**U.S. NUCLEAR REGULATORY COMMISSION MANAGEMENT DIRECTIVE (MD)**

| MD 3.14 | U.S. NUCLEAR REGULATORY COMMISSION PUBLIC WEB SITE | DT-17-111 |
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| *Volume 3:* | Information Management |

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**EXECUTIVE SUMMARY**

Directive and Handbook 3.14 are being revised to (1) update organizational changes, (2) update accessibility standards of guidance, (3) introduce records policy for Web site content, and (4) introduce centralized Web services.

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For updates or revisions to policies contained in this MD that were published after the MD was signed, please see the Yellow Announcement to Management Directive index (YA-to-MD index).

## I. POLICY

It is the policy of the U.S. Nuclear Regulatory Commission that all Web content on its public Web site conform to Federal regulations, including the Privacy Act, Copyright Law, National Archives and Records Administration (NARA) recordkeeping requirements, in accordance with Title 36 of the *Code of Federal Regulations*, Part 12 (36 CFR Part 12), "Creation and Maintenance of Federal Records," and the standards and procedures in this management directive (MD) unless exempted from certain provisions. For policy and guidance on releasing information to the public, see MD 3.4, "Release of Information to the Public."

## II. OBJECTIVES

– Ensure that all content on the public Web site contributes to openness and public confidence by—

- Enhancing the public's understanding of NRC's mission, goals, programs, and activities;

- Enhancing the ability of stakeholders to participate effectively in the regulatory process; and

- Making it easier to do business with the NRC through improved access to the NRC's publicly available information and better tools for conducting business electronically across the Web.

– Ensure that the operation of the public Web site complies with applicable laws and regulations listed in Section VII, "References," of this directive (e.g., laws concerning privacy, including cookies, disclaimers, accessibility, information collections, and copyright).

– Provide the information technology (IT) infrastructure for the site.

– Establish clear lines of authority and responsibility for publishing and maintaining content on the site.

– Establish policy and procedures for publishing and maintaining content on the site.

- Ensure that the content—

  - Reflects NRC policy,

  - Is accurate and current,

  - Is easy to find,

  - Is written in plain language that can be understood by the general public,

  - Is accessible by all site users, including those with disabilities,

  - Adheres to best practices for Web usability,

  - Does not unfairly promote one organization or commercial entity over another, and

  - Is published only once and is referenced by links when the same content is related to more than one topic.

- Ensure that the performance of the site is measured and an action is taken to improve performance, when appropriate.

- Ensure that any links from an NRC Web page to a site outside the NRC is appropriate and marked on the NRC Web site.

- Ensure that the content is nonsensitive (see this handbook), consistent with NRC policy in MD 3.4 and does not promote a commercial entity through the use of a trademark or any other means.

- Ensure that no document is published on the site unless it is available to the public in the Agencywide Documents Access and Management System (ADAMS) and the Publicly Available Records System (PARS).

## III. ORGANIZATIONAL RESPONSIBILITIES AND DELEGATIONS OF AUTHORITY

### A. Executive Director for Operations (EDO)

1. Approves the overall objectives for the site.

2. Authorizes use of a persistent cookie on the site when requested by the Chief Information Officer (CIO), as required by Office of Management and Budget (OMB) Memorandum M-00-13, "Privacy Policies and Data Collection on Federal Web Sites."

### B. Chief Information Officer (CIO)

1. Establishes policy, standards, and procedures for designing, operating, and managing content on the NRC's public Web site to meet the objectives of this directive.

2. Provides the IT infrastructure (see this handbook).

3. Ensures that all content on NRC's public Web site is captured, managed, and maintained in accordance with Federal statutes, NARA requirements and guidance, and NRC policies.

4. Receives and reviews requests to use a persistent cookie on the site and recommends to the EDO whether to approve a request (see this handbook).

5. Approves requests to exempt a Web-based software application (e.g., the Licensing Support Network) from specific provisions of this MD.

6. Ensures that the addition of new IT application, medium, or other technology is approved through the Capital Planning and Investment Control (CPIC) process, which includes the IT/IM Board (ITB).

7. Approves any proposal to establish or have a contractor establish a new NRC Web domain to be referenced from the site or to be otherwise used for transactions with employees, licensees, contractors, Government entities, or others.

8. Provides office directors and regional administrators with necessary guidance for complying with this MD.

9. Determines whether to approve publishing requests for public Web site content from an office or a region having minimal requirements (see Section II.A.1 of this handbook).

## C. Director, Office of Public Affairs (OPA)

Delegates to a senior office representative responsible for approving any change to the layout and content of the public home page (www.nrc.gov), in coordination with the Information and Data Operations Branch (IDOB), Operations Division (OD), Office of the Chief Information Officer (OCIO) (see Section II.A.1 of this handbook).

## D. Directors of the Office of Nuclear Reactor Regulation (NRR) and Office of New Reactors (NRO)

1. Ensure that content in assigned areas of the public site is accurate and current and complies with this MD.

2. Determine up to seven key topics published on the Nuclear Reactors main page (www.nrc.gov/reactors.html). Authorize the addition or deletion of a key topic, as necessary, and coordinate decisions with other offices involved.

3. Delegate this responsibility only to the deputy office director.

### E.  Director, Office of Nuclear Material Safety and Safeguards (NMSS)

1.  Ensures that content in assigned areas of the public site is accurate and current and complies with this MD.

2.  Determines up to eight key topics published on the Nuclear Materials main page ([www.nrc.gov/materials.html](http://www.nrc.gov/materials.html)), and determines up to six key topics published the Radioactive Waste main page ([www.nrc.gov/waste.html](http://www.nrc.gov/waste.html)). Authorizes the addition or deletion of a key topic, as necessary, and coordinates any decision with other offices involved.

