**COMMONWEALTH OF MASSACHUSETTS**

EXECUTIVE OFFICE OF ADMINISTRATION AND FINANCE

MASSACHUSETTS OFFICE OF INFORMATION TECHNOLOGY

MassIT Product Definition

**Mass.Gov Website Hosting**

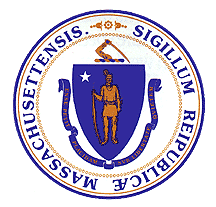


Table of Contents

[1. Introduction 3](#_Toc399408796)

[1.1 Purpose & Scope 3](#_Toc399408797)

[1.2 Document Ownership 3](#_Toc399408798)

[2. Product Offerings 4](#_Toc399408799)

[2.1 Description of Product 4](#_Toc399408800)

[2.2 Supported Versions of Product Components 5](#_Toc399408801)

[2.3 Service Targets 5](#_Toc399408802)

[2.4 Service Reporting 6](#_Toc399408803)

[2.5 Service Requests 6](#_Toc399408804)

[2.6 Metrics Reporting (New Reports for FY15) 7](#_Toc399408805)

[3. Customer vs. MassIT Responsibilities 7](#_Toc399408806)

[3.1 Detail Customer VS MassIT Responsibilities 7](#_Toc399408807)

[4. Chargeback Rate Information 9](#_Toc399408808)

# Introduction

Mass.Gov website hosting is available for state agencies, constitutional offices, district attorneys, sheriffs and other state/county offices and associations.

## Purpose & Scope

The purpose of this document is to describe MassIT’s Product offerings for Mass.Gov Website Hosting.

## Document Ownership

This document is owned by the Mass.Gov Director:

Joseph Galluccio

[Joseph.Galluccio@MassMail.State.MA.US](mailto:Joseph.Galluccio@MassMail.State.MA.US)

Manager Mass.Gov Services

This document is reviewed and approved by the Line of Business Director for Mass.Gov Services:

Karthik Viswanathan

[Karthik.viswanathan@massmail.state.ma.us](mailto:Karthik.viswanathan@massmail.state.ma.us)

Deputy CIO

# Product Offerings

## Description of Product

Mass.Gov is responsible for providing a secure, high availability web hosting and web publishing platform, training and documentation of best practices and guidelines. We are responsible for keeping all products up to date and ensuring they comply with all relevant enterprise standards and policies.

Mass.Gov provides website hosting for two types of public facing sites:

**"Portalized" sites**

These sites make full use of the Mass.Gov content publishing toolset and Mass.Gov branded templates, and have a user-focused Mass.Gov information architecture. Sites are built and maintained using the Percussion CM System CMS. Content is separate from presentation. Presentation (display) is fully controlled via the portal templates, cascading style sheets, and JavaScript, which provide not just consistency, but "built in" accessibility for navigation and display.

##### This service includes:

* Percussion Content Management System for content authoring.
* Citizen Alerts.
* Portal User Group, Lead Site Administrator Group, and Portal Advisory Board.
* Link checking, spell checking and limited accessibility checking from SiteImprove.
* Periodic content archiving from ArchiveIt.org.
* Web form processing.

**Conventional HTML websites**

These sites are conventionally coded in HTML. Content may or may not be separate from presentation. Site administrators are responsible for ensuring that presentation code and content comply with Commonwealth Web Accessibility Standards. An FTP / WebDAV connection is used to store web files and publish to production. Content development/maintenance may take place on separate agency-owned servers.

**Blogs**

Mass.Gov provides and hosts standardized blogs for customers of our website hosting service. These blogs are based on WordPress and leverage a consistent layout and design. Blog provisioning is based on the approval of a blog governance and publication plan. Blogs should be requested by Lead Site Administrators or by a site’s Portal Advisory Board representative.

### Services Not Included

1. Hosting of applications
2. Support for content or transactions requiring authentication

## Supported Versions of Product Components

All system requirements are detailed on the [support wiki](https://wiki.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/System+Requirements).

