Parent Agency must be displayed on a separate line just below the application or web site name

This establishes user confidence that the site/application is used for conducting official state business. It clearly communicates to the user, who owns and is responsible for the application and its content, regardless of internal acronyms or program names and It promotes the agency’s legal authority to provide the service or transaction.

As a legal entity within the State of Michigan, the Banner Header displays the text “An Official State of Michigan Web Site” or, in the case of domains ending in Michigan.gov, “Michigan’s Official Web Site”.



**Banner Font, Style and Size**

Header banner Font style is Myriad Pro. Title max size is 30 pixels.

**Obtaining Final Artwork from eMichigan Web Development**

Preserving the highest image quality, integrity, brand display and alignment is critical to the public's perception that they are using an official State of Michigan web site to conduct official state business. That includes everything from viewing static content, applying for grants, or obtaining criminal history searches.

Therefore, only authorized banner header art **must** be used on any application or web site produced by or for the State of Michigan. Artwork **must never** be "snagged" from other sites and reconfigured using photo editing software or any other electronic alteration, including cropping, re-optimization or sizing.

Contact eMichigan Web Development at (517) 241-5782.

**Design details are maintained by eMichigan Web Development. Alteration of the banner header by other Development Teams or third-party groups is prohibited.**



**Sub Header**

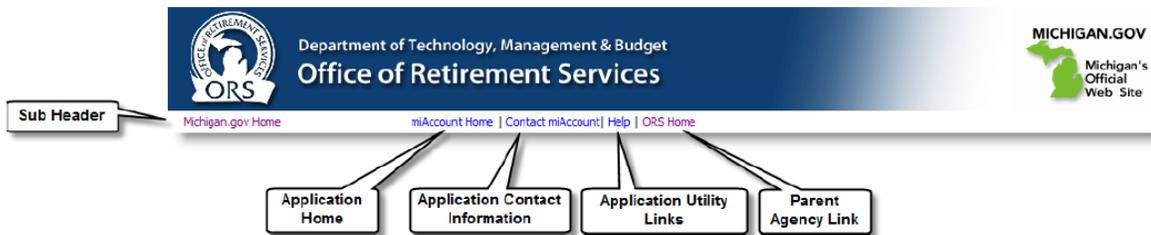
In ALL cases, the sub header top navigation area is 25 pixels high, the same width as the banner and appears directly below the banner header. The sub header includes embedded links, some of which are required. It must appear on all pages containing the banner header and footer links.

The sub-header serves as



the primary space for the following three (3) required utility links:

- A link back to the Michigan.gov portal site
- A home page link to the application introductory screen or home page
- A contact link to give users an access to contact information regarding the application or specific site information such as contact email, mail or fax information.



A portion of the sub header may include application utility links specific to the application or application navigational needs.

**Search Field**

The Search Field in the Sub Header is **optional** on applications hosted outside the State CMA.

Applications may provide search functionality to their site using the State of Michigan search engine directly. Alternatively, they may provide search capabilities of their own that relate specifically to content contained within the application.

**Primary Application Display Area**

Applications built outside the State CMA must employ a consistent information architecture that mimics the style used throughout the executive branch agency web sites. This architecture was designed around a customer-focused approach and represents the current model for all site construction.

Development Teams should follow these dimensional layouts to achieve the level of consistency, user experience and service expected from official State of Michigan sites and applications.

Distinctions must be made on several levels when selecting the proper layout for the application. Much of this requires a detailed design document that identifies the user process to complete the transaction or submit required application



information. In addition, there may be supporting transaction material or links provided for the user to complete the service.

These factors will help determine which of the three dimensional layouts should be used:

1. Will the site have a single, dedicated process flow where the user will be guided through a set of screens, from beginning to end, resulting in a final submission page?
  - a. If YES, then the Body Area Only layout will best accommodate the design
2. Will the site contain distinct, multiple sections with different results or inputs for each section?
  - a. If YES, then the Left Navigation Only layout will best accommodate the design
3. Will the site include distinct separate sections, supporting or related content, link to outside sites or include help files?
  - a. If YES, then the Left and Right Navigation layout will best accommodate the design

### ***Display Layout***

Screen size affects the amount of visible area available to the user without scrolling. Efforts must be taken to design page layouts to include as much information above fold as possible, especially on introductory and welcoming screens.

Vertical scrolling is a necessity with some applications, but keeping critical information and navigation elements as high on the page as possible adds to the overall usability of the site.

Default installations of Microsoft Office usually result in an MS Office taskbar appearing on the desktop. The MS Office taskbar exists either along the bottom or vertically along the right side. This factor must be assumed when designing application screens and is the reason the banner header is sized at 960 pixels.

### ***Responsive Design***

Where possible, utilize responsive design to allow screens to adjust automatically to the size of the device.

### ***Content Format***

When including phone numbers in content, use the following format: "123-456-7890" which provides certain touch-screens the capability to dial.



## **Consistency with Parent Site**

Applications built for specific agencies should match the look and feel of the agency site, including left nav, right nav, header and footer.

For example: an application being built for the Department of Treasury should follow the look and feel already in use at the agency site [www.michigan.gov/treasury](http://www.michigan.gov/treasury).

Developers must recognize that users are often directed to the agency's home page or site section to access many of the applications built outside of the Content Management system. Designing these external sites to "look and feel" as a connected part of the agency is critical to maintaining consistency. This is an excellent way to maintain official state business integrity and brand elements.

Additionally, after the launch of a third party application, even if the site is hosted on separate servers, the site is listed as content or links within the parent agency site. Additional navigation may be added for users to access the new site. It's important to maintain that cross-promotion between the sites so that users are presented with a consistent and usable format no matter which site they access.

For the remaining body areas, color selections and text colors can be manipulated for a unique look and feel consistent for that particular site.

## **Body Gutter**

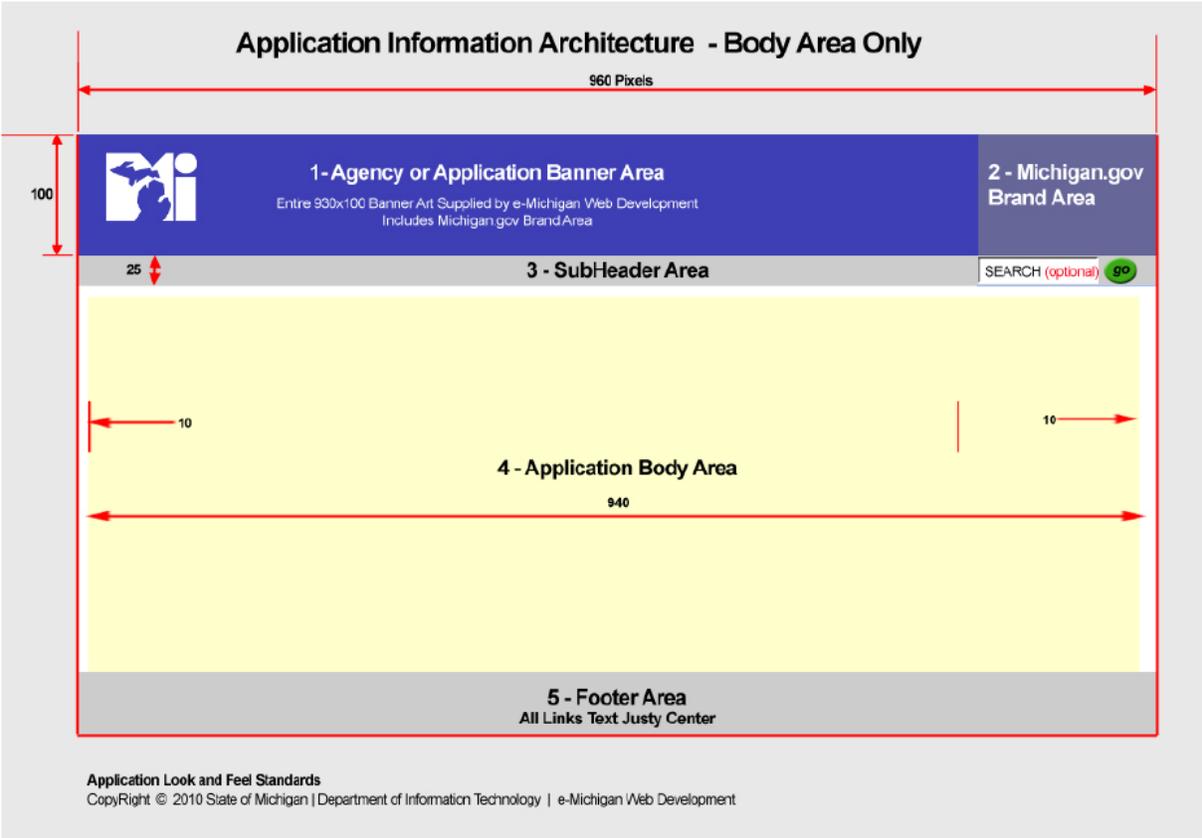
The Body Area should also contain built-in margin accommodations where text and images are not displayed, typically at the far left and right of the display area. A gutter of ten (10) pixels for all margins as they approach either side of the width (not to exceed 940 pixels) is recommended leading up to the sub-header. Regardless of whether left or right navigation is used, these gutter restrictions remain in effect.