3.  Delegates this responsibility only to the deputy office director.

### F.  Chief Human Capital Officer (CHCO)

Designates staff to work with OCIO to develop training courses for NRC employees concerning the public Web site and offers courses, as needed.

### G.  Office Directors and Regional Administrators

1.  Ensure that content on the public Web site, for which the office or region is responsible, is accurate, current, and complies with this MD.

2.  Request EDO approval, through the CIO, to add a persistent cookie to the site and use of another domain other than [www.nrc.gov](http://www.nrc.gov).

3.  If the office or region has Web publishing requirements, may request IDOB, OD, OCIO, to provide services for publishing the respective organization's content on the public Web site.

4.  Meet requirements of MD 2.8, "Project Management Methodology (PMM)," as required for Web-based applications.

5.  Request the CIO approval, through the CPIC process, the following:

    (a) Proposals to add a new IT application, a new medium, or any other new technology to the site; or

    (b) Proposals to establish a new NRC Web domain to be referenced from the site or to be otherwise used for electronic transactions with employees, licensees, Government entities, or others.

6.  Request an exemption from any provision in this MD in one of the following ways:

    (a) For approval of a proposed new Web-based system, propose any exemption in the CPIC business case that is submitted to the CIO.

    (b) For an existing NRC Web-based system for which a business case was approved before April 14, 2003, or for any other existing subsite, request from the CIO, in writing, exemption from specific provisions because either—

        (i) The provisions conflict with regulatory requirements, rules, or adjudicatory business practices and processes for hearings; or

        (ii) An extension beyond 12 months of the effective date of this directive is needed to comply with a provision because of costs or schedule restraints.

7. Ensure that any NRC Web page complies with all applicable Federal statutes and other Governmentwide requirements, whether or not an exemption from a provision of this MD is granted.

8. Ensure that those NRC staff designated to work with NRC Web content comply with the policy, standards, and procedures in this MD.

9. Ensure that any non-NRC.gov domain sponsored by the office or region meets the objectives (see this handbook) in this directive and the requirements for such domains in this MD.

10. Ensure that the content on any non-NRC.gov domain sponsored by the office or the region is captured, managed, and maintained in accordance with Federal statutes, NARA requirements and guidance, and NRC policies.

11. Ensure that staff in the office or region with Web-related responsibilities complete the Web training available in iLearn.

12. Ensure that staff reply to each e-mail message received from the public Web site pertaining to office or regional programs within the agreed-upon time specified in the automated site reply.

13. Appoint for the office or region the NRC Web liaison, the alternate Web liaison, and those who publish Web content (see this handbook). This responsibility may be delegated to another senior executive service (SES) manager.

14. Inform IDOB, OD, OCIO, in writing, through the office Web liaison (OWL) about office or regional designees of any change to the original list of designees.

### H. Chief, Information and Data Operations Branch (IDOB), Operations Division (OD), OCIO

1. Implements processes and establishes standards to ensure that content at the site complies with this MD, including considerations such as usability; accessibility; privacy, including approval of waivers; cookies; clearance for information collection requirements required by OMB; records and information management, as required by the Federal statutes, NARA requirements and guidance, and NRC policy; guidance and regulations, and NRC policy; non-duplication across the sites; and appropriateness of links to non-Government sites. See "NARA Guidance on Managing Web Records," for additional guidance on managing Web records.

2. Reviews office requests to use a persistent cookie and recommends to the CIO whether to forward a request to the EDO for approval.

3. Ensures that content on the www.nrc.gov domain is captured, managed, and maintained in accordance with Federal statutes, NARA requirements and guidance, as well as agency policy for non-nrc.gov domains.

4. Reviews the site periodically for adherence to the requirements and achievement of the objectives of this MD and works with the offices to take corrective action, when appropriate.

5. Obtains stakeholder feedback and measures performance of the site against the requirements and objectives of this MD and works with offices to improve the site as appropriate.

6. Keeps up-to-date records of (1) the NRC OWLs, and (2) the publishing authorities of those approved to publish content to the test and production sites.

7. Manages the implementation of publishing authorities for the site and the processing of requests for publishing content to the site, conferring with OWLs, as necessary.

8. Approves links from the site to non-Government sites, obtaining advice as needed from the Office of the General Counsel (OGC).

9. Creates and maintains the NRC Web standards subsite containing detailed standards, instructions, and other information useful to those involved with content for the site at http://www.internal.nrc.gov/web-standards (see this handbook).

10. Informs the OWLs of changes to content at the internal Web standards subsite.

11. Provides Web content maintenance services compliant with this MD that can be used by NRC offices that sponsor content on the site.

12. Establishes and publishes service levels for Web services provided by the division, where service levels are published.

13. Provides services, as approved by the CIO, for publishing content on the public Web site for an office or a region with minimal requirements (see Section II.A.1 of this handbook).

14. Ensures that the Web staff reply to each e-mail message received from the public Web site that pertains to operation of the site within the agreed-upon time specified in the automated site reply.

15. Assists OPA in performing a user needs analysis to validate any proposed change to the home page that affects the navigation and layout of other areas of the public site.

## IV. APPLICABILITY

The policy and guidance in this MD apply to all NRC employees and contractors.

## V. EXEMPTION FROM PUBLIC WEB SITE REQUIREMENTS

### A. Document Availability in ADAMS

Documents available on the public Web site should be available in the Agencywide Documents Access and Management System (ADAMS) and the Publicly Available Records System (PARS). Exempted from this requirement are links (either direct or by a search engine) to official records of other Federal agencies, institutions, persons, or class of documents that have been granted an exception by the CIO.

### B. Waiver from Specific Provisions for Non-NRC Domains

As described in their roles and responsibilities, office directors and regional administrators may request a waiver from the CIO from specific provisions of these public website requirements for non-NRC domains.

## VI. DIRECTIVE HANDBOOK

Handbook 3.14 contains guidelines for the agency's public Web site program.

