

## Exception Request for COIT Policies or Standards

This form provides COIT with the information needed to analyze requests for exceptions to COIT policies, standards, procedures or approved products.

**Title:**

Web Site Policy Exception.

**Department Contact Information:**

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**Urgency of Request:**

(Are there any specific dates that affect this request?) Need decision ASAP due to consultant (See Q4 below)

Please provide the following information. The responses can be as long as needed. Additional information can be attached and referenced.

1. Identify the specific elements of the policy or standard from which the organization is requesting an exception.

Exception to 'using the City's web content management system maintained by DTIS' and 'using the City's web content management'.

Exception to using servers maintained by DTIS.

It should be noted that the HSA web sites will meet accessibility standards, will be accessible via the SFGOV.ORG web site, and when accessed in this manner will have the DTIS navigation frame providing a basic compatibility with SFGOV.ORG.

2. Provide a description of the proposed solution or technology that is being requested, including technical details.

Replace with 'using the Department's web content management system.' The specific content management solution in use by the Human Services Agency is the RedDot Content Management System. This content management system allows us to use other technologies

to perform critical business functions. These technologies are Cold Fusion MX, C#, and SQL Server. The business requirements these technologies enable are:

- ❖ Ability to have content changes reviewed and approved by HSA managers before the content is posted.
- ❖ Ability to have content authors and editors with security permissions that only allow them to control the content for their area (e.g. to separate Food Stamps content authors from MediCAL authors).
- ❖ Ability to post content with start and end dates; i.e. content is automatically viewable at the start date and automatically removed at the end date.
- ❖ Ability to version content items, restore a previous version, back out a version.
- ❖ Ability to have content vetted for conformance to accessibility standards before content is approved for posting.
- ❖ Ability to have content maintained in multiple languages.
- ❖ Ability to interface with a database
- ❖ Ability to use secure FTP to transfer data from the database server
- ❖ Ability to have San Francisco residents scan in documents and attach them to applications for benefits.
- ❖ Ability to have community partners access benefit applications and scanned documents and to download them.
- ❖ Ability to use analytics down to the page level. Some of the major requirements are identifying the source of applications; tracking the path that users take through the web site; identifying the language of site users; providing the length of time spent on individual web pages, the time spent going through a benefit screening process, and the time spent in completing an application. Being able to cross tab times with user languages; identifying documents that are downloaded.
- ❖ Ability to automatically check for dead links.

3. Explain why the policy or standard exception is needed and the consequences if the exception is not approved.

The exception is needed because the City's web content management system can not support the functionality and business requirements of the Human Services Agency. This functionality will allow citizens to determine if they may be eligible for benefits, to apply on-line for benefits and, in the future, will allow clients on-line access to their benefit status. The consequence if the exception is not approved is that the City and County will fail to provide citizens with efficient e-government.

4. Describe the financial impact to the department if the exception is granted and if not granted?

If the exception is not granted there will be a negative impact on outreach efforts and higher workloads for social workers who must provide information to citizens that they could get on-line.

HSA retained a consultant six months ago to update the Agency website. A portion of the consultant's work that HSA has already invested in will have been wasted if we are now required to change course midstream.

5. Explain why is it in the best interests of COIT to grant the exception?

COIT should support the benefits to the public and the benefits to the Human Services Agency. In addition there are benefits to DTIS because the exceptions will reduce the workload on DTIS web servers and the technical support demands made upon the DTIS web support staff.

6. Describe how granting, or not granting, the exception impacts the agency IT plan.

Granting the exception contributes to facilitating the outreach goal of the agency and the core values of providing customer service and partnership with community agencies.

7. Describe granting, or not granting, the exception impacts the organizations policies, standards, procedures, guidelines, finances, etc.

Not granting the exception will result in the following negative impacts:

- ❖ Wasted consultant work in changing designs from the current HSA content management system to the DTIS content management system.
- ❖ Complete redesign of other HSA web sites: the One Stop site, <http://www.onestopsf.org> and the Working Families Credit web site <http://www.workingfamiliescredit.org> . There is no budget for this redesign.
- ❖ Reduced outreach from a redesign of the One Stop and Working Families Credit web sites. These sites were deliberately designed to be different from SFGOV.ORG as well as SFHSA.ORG based upon research that more people apply for benefits when they do not believe these benefits were 'going on welfare.'
- ❖ The citizen benefit screening and application web site (Food Stamps, MediCAL, EITC, WFC, School Lunch, and WIC) will have to remain external to the city content management system because of the requirements for higher functionality. If the main HSA web sites are forced to use the DTIS content management system then integration will not be possible resulting in addition work in maintaining these sites.
- ❖ Multi-language support will be inefficient. HSA is relying on the analytic capabilities of the existing content management system to prioritize the web pages to translate since we do not have the budget to translate the entire site.