**Body Area**

In cases where the application requires no navigation and will utilize the entire body area for functionality and user introduction information, the Body Only Area can best accommodate this design.

The following illustration demonstrates the dimensional layout requirements:

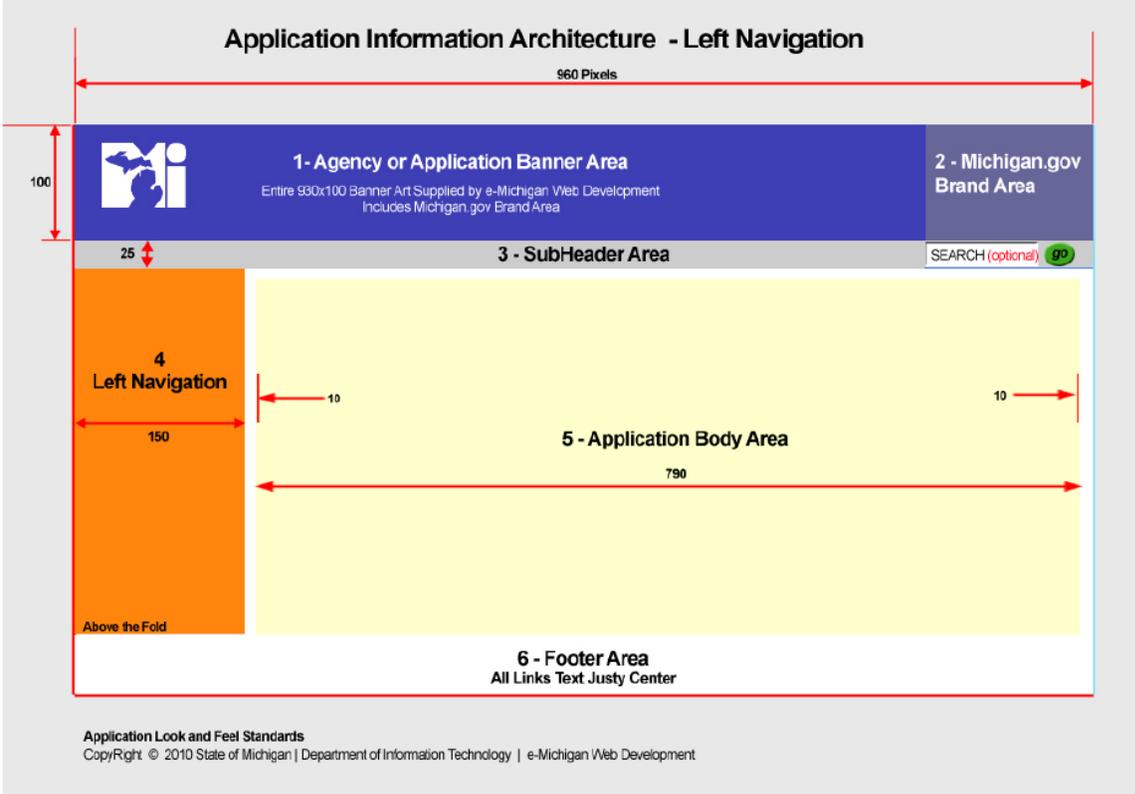




**Left Navigation**

Left Navigation should be utilized when the application requires the user to select from different sections yielding different results, or the application requires navigation to distinct sections.

The following illustration demonstrates the dimensional layout requirements:

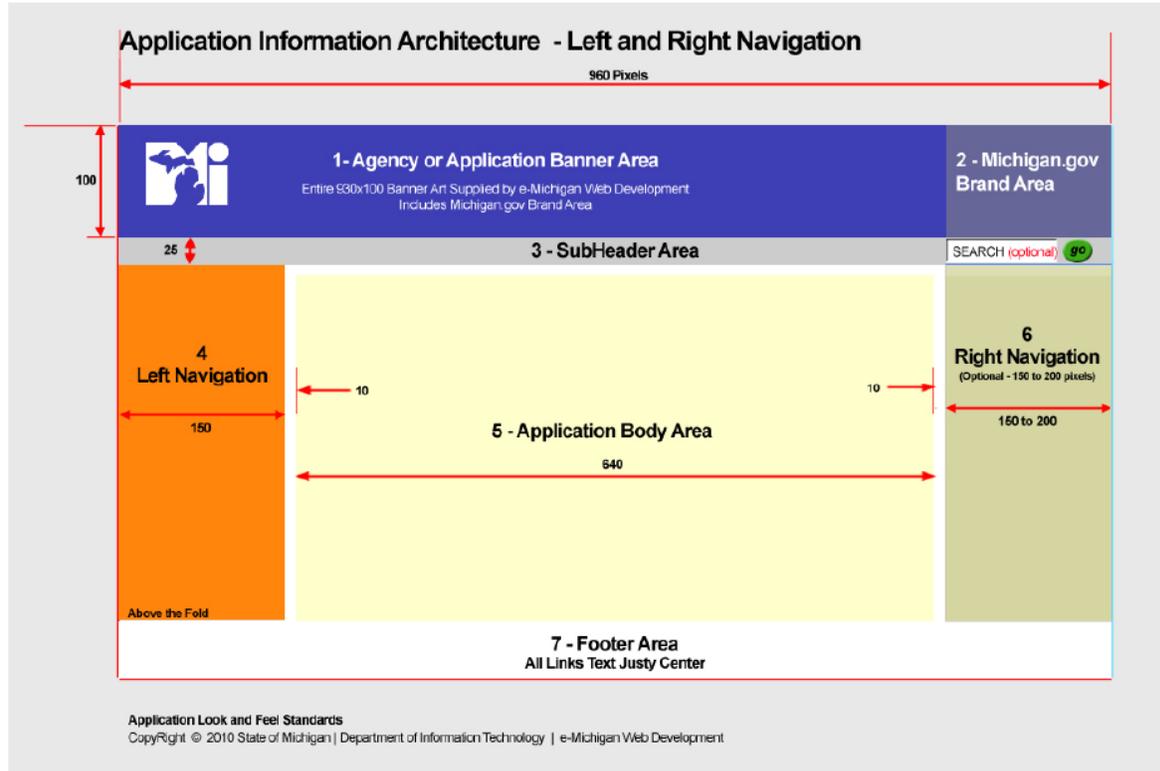




## Left and Right Navigation

In cases where the application requires the user to select from different sections yielding different results, or requires navigation to distinct sections, and the user will be provided additional links, related content or support information, the Left and Right Navigation can best accommodate this design.