## VII. REFERENCES

### *Code of Federal Regulations*

Federal Acquisition Regulation (FAR)—

36 CFR Part 12, "Creation and Maintenance of Federal Records."

36 CFR Part 1194, "Electronic and Information Technology (EIT) Accessibility Standards."

36 CFR 1194.22, "Web-based Intranet and Internet Information and Applications."

### National Archives and Records Administration (NARA)

Guidance on Federal Web Records—

"NARA Guidance on Managing Web Records," January 2005, at
http://www.archives.gov/records-mgmt/pdf/managing-web-records-index.pdf.

General Records Schedules on the NARA Web Site:
http://www.archives.gov/records-mgmt/grs.html.

### Nuclear Regulatory Commission

iLearn Web Site:
https://ilearnnrc.plateau.com/plateau/user/login.jsp.

Management Directive—

2.8, "Project Management Methodology (PMM)."

3.2, "Privacy Act."

3.4, "Release of Information to the Public."

3.53, "NRC Records and Document Management Program."

12.6, "NRC Sensitive Unclassified Information Security Program."

NUREG-0910, "NRC Comprehensive Records Disposition Schedule."

Publishing Guidance for the NRC External Web Site:
http://www.internal.nrc.gov/web-standards.

Plain Language Action Plan Web Site:
http://www.internal.nrc.gov/nrc/plain.

SECY-11-0010, "Process for Sharing Computer Safety Codes Developed by the
U.S. Nuclear Regulatory Commission with Foreign Counterparts," January 20, 2011
(ML102300549).

Yellow Announcement YA-05-0077, "Policy Revision: NRC Policy and Procedures for
Handling, Marking, and Protecting Sensitive Unclassified Non-Safeguards Information
(SUNSI)," October 26, 2005 (ML051220278).

### Office of Management and Budget (OMB)

OMB Circular A-130, "Management of Federal Information Resources,"
November 28, 2000.

OMB Memorandum M-00-13, "Privacy Policies and Data Collection on Federal Web
Sites," June 22, 2000.

### Other Documents

Federal Access Board Standards Web Site:
http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards.

Web Content Accessibility Guidelines (WCAG) 2.0 Web Site:
http://www.w3.org/TR/WCAG20/.

### United States Code

Americans with Disabilities Act (ADA), as amended 2008 (42 U.S.C. 12101 et seq.).

Copyright Law of the United States of America (17 U.S.C. 101).

Electronic Communications Privacy Act of 1986 (18 U.S.C. 2510-2522, 2701-2709).

Energy Reorganization Act of 1974, as amended (Pub. L. 93-438).

Federal Records Act of 1950 (44 U.S.C. 2101).

Paperwork Reduction Act of 1995 (44 U.S.C. 3501, 3502–3520).

Privacy Act, as amended (5 U.S.C. 552a).

Rehabilitation Act of 1973, Section 508, as amended (29 U.S.C. 794d).

Workforce Investment Act of 1998, Section 508, "Electronic and Web Information Technology" (20 U.S.C. 9201; 29 U.S.C. 2801).

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## EXHIBITS

## I. INTRODUCTION

### A. General

The U.S. Nuclear Regulatory Commission's external (public) Web site is an important tool for stakeholder and staff use for obtaining information and conducting business. The Office of the Chief Information Officer (OCIO) manages the public Web site in coordination with the offices. The Information and Data Operations Branch (IDOB), Operations Division (OD), OCIO, will inform office Web liaisons (OWLs) when any content is revised in this management directive (MD).

### B. Roadmap

1. This handbook provides public Web site requirements for the http://www.nrc.gov domain, as well as other NRC-sponsored (non-nrc.gov) Web domains, including the process for developing and publishing content, accessibility standards and guidance, the privacy policy, the use of Web addresses in NRC public documents, the roles and responsibilities of NRC staff who participate in developing and publishing content, the process for screening and authorizing material for the site, scientific codes, and training.

2. Detailed information and instructions for developing and publishing content at NRC's public Web site are available at the NRC Web standards subsite (http://www.internal.nrc.gov/web-standards, "Publishing Guidance for the NRC External Web Site"). In addition, the subsite has a glossary, training material, and tables containing the names of the individuals who hold the Web roles in each office and the members of the Web staff and their roles.

## II. WEB SITE PUBLICATION PROCESS

### A. Centralized Web Services

1. OCIO provides centralized Web services, including publishing Web content, validating proposed changes, and performing user analysis, as well as other information technology (IT) functions for offices and regions with minimal requirements. For all Web service requests, OCIO will determine if additional analysis is required and whether the proposed change will affect the navigation and layout of other areas of the public Web site.

2. Additional information on NRC's Web publication process is available at the OCIO Web site (http://www.internal.nrc.gov/web-standards, "Publishing Guidance for the NRC External Web Site").

### B. NRC Public Web Site (NRC and Non-NRC Domains)

The NRC public Web site includes content hosted at several Internet domains.

1. Content Hosted at the NRC Domain

   Staff involved in the development of content hosted at http://www.nrc.gov must follow the NRC Web standards subsite available at http://www.internal.nrc.gov/web-standards (subsite). The standards describe the Web content development and publication process in detailed steps: the initial authorization and screening, preparing, formatting, and publishing. These steps are summarized in Exhibit 1, "Web Content Development and Publication Process"; Exhibit 2, "Initial Authorization of Web Content"; and Exhibit 3, "Screening Content for Web Publication." For formatting and publishing content, offices may use either OCIO services or have their own office staff format and publish the content, as explained in more detail at the subsite.

2. Content Hosted at Non-NRC Domains

   Staff involved in the development of content hosted at non-NRC domains must follow the instructions in Exhibit 2, "Initial Authorization of Web Content," and Exhibit 3, "Screening Content for Web Publication." NRC Web standards may not be applicable for non-NRC domains, which are usually developed following a different process for preparing, formatting, and publishing. Separate requirements for these domains are posted at the subsite. These requirements are designed to be independent of the preparation, formatting, and publishing process; these requirements may be modified only if the sponsor requests and receives a waiver from specific provisions of this MD from the Chief Information Officer (CIO).