## Service Targets

Note: An expected minute of unavailability refers to planned as well as unplanned unavailability.

|  |  |
| --- | --- |
| **Service Requirement** | **Description** |
| Content delivery | This allows public access to [www.mass.gov](http://www.mass.gov/) including search functionality.  Service availability hours are 24 x 7 excluding planned maintenance and unplanned outages which occur during non-business hours. Customers will be notified of planned maintenance via email lists. |
| Content authoring | This is the ability of content authors to make changes to their content.  Service is available 24x7 excluding planned maintenance and unplanned outages which occur during non-business hours. Customers will be notified of these changes via email lists. |
| [Incident Management](http://www.mass.gov/?pageID=itdintranetterminal&L=4&L0=Home&L1=IT+Service+Management+(ITSM)&L2=ITD+Services+Catalog&L3=Support+Services&sid=Aitdintranet&b=terminalcontent&f=services_catalog_supp_serv_operations&csid=Aitdintranet#incident management) | MassIT Service Management Office has standard processes to managing incidents, requests, change orders and problems |
| Planned Maintenance | **Mass.Gov Environment:** Maintenance is performed periodically and is scheduled using the MassIT change management process. During maintenance, services are generally not impacted. Any planned maintenance that impacts services will be described on our support page on the wiki. |
| Daily Backups | Backups are performed daily and require no downtime. |

## Service Reporting

The following reporting information is provided to customers as part of this service:

|  |  |  |
| --- | --- | --- |
| **Report** | **Description** | **Reporting Interval** |
| Disk Storage Report | This report shows file storage in each directory. This is used as one factor to determine chargeback.  An ancillary report for portalized sites only shows the largest document content items per site.  See: <https://wiki.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/Web+Analytics+and+Metrics> | Published monthly |
| Web Usage Metrics | This report shows traffic to a site including requests and bandwidth. Bandwidth in this report is used as one factor to determine chargeback.  See: <https://wiki.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/Web+Analytics+and+Metrics>  Given the limitations of current web usage metrics, we are encouraging all sites to make use of Google Analytics and we may limit generation of web usage metrics based on log data to include only details related to chargeback billing. The Portal Advisory Board will be consulted prior to any decision on major changes to these reports. | Published monthly |

## Service Requests

|  |  |  |
| --- | --- | --- |
| **COMiT Request** | **Description** | **Lead Time-Business Days** |
| Request New Mass.Gov Content Management Author Login | This is a request for a new content author login using tools used to publish content to the website. | 4 Days |
| Mass.Gov Technical Support | This is a request for technical support for a Mass.Gov hosted website, application or service. | Lead time depends on specific request |

## Metrics Reporting

|  |  |  |
| --- | --- | --- |
| **Performance** | **Description** | **Measurements** |
| Not available at this time. |  |  |

|  |  |  |
| --- | --- | --- |
| **Availability** | **Description** | **Measurements** |
| Not available at this time. |  |  |