The following illustration demonstrates the dimensional layout requirements:





## **Footer and Policy Links**

There are a number of policy elements that are included in the Michigan.gov brand. These are standard and required across all page displays. They are displayed within the footer and link to existing pages published on the Michigan.gov portal.

The Department of Technology, Management & Budget may occasionally update the policy language to ensure the state continues to follow new and updated state and federal law. Requiring applications to include links to this centralized policy language provides uniformity as well as ease of maintenance. The state can manage and maintain the policy language from a central location, relieving specific sites from updating their pages individually. It also presents uniform conditions to be met by all applications, regardless of their final host URL or location within the State of Michigan infrastructure.

By linking to these policies, applications are subject to compliance. Applications that deviate from these standards should be modified to correct any discrepancies. It is critical that agencies consider the implications of these policies as early in the design process as possible.

### **Privacy:**

- Form transactions that require personally identifiable information such as name, address, email or phone number
- Critical identification such as social security number, drivers license number
- Credit card number, banking ID or account numbers, Date of Birth
- Monitoring of web access based on an individual users
- Collection and storage of email addresses for contact at a later time

### **Accessibility:**

- Use of text equivalents, alternate text, drop down menus, java scripts and pop-up windows
- Compliance with the W3C Level A Priority 1 Checklist
- Multimedia equivalents
- Relative text sizing
- Color contrast of text and background cell colors

### **Security:**

- Disclosure of personally identifiable information
- Unauthorized access to state data – penalty of law
- Hacking or attempts to maliciously alter data or systems
- Insure integrity of data transmissions between e-government applications
- Note: Please contact Michigan Cyber Security (MCS) to get answers to any of your security policy questions.

### **Linking:**

- Suitability of information linked to from your site
- Opening new windows when leaving state sites
- Policies for advertising and exposure to potentially offensive material



**Footer Size and Location**

All State of Michigan Policy links and combined Sub Header Utility links must appear at the bottom (footer) of all pages used in an application. This area appears centered directly under the main body content area of the application in three (3) lines of text.

This provides users with easy access to all utility Sub Header links even after scrolling to the bottom of a page. It also provides the state with a typical uniform location for posting policy links of this type.

The Michigan.gov Home, State Web Sites and all Policy links must always point to the originating Michigan.gov URL to maintain absolute version control of official State of Michigan online service policies. These policies (source code) should never be copied, altered or placed directly into the originating application.

Additionally, links that support the applications that appear in the Sub Header should be included in this array.

Embedded HTML Links: Arial, font-size -2, Font color # 000000

**Required Site Specific Footer Links - Line One (1)**

	Link URL points to:
Michigan.gov Home	<b>REQUIRED:</b> <a href="http://www.michigan.gov/">http://www.michigan.gov/</a>
[ApplicationName] Home	<b>REQUIRED:</b> Home page URL – this link allows the user to return to the opening page of the site no matter how far into the site they have navigated. It appears fixed in the sub header for this reason.
Contact [ApplicationName] EXAMPLE: Contact MDA	<b>REQUIRED:</b> Points to the contact information page within the application. This page should contain information that would assist users in calling, faxing or emailing with questions or problems with the application process, online service or site problems. Contacts may also point to pages on other sites, such as the parent agency Contact page.
State Web Sites EXAMPLE: State Web Sites	<b>REQUIRED:</b> <a href="http://www.michigan.gov/som/0,1607,7-192----A,00.html">http://www.michigan.gov/som/0,1607,7-192----A,00.html</a>  This link provides access to all state sites currently supported by the Michigan.gov portal environment, including all Boards and Commissions. This is part of the state’s “No Wrong Door” design policy that promotes cross-linking and allows users to gain access directly to agency sites by name.
Other utility links such as FAQ, Site Map etc.  NOTE: These are suggested links. If none exist for the application, then none should be listed. However, any valid utility link should go in this area.	<b>OPTIONAL:</b> Points to their respective pages within the application. FAQ’s may also point to FAQ engines on other sites, such as the parent agency FAQ pages. The same follows for Site Map.

**Required Policy Footer Links - Line Two (2)**



Link Name	Link URL
Privacy Policy	<a href="http://www.michigan.gov/privacy">http://www.michigan.gov/privacy</a>
Link Policy	<a href="http://www.michigan.gov/link">http://www.michigan.gov/link</a>
Accessibility Policy	<a href="http://www.michigan.gov/accessibility">http://www.michigan.gov/accessibility</a>
Security Policy	<a href="http://www.michigan.gov/security">http://www.michigan.gov/security</a>

**Required Footer Copyright - Line Three (3)**

Copyright © 2001-2013 State of Michigan

Note: Copyright dates should span the go-live year to the current year.

Complete Footer Example:

[Michigan.gov Home](#) | [Application Home](#) | [Contacts](#) | [Agency Home](#)  
[Accessibility Policy](#) | [Privacy Policy](#) | [Link Policy](#) | [Security Policy](#)  
 Copyright © 2001-2013 State of Michigan



## **Core Policies**

### **Security Policy**

Sites that require basic and elevated levels of security should involve Michigan Cyber Security (MCS) in the design process as early as possible, so that network security and privacy issues can be addressed correctly and in a timely manner.

#### MCS Contact Information

Rock Rakowski  
(517) 373-8059  
[Rakowskij@michigan.gov](mailto:Rakowskij@michigan.gov)

The Michigan.gov web site contains the most recent and approved security policy now in force with the State of Michigan, and a link to this policy is required to appear on all application and web site footers.

The policy reads in part:

These measures are designed and intended to 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, and to provide reasonable protection of private information that is in our possession.

More important is the language contained within the Security policy. It explicitly regulates the type of access citizens are guaranteed to obtain and the expectations they have when transacting or conducting official State of Michigan business on line through the Internet.

Unauthorized access or attempts to alter or hack systems is monitored by MCS and Michigan Law contains penalties for internal intrusion or destruction of data. Additionally, citizen information must be protected and safeguarded from both internal and external threats.

#### **High Level Security and 128 bit Encryption**

For security and 128 bit encryption requirements, some applications can and should be accessed only with certain browser versions. The state allows for these exceptions provided:

In the opening page, clearly identify the browser version requirements to transact secure state business and provide the correct privacy and support information detailing the need for specific browser versions.

Provide and maintain links to specific commercial software sites that allow the download and installation of specific browser versions needed to maintain application security.



## **Privacy Policy**

The state has a privacy policy that remains in place for all web sites and applications. It refers mainly to issues regarding the collection and use of private information gathered from users visiting official State of Michigan sites. Be sure to read, review and understand the stated policy. Development Teams should consider the following general criteria when designing sites:

Information Collected Automatically

Information Voluntarily Submitted

Cookies

Information Sharing and Disclosure

All carry intended expectations and should be thoroughly examined to be sure that a user's information is properly obtained and if voluntarily submitted, properly safeguarded against unlawful use or distribution to third parties. It is critical that the State of Michigan maintain this expected trust between citizen, business and government.

## **Linking Policy**

Applications and sites may link to third party sites if information contained in those sites are relevant and valuable in supporting the user in conducting and completing official State of Michigan business. Many sites are part of official state contracted business providing insurance or licensing services to the state, or have been specifically engaged by the state to provide online support services or commodities.

Links to any sites outside the explicit control of the State of Michigan are required to open in a new and separate browser window.

Additionally, sites that are linked to from an originating State of Michigan site or application must be periodically reviewed for suitability and content. Advertising and other material posted by a third party site are not under the control of the State of Michigan, but may be perceived as such by end users.

Care and attention should be given whenever third party sites are linked to from official State of Michigan sites. The State of Michigan makes no commercial endorsements nor participates in advertising or promoting commercial sites for the benefit of the third party site owners. The inclusion of vendor logos and links to commercial sites with the intent to promote sales is not supported.

Examples include:

- Links to Other Governmental Units & Educational Institutions
- Links to Private Organizations (if these organizations offer services that complement the information or services offered by Michigan)
- Links to Non-Profit Organizations

## **Accessibility Policy**

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.