## III. ACCESSIBILITY STANDARDS AND GUIDANCE

### A. Federal Accessibility Standards

All Web content (including documents) and applications must comply with Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended, and the associated Electronic and Information Technology Accessibility (EIT) standards available at Title 36 of the *Code of Federal Regulations*, Part 1194 (36 CFR Part 1194). The EIT standards address Web-based intranet and Internet information and applications; telecommunications products; video and multimedia products; self-contained, closed products; and desktop and portable computers. NRC requires that its Web pages meet the EIT standards as specified in 36 CFR 1194.22, "Web-based Intranet and Internet Information and Applications." NRC also follows the implementing standards and guidelines promulgated by the Federal Access Board, available at http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards.

### B. Office-Specific Requirements

1. All content owned by an office will conform with the requirements specified in the Web Content Accessibility Guidelines (WCAG) 2.0 (http://www.w3.org/TR/WCAG20/).

2. OWLs are required to review the WCAG 2.0 standards and apply the WCAG 2.0 success criteria at the highest level (i.e., Level A and Level AA Success Criteria and Conformance Requirements). For guidance on how to apply Section 508 and WCAG 2.0 standards to NRC Web pages, please see Section III.C of this handbook and NRC Web standards subsite at http://www.internal.nrc.gov/web-standards.

### C. Web Content Accessibility Guidelines 2.0

The WCAG 2.0 success criteria are organized around 4 principles and 12 guidelines as follows:

1. Perceivable

    (a) Provide text alternatives (i.e., caption for pictures, closed caption and transcripts on audio) for any non-text content (i.e., graphics, photos and videos) so that it can be changed into other forms people need, including large print, braille, speech, symbols, or simpler language (e.g., plain English).

    (b) Provide alternatives for time-based media.

    (c) Create content presentable in different ways (e.g., simpler layout) without losing information or structure.

    (d) Make it easier for users to see and hear content, including separating foreground from background.

2. Operable

    (a) Make all functionality available from a keyboard.

    (b) Provide users enough time to read and use content.

    (c) Do not design content in a way that is known to cause seizures.

    (d) Provide ways to help users navigate, find content, and determine where they are.

3. Understandable

    (a) Make text content readable and understandable.

    (b) Make Web pages appear and operate in predictable ways.

    (c) Help users avoid and correct mistakes.

4. Robust

Maximize compatibility with current and future user agents, including assistive technologies.

### D. Other NRC Applications of Federal Accessibility Standards

Please note that these accessibility standards also apply to NRC documents. See MD 3.53, "NRC Records and Document Management Program," for additional recordkeeping requirements related to maintaining content accessibility.

## IV. RECORDS POLICY

This section applies to all of NRC's information resources created by program offices and posted as Web content. NRC's information resources are considered agency records that document changes to NRC's organization, functions, policies, decisions, procedures, and actions.

### A. General Records Policy

1. All Federal public Web sites must comply with existing laws and regulations related to the management of public Web records, including National Archives and Records Administration (NARA) Bulletin 2006-02, "NARA Guidance for Implementing Section 207(e) of the E-Government Act of 2002."

2. See MD 3.53 for the NRC records and document management policy.

### B. Specific Records Policy

The content owner or office is responsible for the recordkeeping, in accordance with the following:

1. Records Related to Web Sites That Must be Maintained

    (a) Web management and operations records including—

        (i)  System software (e.g., Dreamweaver),

        (ii)  Software documentation (e.g., software licenses, user manuals),

        (iii)  Log files that document Web site activity (e.g., hits per day, keywords used for searches, most visited pages), and

        (iv)  Site management and operations documents (e.g., reports or statistics about log file information, approvals for Web site activity or content, updating procedures).

(b) Web content records including—

    (i) The content pages that compose the site, inclusive of the markup language and codes (e.g., HTML, XML) used to create the structure (e.g., headings, paragraphs) of the Web site,

    (ii) Textual and audiovisual files,

    (iii) Contextual hyperlinks to other sites or pages, and

    (iv) Screen shots or snapshots used to capture the look and content of the site at specific times.

2. Responsibility for Web Site Records

(a) The office posting and maintaining the Web content is responsible for designating a Records Liaison Officer (RLO) to capture the record copy into the Agencywide Documents Access and Management System (ADAMS). If your office is posting and maintaining Web content already captured into ADAMS, your documents can be considered convenience copies and handled as non-records, but these copies must not be maintained longer than the official copy in ADAMS.

(b) When more than one office is involved with creating, posting, and maintaining Web content, the offices must work together as a team to establish procedures for capturing and maintaining the records. The office that maintains the Web site is responsible for capturing the site management and operations records.

(c) OCIO is responsible for administrative records related to the overall design, maintenance, structure, and operation of the NRC public Web site and NRC intranet.

3. Retention and Disposition of Web Site Records

(a) Each Web site record must be matched to an applicable record schedule in NUREG-0910, "NRC Comprehensive Records Disposition Schedule," available at http://www.nrc.gov/reading-rm/doc-collections/nuregs/staff/sr0910/, or the "General Records Schedules," available at http://www.archives.gov/records-mgmt/grs/, published by NARA and implemented according to the schedule's disposition instructions. If no schedule exists for the record, the content owner must work with the NRC's Agency Records Officer to prepare one.

(b) The content owner must regularly delete or archive content that is obsolete and is not required by law or regulation.

4. Capture of Web Site Records into an Approved Recordkeeping System

(a) A printed copy of a Web site record can be filed in ADAMS, or office IT or OCIO staff can create a snapshot of a Web site.