# Customer vs. MassIT Responsibilities

## Detail Customer VS MassIT Responsibilities

|  |  |  |
| --- | --- | --- |
| **Responsibilities** | **Customer** | **Mass.Gov** |
| Maintain up-time of all Managed Components |  | X |
| Management and operation of a disaster recovery environment. |  | X |
| Perform standard maintenance on Managed Components, schedule downtime, and communicate with stakeholders. |  | X |
| Coordinate with MassIT groups managing technical infrastructure. |  | X |
| Provide direct content management system [support](https://iam.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/Getting+Support) to Lead Site Administrators, via the COMiT system, who are having problems using the system. |  | X |
| Provide indirect support to all authors via Portal User Groups, email updates and user training. |  | X |
| Provide best practices guidance on content management practices including use of analytics, content organization, and search engine optimization. |  | X |
| Perform regular [enhancements](https://iam.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/Recent+and+Scheduled+Changes) to service offerings. |  | X |
| Host regular [Portal Advisory Board](https://iam.state.ma.us/confluence/display/MassGov/Portal+Advisory+Board) and [Lead Site Administrator meetings](https://iam.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/Lead+Site+Administrator+Meetings). |  | X |
| Provide periodic [archiving](https://iam.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/Archive-IT) of site content. |  | X |
| Provide a [web quality validation tool](https://iam.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/SiteImprove) that allows users to find broken links, misspellings and accessibility problems. |  | X |
| Manage an overall [analytics](https://iam.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/Google+Analytics) framework and ensure that tracking codes are inserted on sites as appropriate. |  | X |
| Review third party services and draft global terms of service for adopting such services with the input from site representatives. |  | X |
| Provide a [customer satisfaction survey tool](https://iam.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/Foresee+Customer+Satisfaction+Surveys). |  | X |
| Implement [friendly URLs](https://iam.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/Top+Level+Friendly+URLs) as requested by site authors and approved by the information architecture group. |  | X |
| Provide up to date [documentation](https://iam.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/Percussion+Reference+Guide) on use of the content management system.   This will include some videos for common tasks. |  | X |
| Ensure that the overall global site structure is standards compliant, meets accessibility policies and is mobile friendly. |  | X |
| Chargeback billing with usage reports to show detailed storage and bandwidth. |  | X |
| Reset content author passwords periodically and upon request. |  | X |
| Support [web form processing](https://iam.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/Formstack+Pilot+Documentation) by which input from the public may be emailed to state users. |  | X |
| Provision of access to stock photography suitable for website work (tentatively scheduled to start in 2014 Q3). |  | X |
| Provide privacy policy suggested language for global features. |  | X |
| Engage with vendors to obtain support and maintenance for third party applications. |  | X |
| Create, author, maintain, review, edit, publish, unpublish, archive and recycle all web content, tabs, left navigation, header/footer links and site specific alerts. | X |  |
| Ensure that there is always a trained [Lead Site Administrator](https://iam.state.ma.us/confluence/pages/viewpage.action?pageId=334856251) and backup Lead Site Administrator for your site. | X |  |
| Enable and disable display of enterprise [public alerts](https://iam.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/NavTree) on your site. | X |  |
| Ensure that you always have staff available to post content including backup authors who can cover during vacations or unexpected staff unavailability. | X |  |
| Ensure that you have appropriate internal governance and communication procedures so that you can handle any urgent content publishing with your own site authors, both during business hours and non-business hours. | X |  |
| Graphic design work and support. | X |  |
| Selection of photographs, manipulation of image files to appropriate size and quality and insertion of image files on the website. | X |  |
| Utilization of analytics tools to determine content usage and methods to improve site content. | X |  |
| Manage any custom defined HTML code that the site authors embed in web content.   * 1. Ensure that custom defined HTML meets accessibility requirements, is mobile friendly and does not conflict with the Mass.Gov global HTML, CSS and JS framework. | X |  |
| Use the web quality validation tool provided by Mass.Gov to correct broken links, misspellings and accessibility problems in a timely way. | X |  |
| Review the results of monthly [customer satisfaction surveys](https://iam.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/Foresee+Customer+Satisfaction+Surveys) to identify areas for improvement and make any related changes. | X |  |
| Notify Mass.Gov of corrections to the target URL of friendly URLs. | X |  |
| Host and maintain any content that cannot be hosted on the public facing [www.mass.gov](http://www.mass.gov/) site including:   * 1. Dynamic content or application functionality that is linked from websites.   2. Content that is not public facing   3. Content that requires authentication to access. | X |  |
| Notify Mass.Gov promptly when a site author should be deactivated.   Notification should come from the Portal Advisory Board representative, a lead site administrator or executive level management of the site. | X |  |
| Maintain site policies and ensure they are linked in the site footer. | X |  |
| Obtain VPN if the site main office is outside Magnet or if off-hours content changes may be required. | X |  |
| Payment of chargeback costs including frequent reviews of usage to identify any potential use pattern changes that may affect budgeting. | X |  |
| Ensure that all Lead Site Administrators have COMiT accounts and use that system to request support rather than email or phone. | X |  |
| Lead Site Administrators of a site should provide support for all other authors (power users and contributors) within a site.   All support requests to Mass.Gov should come from a Lead Site Administrator.   Mass.Gov is not staffed to provide full support for all authors. | X |  |
| Create and update [search recommendation](https://iam.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/Recommended+Search+Results) file, including correction of broken links. | X |  |
| Create[web forms](https://iam.state.ma.us/confluence/display/massgovuserdocumentationandknowledgeforum/Formstack+Pilot+Documentation), configure form submission behavior, review form responses, and act upon response data when appropriate. | X |  |
| Provide Mass.Gov with emergency contact information so that business and technical managers of the site may be contacted during non-business hours. | X |  |
| Enable website feedback features if desired, review feedback and optimize website contents. | X |  |

# Chargeback Rate Information

For more information on Chargeback, including an overview of the program as well as current and previous fiscal year rates, please visit our [Chargeback Services](http://www.mass.gov/anf/research-and-tech/it-finance-and-procurement/chargeback-serv/) webpage.

Note: The above is based upon a federally approved algorithm used for distribution among rates.