**Logos and Branding of 3<sup>rd</sup> Party Applications**

Agencies contracting with outside vendors to build applications for the State of Michigan are prohibited from including the vendor’s logo or brand image on the site, or from providing links to the vendor’s commercial web site.

There may be rare circumstances where the State will accommodate branding solutions for third-party commercial off the shelf software. The State will evaluate these circumstances on a case-by-case basis. The State retains absolute authority in making a decision on branding accommodations and exceptions. All determinations made by the State are final. Please contact eMichigan Web Development for a more detailed analysis and potential solution.

Branding exceptions only apply to branding elements. There are no exceptions for not meeting the State of Michigan Accessibility and ADA compliance requirements.

Sites that wish to link to any official State of Michigan site may do so but must observe the policy restrictions. Please read and observe the policy language for compliance.

**Michigan.gov Domain Name URLs (Marketing URLs)**

Agencies are **not** to purchase .com, .org, .gov domain names for state applications or websites. The Department of Technology, Management & Budget has ownership of the Michigan.gov domain and makes it available to agency applications, even if not part of the Michigan.gov technology platform.

A Michigan.gov standard URL can be created to redirect users to applications hosted on state servers or outside systems. Example, applications including domain address URL’s such as <www.state.mi.us/agency/appName>.

These URLs are intended to make it easier for applications to be advertised and marketed to constituents, through point of sale, radio, print, and TV advertising or official state government press releases.

Users are typically notified of updated online services through press releases, agency Public Information Officers, event publications or direct mailings. In order to make the URL as memorable as possible, the Michigan.gov domain is used as a “marketing redirect” to the final application URL.

URLs can include names or familiar acronyms that quickly and easily direct users to the site. This free service is provided by the eMichigan Web Development Team and can be put into production within 1-3 days. Contact the eMichigan Web Development office to receive more information at (517) 241-5782.

EXAMPLES:

Michigan.gov redirect URL	Final destination URL
<a href="http://www.michigan.gov/dnrestore">www.michigan.gov/dnrestore</a>	<a href="http://apps.michigan.gov/MichiganeStore/public/Home.aspx">http://apps.michigan.gov/MichiganeStore/public/Home.aspx</a>
<a href="http://www.michigan.gov/agcharitysearch">www.michigan.gov/agcharitysearch</a>	<a href="http://www.ag.state.mi.us/CharitableTrust/">http://www.ag.state.mi.us/CharitableTrust/</a>
<a href="http://www.michigan.gov/healthwatch">www.michigan.gov/healthwatch</a>	<a href="https://sso.state.mi.us/prod-bsltpublic/blankslatepublic/">https://sso.state.mi.us/prod-bsltpublic/blankslatepublic/</a>



## Copyright

All content displayed or information transacted through the use of electronic means by way of a web site, application or e-commerce site are the property of and copyright protected by the State of Michigan under the federal laws and U.S. Copyright Law and Related Laws Contained in the United States Code.

Refer to the following web site for detailed information regarding Copyright:

<http://www.copyright.gov/>

The State of Michigan policy on copyright protection insures that information is not captured and reused by third parties that portray themselves as an official State of Michigan agent. The information contained within any official State of Michigan web site is published for the users own personal use.



### Screen Resolution

The 1024 x 768 pixel monitor resolution is the state's application build standard. All official State of Michigan Web Sites and Applications must conform to this **minimum** display standard.

As a minimum operating standard, applications must be able to perform all functions, display necessary attributes required to conduct official state business and display all general content within this resolution framework. This includes all input and output data displayed as either tables, rows and columns, functional input fields, security authentication, radio buttons and select boxes, search results etc. In short, the application must be fully functional in this screen mode setting, along with vertical scroll bars.

### Vertical and Horizontal Scroll Bars

Typically, scroll bars are utilized to view any part of the screen that falls outside a screen dimension. That is, content or other information that falls vertically "below the fold".

"Below the Fold" refers to that area at the bottom of the browser screen that limits what can be displayed to the user. This is analogous to the print newspaper publishing term that describes how a newspaper is folded in half for point of sale.

Good newspaper editors know that if a story is to grab the attention of readers, it needs to be "above the fold". Everything below the fold is just more information. Combined with large headline type, the story is easily viewed by a customer walking past a newsstand or inside a newspaper vending machine.

The same idiom holds true for the Internet as a communication channel, so the term has been applied to the electronic publishing industry as well.

Web designers should manage to include as much of the site's information "Above the Fold" as possible. This offers the user ease of access to critical information without scrolling.

Applications should avoid horizontal scroll bars appearing at this minimum resolution, or any higher resolution. Horizontal scrolling causes many usability conflicts and is considered a poor application of information architecture. Users will often miss details or valuable information if displayed off the screen and will constantly be required to move the screen to see all of the information. The net result is users tend to avoid sites that require too much scrolling.

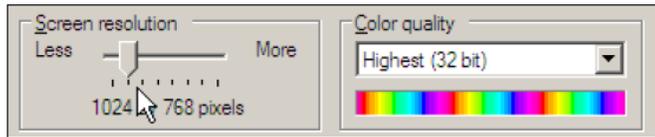


### ***Fixed vs. Liquid Design***

Applications should not be designed for operation that requires screen resolutions higher than 1024x768. Fixed table spaces, rather than 100% settings, are recommended to accommodate the majority of users that access web site content or conduct business with official State of Michigan sites and applications.

Recent end user surveys indicate that the trend is for home PCs to match the already higher resolutions of work PCs. More PCs are shipped with higher graphics capabilities and the market is saturated with better display technology. For instance, the Optimal Preset Resolution shipped with the market leader of today's home office PC is 1024x768.

This does not eliminate the fact however that millions of PCs with older monitors are still in use. Therefore, applications should not be designed to operate exclusively at the higher settings.



### ***Browser Compatibility***

Development Teams must accommodate the latest browser versions as well as pre-existing. To ensure that users with older browsers are still able to access online services, applications must, at a **minimum**, display and function correctly in the following browsers:

Microsoft Internet Explorer 8.X  
Firefox 3.0.X  
Chrome 3.0  
Safari 4.x



**Common Browsers Accessing Michigan.gov**

The state receives high-volume traffic from a variety of ISP's (Internet Service Providers) as well as a full range of browser versions, the bulk of which use IE. The following lists the most common browser versions accessing the Michigan.gov domain in order of highest to lowest.

Browser	Browser Version	Visitors 10/1/2012 to 12/31/2012	% of Parent Group Sessions
INTERNET EXPLORER	-	15,664,658	55.47%
INTERNET EXPLORER	8.0	7,666,417	48.94%
INTERNET EXPLORER	9.0	5,734,177	36.61%
INTERNET EXPLORER	7.0	1,726,780	11.02%
INTERNET EXPLORER	6.0	444,795	2.84%
INTERNET EXPLORER	10.0	87,766	0.56%
SAFARI	-	3,446,120	12.20%
SAFARI	6.0	1,527,101	44.31%
SAFARI	5.1	483,126	14.02%
SAFARI	5.1.7	373,154	10.83%
SAFARI	6.0.2	164,476	4.77%
SAFARI	5.0.2	155,899	4.52%
SAFARI	6.0.1	139,773	4.06%
SAFARI	5.0.6	130,155	3.78%
CHROME	-	3,074,088	10.89%
CHROME	22.0.1229.9	1,067,810	34.74%
CHROME	23.0.1271.9	934,118	30.39%
CHROME	23.0.1271.6	568,049	18.48%
CHROME	22.0.1229.7	297,560	9.68%
CHROME	19.0.1084.5	26,985	0.88%
FIREFOX	-	2,899,430	10.27%
FIREFOX	16.0	1,274,792	43.97%
FIREFOX	15.0	543,572	18.75%
FIREFOX	17.0	525,798	18.13%
FIREFOX	14.0	95,701	3.30%
FIREFOX	12.0	95,410	3.29%
FIREFOX	3.6	76,246	2.63%
FIREFOX	13.0	55,610	1.92%
ANDROID	-	2,654,079	9.40%
ANDROID	4.0	2,550,670	96.10%
ANDROID	5.0	5,452	0.21%
ANDROID	3.1.2	3,950	0.15%
AOL	-	227,629	0.81%
AOL	9.7	87,270	38.34%
AOL	9.6	84,509	37.13%
AOL	9.0	28,953	12.72%
OPERA	-	71,703	0.25%
SILK	-	65,293	0.23%
RIM	-	52,960	0.19%
UP.BROWSER	-	34,914	0.12%
NETFRONT	-	15,544	0.06%
WEBOS	-	10,756	0.04%
OBIGO	-	8,097	0.03%



## Accessibility and ADA Compliance

### Overview

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 of the Rehabilitation Act requires access to electronic and information technology procured by Federal agencies. The Access Board developed accessibility standards for the various technologies covered by the law. These standards have been folded into the Federal government's procurement regulations.