(b) Special attention must be given to capturing Web content with potential legal impact (e.g., regulatory, enforcement) and those concerning historically significant events (e.g., Three Mile Island, Davis-Besse, or Fukushima events). Offices offering guidance to the regulatory community must retain a complete record of what the guidance was, how long it was posted, and any URL referenced by a hyperlink.

5. Tracking Changes to a Web Site

(a) Changes to a Web site must be tracked by capturing the change as—

(i) A printed update that is filed in ADAMS, or

(ii) An updated snapshot that is captured in ADAMS.

(b) A Web site record must be updated when a significant change (e.g., additions or deletions) take place. Minor editorial or nonsubstantive changes (e.g., correcting typing errors) may not need to be documented, depending on the risk of legal challenge to the trustworthiness of the record and unauthorized loss or destruction of the record.

## V. PRIVACY POLICY

### A. Applicability of Privacy Policy

This section applies to all NRC public Web domains (http://www.nrc.gov and non-nrc.gov domains). NRC's Web privacy policy is embodied in NRC's Privacy Policy, available at http://www.nrc.gov/site-help/privacy.html.

### B. General Privacy Policy

1. A link to the Privacy Policy appears at the bottom of every page posted at the Web site. The statement's key elements include the following—

(a) General Use

NRC collects and stores the following information for anyone using our site:

(i) The Internet protocol (IP) address (a number that is automatically assigned to a user's computer when using the Internet) from which a user accesses our Web site,

(ii) The pages visited, and

(iii) The date and time a user accessed our site.

(b) E-mail Message or Online Form

NRC uses the personal information (e-mail or mailing address or telephone number) only for the reason it was submitted.

(c) Comments on a Proposed Rule or Petition

NRC publishes all information submitted in comments, including those submitted on an online form, in ADAMS and on http://www.regulations.gov, the Federal e-Rulemaking docket system.

(d) Cookies

There are two types of cookies: "session cookies" and "persistent cookies" (see Section X, "Glossary"). NRC sometimes uses session cookies as place keepers to retain context during an individual user session. These cookies assist with movement throughout the site during an individual user session without any capacity to track users over time and across different Web sites. Session cookies are discarded upon completion of a user session or expire within a short timeframe. They are not used to track personal information. NRC generally does not allow the use of persistent cookies unless this usage is approved by the CIO and authorized by the Executive Director for Operations (EDO). The only use of persistent cookies approved by the EDO to date is for the Google.com search capability that appears at the top of each page on our public Web site.

(e) Site Usage Data

For site management, NRC maintains an operational log of site user addresses. This log is used to generate site usage statistics, track operational problems, and investigate suspected unauthorized activities. Information about individual users is shared only with appropriate law enforcement entities, if necessary, to investigate or prosecute unlawful activities conducted on or against this site.

2. NRC employs software programs to monitor network traffic in order to identify unauthorized attempts to upload or change data, or to otherwise cause damage (see MD 3.4, "Release of Information to the Public"; and "NRC Policy and Procedures for Handling, Marking, and Protecting Sensitive Unclassified Non-Safeguards Information (SUNSI)," available at http://www.internal.nrc.gov/security.html; MD 12.6, "NRC Sensitive Unclassified Information Security Program"; and NRC Yellow Announcement YA-05-0077, "NRC Policy Revision: NRC Policy and Procedures for Handling, Marking, and Protecting Sensitive Unclassified Non-Safeguards Information (SUNSI)," October 26, 2005 (ADAMS Accession No. ML051220278).

### C. Subsite-Specific Privacy Policies

1. Some areas of the public Web site may require privacy statements that go beyond our general privacy policy. Examples include statements associated with data submitted through the site that will become part of a Privacy Act Systems of Records or information submitted through the site that will become a public record (e.g., comments on rulemakings).

2. Privacy statements covering these cases must be coordinated with the OCIO Privacy Act Officer and the OCIO Web staff before inclusion at the site.

### D. Platform for Personal Privacy Preferences

The NRC public Web site contains a machine-readable Platform for Personal Privacy Preferences (P3P) file that describes for the user's Web browser how information collected through our online forms is used by NRC. This file, located at the well-known location recommended by the World-Wide Web Consortium, enables the Web browser to prompt the user if the NRC's use of information does not match the user's privacy preferences as configured in the browser's privacy settings. This file covers online forms posted to http://www.nrc.gov. The sponsor of each NRC subsite outside of http://www.nrc.gov must ensure that their site complies with the OMB guidance on P3P.

## VI. WEB ADDRESSES IN NRC PUBLIC DOCUMENTS

### A. Citation of Web Addresses

1. Generally, in citing Web addresses at a site, the closer the address is to the home page (that is, the higher the level of the page at the site), the more likely it is to be stable because lower-level pages undergo change or have content posted on an ad hoc basis more frequently than higher-level pages. Therefore, when citing Web addresses in documents that will be publicly available official records, use the addresses of high-level pages that serve as entry ways to the location of the information being cited. For example, rather than citing the address of a specific document, meeting notice, or agenda, cite the NRC Library, the Documents for Comment page, or the Public Involvement page, as appropriate. Provide the title and date to help the reader find the cited information.

2. At other times, however, the citation of a very specific Web address is encouraged. For example, specific addresses should be used to make it easy for stakeholders to find a document that is being posted for comment for a fixed period of time. In these cases, the Web address has a limited period of validity.

### B. Web Addresses in Long-Lived Documents

1. For public documents that are expected to be referenced and relevant for long periods (e.g., NRC regulations, regulatory guides, and NUREG-series publications and brochures), use only the following Web addresses (URLs):

   (a) The NRC Library, at http://www.nrc.gov/reading-rm.html.

   (b) The NRC Home Page, at http://www.nrc.gov/.

   (c) Public Meetings and Involvement, at http://www.nrc.gov/public-involve.html.

   (d) Documents for Comment, at http://www.nrc.gov/public-involve/doc-comment.html.

   (e) ADAMS Public Documents pages at http://www.nrc.gov/reading-rm/adams.html.

   (f) Electronic Submittals, at http://www.nrc.gov/site-help/e-submittals.html.

   (g) Site Index, at http://www.nrc.gov/site-help/index-az.html.

2. Office directors and regional administrators may request a waiver in writing (e-mail) from the CIO for any URLs not cited above.

3. The OCIO Web staff will publish redirection pages for any of these pages if their addresses change. For links that reside permanently on the public Web site home page (e.g., License Fees or Public Meeting Schedule) or in the site index, state that the link is found on the home page at http://www.nrc.gov or in the site index, which is accessible at the top of every page.

### C. Web Addresses in Short-Lived Documents

For documents in which a Web address will be needed for a brief, finite period (e.g., a *Federal Register* notice concerning a document or program available for comment, a news release) use the specific address and, if possible, the specific period the document will be available at that address (e.g., 60 days).

### D. Web Addresses Used in Other Documents

For routine correspondence, memoranda, and other documents not previously mentioned, the staff should generally use the seven addresses listed above. Use specific Web addresses sparingly because redirected pages will not be posted if these addresses change.

## VII. OFFICE WEB STAFF AND THEIR ROLES AND RESPONSIBILITIES

### A. General

Each office sponsoring content for a Web site shall designate a staff member as an OWL. Among other responsibilities, the OWL assists OCIO in maintaining a list of the sponsors and providers of the content sponsored by that office. Some offices designate staff as content publishers, while others use OCIO services to publish at http://www.nrc.gov or other processes to publish at non-NRC.gov domains. An overview of the roles and responsibilities of office staff involved in Web processes is shown in Exhibit 4, "Overview of Roles and Responsibilities of Office Staff." Responsibilities of the office staff, content sponsors, content providers, and content publishers are described below.

### B. Content Sponsor

The content sponsor performs the following functions:

1. Acquires a basic understanding of the Web content publishing process.

2. Authorizes initiation of a process to add or remove a page, a subsite, a document collection, or a document for comment, ensuring that material meets the overall site objectives specified in the directive.

3. For non-NRC domains, ensures that contracts include NRC Web requirements and that responsible project officers enforce these requirements (see non-NRC domains at http://www.internal.nrc.gov/web-standards).

### C. Content Provider

The content provider performs the following functions:

1. As subject matter provider, initially drafts proposed content to be added, revised, or deleted and does the following:

    (a) Obtains initial authorization from the content sponsor as specified in Exhibit 2, "Initial Authorization of Web Content."

    (b) Screens content as specified in Exhibit 3, "Screening Content for Web Publication."

    (c) Prepares content in accordance with requirements at http://www.internal.nrc.gov/web-standards.

    (d) Submits content (usually a Microsoft Word file, not a .pdf file) for review by a Web editor and works with the editor until the revision meets Web standards and is satisfactory to the content provider (this requirement is not applicable for changes of less than a paragraph).

    (e) Submits edited material to the OWL.

(f)  Reviews completed material at the test site.

(g)  Obtains final approval from the content sponsor to deploy content reviewed at the test site before requesting deployment of the content to the public Web site.

(h)  Applies current, published content quarterly or whenever it is revised to be certain it remains appropriate and that all links are still operable.

### D.  Content Publisher

The content publisher performs the following functions:

1.  Obtains approval from the content sponsor and OWL to be the publisher for a specific content area or areas in accordance with Web publishing practices of the office.

2.  Completes appropriate training.

3.  Obtains publishing rights from OCIO for specific content areas.

4.  Formats content in accordance with the requirements at http://www.internal.nrc.gov/web-standards.

5.  Deploys content to the test site.

### E.  Office Web Liaison (OWL)

The OWL performs the following functions:

1.  Completes appropriate Web training.

2.  Provides OCIO with names of content sponsors and providers.

3.  Assists the content sponsor and the content provider as needed throughout the process.

4.  For each publishing request, verifies—

(a)  Required initial authorization as specified in Exhibit 2;

(b)  Content screened as specified in Exhibit 3; and

(c)  Content prepared in accordance with requirements at http://www.internal.nrc.gov/web-standards, including review by the Web architect as necessary, except for changes of less than a paragraph.

5.  Submits request in accordance with the publishing standards at http://www.internal.nrc.gov/web-standards to the OCIO Web staff.

6.  After verifying that the content provider reviewed the formatted content and the content sponsor reviewed and authorized its publication, submits e-mail request to the OCIO Web staff to deploy content to http://www.nrc.gov.

### F.  Roles and Process for Authorization and Screening

The roles and process for initial authorization and screening are given in Exhibit 1, "Web Content Development and Publication Process."

## VIII. SCIENTIFIC CODES

### A.  Posted on NRC Public Web Site

With approval of the cognizant content sponsor, the staff may arrange with the OCIO Web staff for scientific computer codes to be posted on the NRC public Web site for accessing or downloading. This posting will be based on—

1. Consideration of user need,

2. Quality control of the codes,

3. Availability of adequate code documentation,

4. Security issues, and

5. Impact on efficient operation of the site.

### B.  Alternative Method of Public Access to Scientific Computer Codes

1. As an alternative, the staff should consider providing public access to scientific computer codes through the Oak Ridge National Laboratory Radiation Safety Information Computational Center, which is an ongoing distribution and support channel for many NRC scientific computer codes.

2. All computer codes are distributed in accordance with the Commission Policy on Computer Code distribution, as specified in SECY-11-0010, "Process for Sharing Computer Safety Codes Developed by the U.S. Nuclear Regulatory Commission with Foreign Counterparts." The procedure to distribute computer codes as part of a user group program (categorized as "bin 3b") requires a Non-Disclosure Agreement. Questions on NRC computer code distribution should be addressed to the NRC's Office of Nuclear Regulatory Research. See "Distribution Practices for NRC-Developed Computer Codes."