On August 7, 1998, the President signed into law the Rehabilitation Act Amendments of 1998, which cover access to federally funded programs and services. The law strengthens Section 508 of the Rehabilitation Act and requires access to electronic and information technology provided by the Federal government.

The law applies to all Federal agencies when they develop, procure, maintain, or use electronic and information technology. Federal agencies must ensure that this technology is accessible to employees and members of the public with disabilities to the extent it does not pose an "undue burden."

Section 508 speaks to various means for disseminating information, including computers, software, and electronic office equipment. It applies to, but is not solely focused on, Federal pages on the Internet or the World Wide Web. It does not apply to web pages of private industry.

<http://www.section508.gov>

In addition, the state conforms to the World Wide Web Consortium (W3C) regarding ADA accessibility and compliance. Consulting this body for the latest in news and updates regarding accessibility is highly recommended.

<http://www.w3.org/WAI>

Officially, the State of Michigan requires all web site content and applications to meet **Conformance Level "A" Priority 1 checkpoints** (all Priority 1 checkpoints are satisfied).

The State of Michigan uses the **Web Content Accessibility Guidelines 1.0** for all references to accessibility. In addition, the **Checklist of Checkpoints for Web Content Accessibility Guidelines 1.0** can assist developers in verifying that they have complied with all Priority 1 State of Michigan intentions with regard to this law.

<http://www.w3.org/TR/WCAG10/full-checklist.html>

### **Michigan.gov Content Management Application**

The Michigan.gov Content Management Application (CMA) and the corresponding Display Portal have built-in ADA compliance features that reduce the number of ADA compliance errors. By default, the display system was designed to comply with Level A Priority 1 Checkpoints. This allows content authors to create content without the need for constant checking and compliance verification. Site Administrators should, however, be well versed in the ADA standards and understand how to spot potential content that conflicts with the standard. Two examples where special care is needed to meet ADA compliance is when FORMS or complex tables are used.



### ***Various Disabilities to Consider***

In order to build an accessible website you need to include everyone regardless of their disability. Below is a list of the different types of disabilities that some web users have and some of the tools they use to view the web with:

- Visual
- Blindness
- Assistive technologies that “read” text elements in a page.
- Use Keyboard to navigate.
- Use Tab key to get from link to link.
- Low Vision
- Use software to enlarge the screen.
- Color Blindness
- Approximately 10% of men and 0.5% of women have some color blindness.
- Hearing
- Hard of Hearing/Deaf
- Cannot hear audio content.
- Don’t assume they know sign language
- Mobility
- Motor Impairments
- Use assistive technologies like:
- Raised spaces in between keys
- Puff and Sip switch
- Head switch
- Head wand
- Voice recognition
- Iris recognition
- Mouth stick and
- Trackball
- Cognitive
- Confused by complex visual layouts.
- Difficulty understanding lengthy text.
- Problems that affect ability to process visual information.
- Seizure Disorder
- Stimulated by quick movements such as animations, causing seizures.



## ADA Design Elements

- **Skip Navigation:** Place a Skip Navigation link (bookmark to the main body of the page) at the top of every page that will allow users to skip repetitive navigational links. (This is included in all content within the Content Management Application (CMA))

### Sample Skip Navigation Code:

```
<a href="#bodyBegin" style="color: White; font-size: 1pt; position: absolute; top: -100px; text-decoration: none;">Skip Navigation</a>
```

Note: This is sample code that will place the Skip Navigation link at the top of the page so that a screen reader can read it but it will not display in most browser windows.

- **TITLE** attribute: The TITLE attribute should be used on links and either TITLE or LABEL should be used on form elements (input, textarea, select area). When TITLE on a link, a tool tip will appear when the user mouses over the link and a screen reader will speak the TITLE information.

### Sample Title Code:

#### Link Example:

```
<a href="http://www.michigan.gov/" class="topnavlinks" title="Link to Michigan.gov home">Michigan.gov Home</a>
```

#### Form Field Example:

```
<input name="f01_Org" id="org" title="Please enter your Organization's name" tabindex="1">
```

- **FORM** elements
  - **FIELDSET** and **LEGEND** elements to group information. These elements can be used to group form fields on a form.

### FIELDSET and LEGEND:

```
<form>
  <fieldset >
    <legend><b>Organization Information</b></legend>
    ... Tables and form fields...
  </fieldset>
</form>
```

- **LABEL** attributes are a required attribute that are to be used on form elements.

Label attributes on input fields are read by screen readers in "Forms Mode". When screen reader is not in "Forms Mode", all text is read. In this case, the label a sighted person sees is read aloud. For this reason, all text labels should be placed prior to the input field associated with it.

**LABEL:**

```
<label for="org">Organization *</label>
```

```
<input name="f01_Org" maxlength="50" size="48" id="org" title="Enter your Organization's name" tabindex="1">
```

**LABEL in a table to format the form:**

```
<table>
```

```
<tr>
```

```
<td>
```

```
<label for="org">Organization *</label>
```

```
</td>
```

```
<td><input name="f01_Org" maxlength="50" size="48" id="org" title="Enter your Organization's name" tabindex="1">
```

```
</td>
```

```
</tr>
```

```
</table>
```



[TITLE](#) attributes can be used as an alternate to LABELS.

**TITLE:**

```
<input type="text" title="Type search term here"/> <input type="submit" value="Search"/>
```

**TITLE in a control to enter a phone number that has no LABELS:**

```
<fieldset>
  <legend>Phone number</legend>
  <input id="areaCode" name="areaCode" title="Area Code"
    type="text" size="3" value="" >
  <input id="exchange" name="exchange" title="First three digits
of phone number"
    type="text" size="3" value="" >
  <input id="lastDigits" name="lastDigits" title="Last four
digits of phone number"
    type="text" size="4" value="" >
</fieldset>
```

- [OPTGROUP](#) is an optional attribute for grouping item in a Drop-Down box.

[TABINDEX](#) attribute controls the order in which a user tabs through the form elements. Tab order should follow the logical order of the screen.

**TABINDEX:**

```
<input name="f01_Org" maxlength="50" size="48" id="org" title="Please enter your
Organization's name" tabindex="1">
```

```
<input name="f04_FullName" maxlength="50" size="48" value id="contact" title="Please enter
your full name" tabindex="2">
```



- [TABLE](#) elements will help with formatting table and assistive technologies navigate through a complex table.
  - [TH](#) tag
  - [Scope](#)
    - [Col](#)
    - [Row](#)
  - [THEAD](#) for repeated table headers.
  - [TFOOT](#) for repeated table footers
  - [TBODY](#) for other groups of rows

#### Example of a simple Table:

```
<table border="1" summary="Kids Birthday Chart">
  <caption>
    Kid's Birthdays</caption>
  <tbody><tr>
    <th scope="col">Name</th>
    <th scope="col">Age</th>
    <th scope="col">Birthday</th>
  </tr>
  <tr>
    <th scope="row">Billy</th>
    <td>5</td>
    <td>May 8</td>
  </tr>
  <tr>
    <th scope="row">Mary</th>
    <td>7</td>
    <td>April 12</td>
  </tr>
</tbody></table>
```

Name	Age	Birthday
Billy	5	May 8
Mary	7	April 12

#### Form Validation

Form validation methods include error messages, alert dialog boxes and server side script.