## IX. TRAINING

### A.  The NRC Web Team provides guidance to staff, content providers, OWLs and publishers to ensure the http://www.nrc.gov domain complies with the policy and guidance in this directive.

### B.  Online training, including reference books, are available from the NRC's Professional Development Center through iLearn, at https://ilearnnrc.plateau.com/plateau/user/login.jsp.

## X. GLOSSARY

### Access Board

The U.S. Access Board's Web site (http://www.access-board.gov) states the Board, "is a federal agency that promotes equality for people with disabilities through leadership in accessible design and the development of accessibility guidelines and standards." Created in 1973 to ensure access to federally funded facilities, the Board is now a leading source of information on accessible design. The Board develops and maintains design criteria for the built environment, transit vehicles, telecommunications equipment, medical diagnostic equipment, and information technology. It also provides technical assistance and training on these requirements and on accessible design and continues to enforce accessibility standards that cover federally funded facilities.

The Board is structured to function as a coordinating body among federal agencies and to directly represent the public, particularly people with disabilities. Twelve of its members are representatives from most of the federal departments. Thirteen others are members of the public appointed by the President, a majority of whom must have a disability.

Under the 1998 amendment to the Rehabilitation Act that established Section 508, the Access Board is assigned the responsibility for developing and keeping up to date Electronic and Information Technology Accessibility (EIT) accessibility standards (36 CFR Part 1194), which are incorporated into the Federal Acquisition Regulations (FAR). These Section 508 Standards, which were published in December 2000, address access to the various types of technologies covered, including computers, hardware, software, Web sites, and electronic office equipment.

### Capital Planning and Investment Control (CPIC)

Manages the NRC's enterprisewide development and operations program, which provides contract resources for developing and maintaining applications systems within a structured methodology. Provides guidance, analysis, and technical assistance to offices throughout NRC to support development of personal productivity tools and small databases. Provides a Secretariat function for the IT Business Council (ITBC), including scheduling meetings, developing agendas, coordinating briefings and presentations, and taking minutes.

### Cookie

A file placed on a Web user's hard drive by a Web page to store information about the user's access to or use of the site, usually without the user's knowledge. Typically a cookie is used to tailor content displayed to a particular user on the basis of the user's historic usage of the site.

### Deploy

To transfer Web pages and related files to a Web site.

### Hyperlink

An element in an electronic document that links to another place in the same document or to an entirely different document or Web site. These elements are usually underscored and appear in a color that contrasts with both the text and the background.

### Information Technology (IT) Infrastructure

Hardware, software, services, equipment, and components necessary to support local and enterprisewide technology requirements, including desktop systems, customer service, network components and services, telecommunications components and services, operational support, and maintenance.

### Intranet

A computer network that uses Internet protocol technology to share information, operational systems, or computing services within an organization.

### Minimal Requirements

This term refers to program office requirements less than 8 hours per month, averaged over the fiscal year, for contract support of Web publishing functions that do not warrant the administrative burden needed to fund a separate task order for onsite Web publishing support through the Office of the Chief Information Officer (OCIO) contract for Web publications. In this case, Information and Data Operations Branch (IDOB), Operations Division (OD), OCIO, will fund the requirement on behalf of the sponsoring program office as part of an IDOB, OD, OCIO, task order. IDOB, OD, OCIO, determines the specific threshold on a case-by-case basis in consultation with the applicable office Web liaison (OWL).

### Non-NRC Domain

A primary Web address other than http://www.nrc.gov that is created or controlled (i.e., funded) by NRC and linked from a page at http://www.nrc.gov.

### NRC Domain

The primary Web address is http://www.nrc.gov.

**Persistent Cookie**

A file that lasts a fixed period of time, possibly for a year, and records a user's activity at a Web site. Using this type of cookie at a Federal Web site without special approval could potentially violate laws enacted to safeguard a citizen's right to privacy. Use of this type of cookie at NRC's Web site is prohibited unless the Executive Director for Operations (EDO) approves its use as required by the Office of Management and Budget (OMB) Memorandum M-00-13, "Privacy Policies and Data Collection on Federal Web Sites."

**Platform for Personal Privacy Preferences (P3P)**

A protocol that enables Web sites to express their privacy practices in a standard format that can be retrieved automatically and interpreted easily by user agents (e.g., Web browsers). P3P user agents will allow users to be informed of site practices (in both machine- and human-readable formats) and to automate decision making based on these practices when appropriate. Thus, users need not read the privacy policies at every site they visit.

**Post**

To electronically contribute content to an NRC Web site by transferring files directly to the site. Posting authority is limited to the OCIO Web staff and the OCIO Web contract staff and is granted by OCIO to other select NRC staff.

**Public Web Site**

All Web pages controlled by NRC that are accessible from http://www.nrc.gov.

**Publish**

To (1) add, modify, or delete specified computer files and directories in the NRC's Web content management system and (2) deploy content from the system to the NRC's test public Web site for review and approval.

**Publisher**

For the NRC public Web site, an individual who has both the right and responsibility to publish.

**Sensitive Unclassified Information**

Material that includes official use only information (e.g., predecisional, privacy, proprietary). Note that no Classified or Safeguards Information is posted to NRC's public Web site.

**Session Cookie**

A file that stores information about a user's activity during a visit to a Web site but expires when the user leaves the Web site. This type of cookie is allowable at a Federal Web site without any special approvals.

**User Agents**

A browser's string that helps identify the browser, its version, and operating system.

**Web-based Software Application**

An electronic system comprising a body of dynamically managed and/or rendered content and the technology required to manage, render, and serve it across the Internet. This system includes any associated data files, storage mechanisms (database servers), business logic (software applications such as a content or personnel management application), display logic (including streaming media servers, Web servers, template files, and any associated software modules or scripts), and any resulting rendered content including but not limited to any Web pages, images and other binary files, system-generated e-mail, and streamed media.