An alert dialog box is read by a screen reader, alerting the user a field has not been completed correctly. It then returns the user to the form when the dialog box is closed. If only an error message is displayed on the form, the screen reader may not read the error message and the user

will never be aware of why the form will not submit.

Server side scripting can be used as well as a precaution for those users that have disabled JavaScript. After the server side script validates the information from the form it then displays the feedback on another page.



## Font Standards

- The State default font family standard is Arial  
CSS rule: `font-family: Helvetica, Verdana, sans-serif;`
- Text should be left-aligned. Center-aligned text must be avoided.
- Font styles such as but not limited to: *comic sans*, *calligraphy*, *scripts*, *brushes*, **BLOCK**, or **OVERSTYLED** typefaces must be avoided and are not business appropriate for official State of Michigan business.
- Blinking and moving text are an accessibility problem for people with photosensitive epilepsy and visual impairments and must be avoided.
- Font colors should adopt the look and feel of the parent agency site and must provide optimum contrast against the background color. Body text default colors, unless otherwise specified within the application style or server side includes, should be black (#000000) text on a white background.

## Relative Font Size

Different browsers may not display font size consistently. If you want your site to be usable and accessible you will want to allow users to resize text.

NOTE: IE DOES NOT SUPPORT RESIZING OF TEXT IN PIXELS.

The base font-size for the site should be set up in the body element in the site style sheet. The default browser base font is 16 pixels. Most developers see this as too large. Designers use the body element in the CSS to set the initial size of the text.

Using CSS, take the default browser text size of 16pt and work with this to control the size of typography. First the body tag is used to reduce the default size to 62.5% of 16px , 10 px

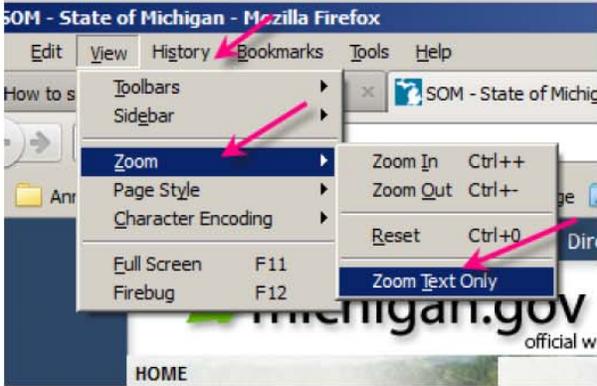
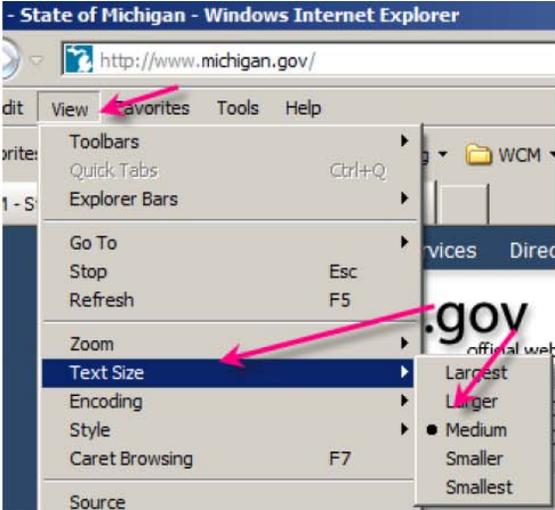
```
body{font-size:62.5%} /*This sets the base font to 10px (16 x .625)*/
```

This results in a default size of 10pt, which makes creating new rules and managing CSS rules easy. Notice in the example below how sizes are computed using the em measurement to become larger or smaller than the base font size. An em is a sliding measurement of the width of a font.

```
p {font-size:1em} /* This keeps the font at 10pt */
H1 {font-size:2em} /* displayed at 24px */
H2 {font-size:1.5em} /* displayed at 18px */
H3 {font-size:1.25em} /* displayed at 15px */
H4 {font-size:1em} /* displayed at 12px */
.small {font-size: 0.8em} /* This decreases the font to 8pt */
```

When using [CSS](#) it is recommended that font size be set using either the em or a percentage.

Below are examples of font size selection capabilities as seen in Microsoft's Internet Explorer and FireFox browser platforms – use of relative font sizes embedded within the HTML satisfies one of the state's ADA requirements.



Internet Explorer: View > Text Size. Then select from Largest to Smallest.

Firefox: View > Zoom > Zoom Text Only. Then use plus and minus keys for text size.



This is normal font display for this site.

This is using the View>Text Size feature in IE with the text size set to largest. Notice the words in the artwork do not change size.

**Color Contrast - Color Blindness**

For the purposes of ADA compliance, contrast for all text in the main body areas should default to black text on a white background. Black text on a white background yields the highest contrast and makes for easy transition from screen to



screen. Colored text for body content can be used to emphasize important instructions or information that readers should pay attention to, however careful attention should be paid to how these colors interact with each other.

“Color blind” users can have difficulty distinguishing between certain colors. Merely changing the color of text within a sentence may make text invisible to users. A better solution is to add important text cues.

For example: look at the following screen captures. The sites were tested using software that simulates a common form of color blindness (Deuteranope - a form of red/green color deficit). Notice how removal of most of the red impacts the color contrast of not only the images, but the supporting text as well.

All applications and sites should use colors that offer the highest text contrast. Avoid color combinations that make it difficult to distinguish text from cell color. Avoid text colors on similar color backgrounds.

“Normal” viewing

With Color Blind Filter ON



Note the overall reduced color contrast between colors in the navigation area as well as the red text that describes important information.

Effective Color Contrast - Designing for People with Partial Sight and Color Deficiencies:  
[http://www.lighthouse.org/color\\_contrast.htm](http://www.lighthouse.org/color_contrast.htm)



Don't assume that the lightness you perceive will be the same as the lightness perceived by people with color deficits. You can generally assume that they will see less contrast between colors than you will. If you lighten the light colors and darken the dark colors in your design, you will increase the visual accessibility.

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### **Accessible PDF Documents**

As of June 2011 there are approximately 151,000 PDF documents that are housed on Michigan.gov and that number is growing daily.

Adobe has significantly improved options for creating accessible PDF files, however most users with disabilities still prefer reading HTML rather than PDF.

PDF documents must include the proper tags and be structured so that a screen reader can read it properly.

A separate HTML version can be created as an extra option.

Resources on developing accessible PDF documents:

<http://www.deyalexander.com.au/resources/uxd/accessible-pdf.html>

<http://www.webaim.org/techniques/acrobat/>

<http://www.adobe.com>

To ensure all documents meet the SOM Accessibility requirements, it is recommended that you test all documents prior to making them available to the public on the web.

### **Common ADA Concerns**

- Provide text equivalents for all non-text elements
- Alternative Text (Alt text) for images.
- Use the Name and ID attributes.
- Use Labels on form fields
- Use of JavaScript in applications
- Creating accessible PDF documents



**ADA Compliance Testing Tools**

Many sites offer automated checking to test sites either already published or currently under development. It is important to remember that automated sites do not result in a blanket solution to compliance. The following text was taken from the W3C site on accessibility:

Please note: There is no tool that can perform a complete automatic checkpoint assessment. For instance, some checkpoints rely on an interpretation of what "important" information is, or whether the text equivalent for a non-text element is accurate.

It is also possible for automated accessibility checkers to register "false negatives" or "false positives" due to the type of mark-up on a page. For these reasons, the logos on this page are used to indicate only a claim of conformance made by the author of a page, not a machine-validated conformance.

Copyright © [World Wide Web Consortium](http://www.w3.org/) – www.w3.org/

The following accessibility sites are highly recommended for ADA testing and analysis. Development Teams should use these resources to evaluate and analyze designs. To achieve the best results, re-test after correcting any identified issues. By following these standards and guidelines for accessibility, web-based information can be browsed by everyone, including people who use assistive technologies such as screen readers, text readers and voice-activated devices. Benefits of this are verification of accessibility compliance with Section 508 standards or W3C accessibility guidelines.

<p><a href="http://wave.webaim.org/">http://wave.webaim.org/</a></p> <p>WAVE is a free web accessibility evaluation tool provided by WebAIM. It is used to aid humans in the web accessibility evaluation process. Rather than providing a complex technical report, WAVE shows the original web page with embedded icons and indicators that reveal the accessibility of that page.</p>	<p><a href="#">Accessible PDFs</a></p> <ul style="list-style-type: none"> <li>• Adobe, Acrobat, and PDF</li> <li>• PDF Tags</li> <li>• Converting Documents to PDF</li> <li>• Acrobat and Accessibility</li> <li>• Acrobat 7-9 and Accessibility</li> </ul>
<p><a href="#">Section508.gov Technology Tools</a></p> <p>Section508.gov provides several links to validation tools that can help you review your site. 508 compliance test of a website or web application must be completed using both automated and manual processes.</p>	<p><a href="#">Web Design and Applications</a></p> <p>This section also includes information on how to make pages accessible to people with disabilities (WCAG), to internationalize them, and make them work on mobile devices.</p>
<p><a href="#">Freedom Scientific</a></p> <p>Using the links on this can install and run the latest demonstration versions of JAWS®, MAGic®, and OpenBook® software.</p>	<p><a href="#">Effective Color Contrast</a></p> <p>Designing for People with Partial Sight and Color Deficiencies This web page contains basic guidelines for making effective color choices that work for nearly everyone.</p>



### **Testing your application for ADA compliance**

Many sites offer or feature descriptions on how to apply ADA compliance rules to building applications, however fewer exist to help developers actually test sites they have built.

### **Screen-reading Software**

Using a text reader allows individuals to “listen” to the web sites they visit. Synthesized voice technology, now common with almost all operating systems on personal computers, allow users to access sites through their web browser and have the text read to them through audio speakers.

The process can be tedious for users accustomed to viewing information, but extremely important to verify how text is spoken aloud. Avoid acronyms as they tend to be spoken incorrectly.

Sites that appear well designed and thought out actually become very cumbersome when this technology is applied. There are two recommended methods for testing applications using this technology. The most popular screen reader today is Freedom Scientific's JAWS® for Windows ([www.freedomscientific.com](http://www.freedomscientific.com)).

A free copy of this software can be downloaded from the site. The full version can also be purchased. Using the free version will allow developers and testers to see how their site performs using this tool. Using the TAB key, users can jump from one link to another, and with the ENTER key, follow a link. Poor tab order and other table structure problems are often revealed through this process.

There is no absolute ADA “PASS/FAIL”. Rather, careful analysis must be performed to evaluate the results of each successive test and then make the corrective action to modify the code to reach full compliance.

### **Linx Readers**

Another tool often used in conjunction with screen reading technology is Lynx. This software strips out all graphics that normally appear and simplifies the reading technology job. Many wireless devices also access the Internet using this type of technology. If you do not have Lynx (a non-graphical browser) on your server, developers can access the following site to test your pages to produce a document simulating how your page would be viewed in Lynx.

<http://www.site24x7.com/lynx-view.html>

Since all sites are unique, it will be incumbent on developers to verify that they have tested their site using this tool. Making a site flow smoothly using these tools will increase the accessibility of all state of Michigan applications and promote access for all citizens.



## **Checklist for reviewing applications and websites**

### **Banner**

- Banner image provided/approved by eMichigan?
- Banner image matches agency website?
- Includes Michigan.gov branding on right?
- Banner images includes link to agency site on left and Michigan.gov on right?
- Includes alt text on images?
- Appropriate size?

### **Sub header**

- Correct location?
- Include required links?

### **Main body**

- No horizontal scroll at minimum resolution of 1024x768?
- Display correctly at minimum resolution of 1024x768?
- Main info above the fold?
- Consistent look with parent site?
- Contains appropriate body gutter?

### **Footer**

- Includes required 3 lines?
- Includes required links?
- Includes short policy urls?  
[www.michigan.gov/link](http://www.michigan.gov/link)  
[www.michigan.gov/security](http://www.michigan.gov/security)  
[www.michigan.gov/accessibility](http://www.michigan.gov/accessibility)  
[www.michigan.gov/privacy](http://www.michigan.gov/privacy)
- Includes updated copyright date?

**Logos and branding**

- Vender logos/advertising not included?

**Browser Compatibility**

- Behaves consistently across all listed browsers?

**Additional Reviews**

- Michigan Cyber Security Review completed?
- Enterprise Architecture (EA) Assessment completed?

**ADA**

- Text equivalent for all non-text objects. (images, frames, videos)?  
(<http://webaim.org/techniques/alttext/>)
- All screens and options work correctly without using a mouse?
- Contains correct Skip Navigation link on every page?  
(<http://webaim.org/techniques/skipnav/>)
- Uses color contrast (Black text on white background?)
- Uses Relative font size (in Internet Explorer – View > Text Size adjusts all text)
- Sounds correct using screen reader?
- Form fields (input, select or text area) include title or label attribute?  
(<http://webaim.org/techniques/forms/controls>)
- Field labels/required asterisks placed prior to input fields?
- Tables include header and id attribute? (<http://webaim.org/techniques/tables/data>)
- Tab order follows the screen layout?
- Uses standard Arial font?
- Pop up messages take focus and are read aloud?
- PDFs processed using OCR?
- No quick moving/flashing content that could trigger a seizure due to some individuals' photosensitivity?



## Revisions

Date	Description
9-22-2011	Revision table added to the end of the document to include all future updates.
2-19-2013	Added: - Date and Version on first page - Responsive Design - Phone Number format  Changed OES to MCS  Updated: - Vendor logo text - Testing Tool sites - Browser Statistics
4-1-2013	Added Checklist
4-10-2013	Added link to Application Review Form, DTMB-3533



## POLICY 1460.00

Issued Date: July 31, 2003  
 Effective Date: September 1, 2003

### IT Resources Acceptable Use Policy Acceptable Use Agreement Acknowledgement

**1.0 Purpose:** This policy identifies acceptable use of State of Michigan Information Technology Resources, provides awareness of expected end-user behavior, and is also intended to safeguard IT data resources. This policy requires that end-users maintain respect for the privacy of protected citizen and employee information at all times. A cooperative effort from every employee is necessary to prevent misuse, eliminate the risk of liability to the State, and promote the efficient utilization of IT resources and information technology services.

**2.0 Revision History:**

<i>Date</i>	<i>Revision Number</i>	<i>Change</i>	<i>Reference Section</i>
31 Jul 03	00		

**3.0 Persons, Groups, & Systems Affected:**

- 3.1 All executive branch agency computer end-users; including employees, interns, vendors, contractors, and volunteers.
- 3.2 State hosted application specific end-user-agents at county and local units of government.
- 3.3 System and network administrators.
- 3.4 Lead-workers, supervisors, administrators, and managers at all levels.
- 3.5 DIT Office of Enterprise Security (OES).
- 3.6 All computing equipment, devices, systems, servers, and data networks.

**4.0 Policy:**

4.1 A primary mission of the Department of Information Technology (DIT) is to provide and support end-user computing devices, systems, applications, and network communications resources. These resources are for the official use by executive branch employees to meet the daily operational and business requirements of departments, agencies, and the various boards and commissions of the State of Michigan. Information technology resources provided to employees are for the purpose of delivering public services to the State's diverse groups of customers in a more efficient manner. Employees should have no expectations of personal privacy protection when using State owned IT resources.

4.2 Acceptable uses of IT resources include:

- A. Uses authorized by agency business units, with the exception of items listed in section 4.3.
- B. Personal use by employees for interaction with human resource, time accounting, compensation, and employee benefits and health administration programs managed by or administered for the State of Michigan.
- C. Access to information and transactions made available on the e-Michigan portals.



- D. Use of applications or access to information provided for general audience use on enterprise or agency intranet hosts.
- E. Access to Internet hosted on-line reference and information sources such as phone directories, on line dictionaries, or mapping and weather services if such use adds value to the business unit, increases employee efficiency, or legally avoids costs that would otherwise be incurred by the State of Michigan for such referenced services.
- F. Statutory and regulatory activities.

4.3 Unacceptable uses of IT resources include (but are not limited to):

- A. Any use of computer equipment that violates State or U.S. law and regulations are clear violations of acceptable use. The deployment, delivery, and use of technology resources within State of Michigan executive branch agencies is governed by statute and published procedures such as those contained in the DMB administrative guide or within specific department and work group policies. Computer end-users and their direct supervisors must be aware of and be accountable for the elements of these laws, regulations, policies, and procedures as they affect daily work and responsibilities related to the use of IT resources utilized within their line of business work group.
- B. Creating or forwarding of chain mail regardless of content, sources, or destinations. Posting agency information to external newsgroups, bulletin boards or other public forums without authority.
- C. Using equipment for personal profit, political fundraising, gambling activity, non-business related instant messaging or chat room discussions, and downloading or display of offensive material.
- D. Any use that violates public safety or compromises the privacy of legally protected resident or citizen information.
- E. Hacking systems and databases or acting to disrupt systems or cause unnecessary network congestion or application delays.
- F. Use of any remote control software on any internal or external host personal computers or systems not specifically set up by DIT staff using methods authorized by standard or policy.

4.4 All employees or computer end users shall be made aware of this policy and educated about its content and the impact of violations of acceptable use criteria.

- A. Awareness and education:
  - (1) Each executive branch end user is required to acknowledge this policy.
  - (2) Log in screen reminders (appendix 1) are required for periodically reminding employees of this and similar policies directly affecting end-users. These reminders will be presented on screen prior to or during the logging in routine.
  - (3) IT training sponsored by the State of Michigan may include a segment on this policy and good cyber-citizenship.
  - (4) Application specific security rules and procedures mandated by State of Michigan and federal regulations must also be rigorously adhered to in order to safeguard legally protected data resources from compromise and should be a part of agency sponsored privacy and security awareness efforts.
  - (5) Every user should perform due-diligence measures to contribute to a professional, safe, pleasant, and non-offensive IT user environment. Remember: e-mail is subject to the Freedom of Information Act (FOIA). E-mail and other information may still remain on your PC after deletion.
  - (6) Violation of this policy may result in agency-administered discipline up to an including discharge. Criminal or civil action may be initiated in appropriate instances.



B. Inadvertent and Erroneous use – End-users inadvertently directed to a web site that violates laws, regulations, or policies may claim erroneous use. Mistakes occur when using IT resources without any employee intent to violate policy. A claim of this type is only substantiated by connection times measured in seconds, rather than minutes when found in network, system, or application log audits done to verify or detect abuse. Report to supervisors or managers when un-intentional misuse occurs. Self-reporting is encouraged and may be done without consequence.

## 5.0 Definitions:

Agency- means executive branch entities including agency, department, board, or commission.

AIO – Agency Information Officer

Business Units - Supervised areas of related work responsibility as explicitly defined and delegated to them by executive branch agency directors, boards, or commissions of the State of Michigan.

Chain Mail- unauthorized non-government or NON-business related e-mail to large groups, the SOM address book, or to unspecified destination addresses that suggest that the receiver should further disseminate the message.

DMB – Department of Management & Budget

Due Diligence - activities that ensure the protection mechanisms are continually maintained, operational and applicable to state and federal laws.

Employees or computer end-users - includes the broad range of persons who are supplied with any IT resources or application access by DIT to accomplish State work and include all executive branch agency employees; including interns, vendors, contractors, volunteers, and agents at county and local units of government who are given password access to specific State of Michigan hosted applications.

Hacking -- Gaining or trying to gain unauthorized access to systems and databases either internal or external to the State of Michigan computer systems or networks for the purpose of viewing, stealing, or corrupting data.

IT systems or resources -- Data networks (over any media type); computer devices including: servers, hosts, laptops, desktops, handheld, or tablet pc; communication devices: phone, web phones, or pagers; and software applications accessed with any interface device.

Mass Mail- authorized State of Michigan business related e-mail to large groups or the whole SOM address book sponsored or originated within an agency business unit.

OHR – Agency Office of Human Resources

OES – DIT Office of Enterprise Security

OUs (operations units) -- describe any employee groups of DIT functions supporting specific agencies and/or applications.

Procedure 1460.00 Series

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## SOM -- State of Michigan

### **6.0 Responsibilities:**

6.1 Employee end-users -- must read this document, understand the expectations and take personal responsibility for adhering to the provisions of this policy. Each end-user will be required to acknowledge receipt of this policy and any agency specific addendums. All categories of employees must realize that misuse or abuse of IT resources may lead to department or agency investigation and initiation of legal or disciplinary actions. Be aware that computers assigned to you may also be removed from your office area for analysis.

6.2 Agents, contract staff, vendors, and volunteers – are required to adhere to this policy, acknowledge an awareness of this policy, however realizing the consequences of willful violation will be appropriate to their status.

6.3 Supervisors, managers, or directors -- make up the first line of accountability for staff compliance with this policy and shall require that all staff under their management read, and acknowledge the acceptable use agreement, and abide by the provisions of this policy

6.4 Agency OHR – shall support supervisors and managers as needed in the awareness and disciplinary enforcement of this policy.

6.5 DIT staff and OUs– shall report suspected violations to OES when found in the normal course of system support activity and assist OES with audits and enforcement actions when requested to do so.

6.6 Office of Enterprise Security (OES) -- shall receive and document reports of suspected abuse from any source and act as necessary on each reports. OES shall plan and supervise periodic system and network audits to detect potential abuse and shall use these audits to identify and investigate non-compliance with the provisions of this policy. Report incidents of abuse to agency DIT AIO, agency OHR liaison, and agency internal auditor, and where abuse may involve criminal activity to appropriate State of Michigan or other law enforcement officials. Assist in the collection and preservation of digital forensic evidence when requested by law enforcement officials.

6.7 Agency Business Units - shall ensure that all aspects of the IT Acceptable Use policy and standards are communicated to staff within their divisions and work groups.

6.8 Contracts Management and Purchasing Division – Holds the responsibility to communicate acceptable use policy to vendors and contract staff that will be using IT resources, emphasizing the need for ensuring compliance with this policy. Purchasing process shall include contract language requiring vendors' staff to follow acceptable use policies, and require that all vendor staff acknowledge the acceptable use agreement.

### **7.0 Procedures:**

The policy described in this section sets a minimum level of conformance that will be implemented across the State of Michigan enterprise. Agency work rules should support this policy direction and provide departmental guidance on how violations will be handled. Work rules or policies that are consistent need not be reissued. State Departments desiring to implement more restrictive policies regarding information technology resources may do so by coordinating with OEM prior to implementation.



This policy replaces policy 1310.16.

Authority is The Management and Budget Act, Public Act 431 of 1984, as amended, § 203.

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## Appendix 1

Sample Screen Acceptable Use Agreement login acknowledgement in Window or Banner:

<p><b>I have read and am fully aware of the STATE OF MICHIGAN</b></p> <p><b>Information Technology Resources Acceptable Use Policy</b></p> <p><b># 1460.00</b></p> <p><b>I understand that I am expected to <u>act in accordance with this policy</u> when using State of Michigan computing equipment and applications at all times.</b></p> <p>Full Policy Available at: <a href="http://Michigan.gov/pcpolicy">Michigan.gov/pcpolicy</a></p>
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\* Please note, ideally the on screen AUA banner should include a link to the complete policy document.