**Web Site**

A body of Web content available from a single point of access (a home page), maintained (sponsored or coordinated) by a single private or public entity, and typically (but not necessarily) hosted at a single Internet domain.

**Exhibit 1        Web Content Development and Publication Process**

| Lead Role | Assisting Roles | Process | Output |
|---|---|---|---|
| Content Sponsor | Office Web Liason (OWL), Office of the Chief Information Officer (OCIO) Web Staff, Content Provider | **Initial authorization** of the process to add or remove a page (including a scientific code), a subsite, a document collection, or a document for comment, ensuring that material meets the overall site objectives. | Authorization to begin the process. |
| Content Provider, OWL | OWL, OCIO Web Staff | **Screening** of draft material for Web suitability (covers copyright, Office of Management and Budget information collection requirements, persistent cookies, privacy, sensitivity, links to non-Government sites, uniqueness among NRC-sponsored sites, etc.). | New or revised material that has been screened for Web suitability. |
| Content Provider | OCIO Web Staff | **Prepare/Revise** draft material to ensure that it is written in plain language and conforms to the design principles that have been adopted for the public Web site (covers organization of content, navigation, how to provide information for site glossary and finding aids, etc.). | Revised material (usually a Microsoft Word file) in a form that can be readily used by the content publisher to begin formatting. |
| OCIO Web Staff or Contractors, Office Content Publisher | OWL, OCIO Web Staff and Contractors | **Formatting** (conversion) prepared content into hypertext markup language (HTML), using standard software, templates, format, navigational standards, and file-naming conventions. | Formatted material (HTML) ready for publishing. |
| OCIO Web Staff or Contractors, Office Content Publisher | OWL, OCIO Web Staff, Content Sponsor and Content Provider | **Publishing** (transfer) of formatted content to the site content management environment, deployment of content to the test environment, review and testing of the content, final approval of nonroutine changes* by the content sponsor, and deploying of approved content to the public Web site. | Completed material published to the public Web site or material deleted from the site. |

*Initial and final authorization are not required for nonsubstantive changes (e.g., punctuation) or routine, repetitive types of changes or additions to existing document collections, tables, lists, or other similar material (e.g., news releases or Commission papers).

**Exhibit 2      Initial Authorization of Web Content**

| Action Requiring Authorization | Authorizing Official |
|---|---|
| Adding or removing a page (including a scientific code), a subsite, a document collection, or a document for comment* | Designated content sponsor (office director, regional administrator, or Senior Executive Service manager) |
| Adding a new Web-based application, a new medium, or other technology new to the site (accomplished by the CPIC process) | Chief Information Officer (CIO) if less than $500,000, EDO if equal to or greater than $500,000 |
| Creating or acquiring a new NRC Web subsite on a domain other than http://www.nrc.gov | CIO |

*Initial authorization is not required for nonsubstantive changes (e.g., punctuation) or routine, repetitive types of changes or additions to existing document collections, tables, lists, or other similar material (e.g., news releases or Commission papers).

**Exhibit 3       Screening Content for Web Publication**

| Type of Content | Requirement | Law, Regulation, or Policy | Who Can Advise | Who Must Approve |
|---|---|---|---|---|
| All Content | **Do** link to existing content, where available<br><br>**Do not** post or link to duplicates of documents already available in the NRC Library or elsewhere at the NRC Public Web site | | OCIO Web Staff and OWL | OCIO Web Staff and OWL |
| All Content | Ensure that it is accurate, current, and complete | | Content sponsor | Content sponsor |
| All Content | Ensure that it does not contain any sensitive unclassified information | Handbook 3.14, Sec. V.B | OWL, then the Information Security Branch, Office of Nuclear Security and Incident Response, with any questions that cannot be resolved at the office level | Content sponsor |
| Official Agency Record Filed In Adams | Submit ADAMS accession number | MD 3.14, Sec. V References | ADAMS Help Desk | Chief of the IDOB (exceptions only) |
| Copyrighted Material | Obtain permission from the copyright owner | Copyright Law, 17 U.S.C. 101 | Chief, Rules, Announcements, and Directives Branch, Office of Administration | Copyright Owner |
| Survey or other collection of information | Obtain an Office of Management and Budget (OMB) clearance | Paperwork Reduction Act and 5 CFR Part 1320 | Chief, Records and FOIA/Privacy Services Branch, OCIO | OMB |
| Persistent cookie at the public Web site | Obtain approval to use a persistent cookie | | OCIO Web Staff | EDO |

| Type of Content | Requirement | Law, Regulation, or Policy | Who Can Advise | Who Must Approve |
|---|---|---|---|---|
| Changes to the public Web site home page | Obtain approval to add, delete or move (updating links on homepage to content controlled by other offices does not require OPA approval) | | Office of Public Affairs | OPA |
| Spotlight link on the home page | Obtain approval to add or delete a spotlight item | | Office of Public Affairs and OEDO Assistant for Communications | OPA |
| Collecting information about individuals that could be part of a Privacy Act System of Records | Obtain approval and display special Privacy Act statement | Privacy Act 5 U.S.C. 552a(e)(3) and Handbook 3.2, Sec. IV.C | NRC Privacy Act Officer | NRC Privacy Act Officer |
| Exception or addendum to the site-wide privacy policy or disclaimer | Obtain approval | | Office of the General Counsel (OGC) | Chief of the IDOB |
| Link to non-Government site; use of logo or other commercial material | Obtain approval | | OCIO Web Staff | Chief of the IDOB |
| Scientific codes | Ensure that code meets criteria for posting in Section VIII of this handbook and contributes to overall Web objectives | | Project officer and OWL | Content sponsor |

*NOTE: Documents at the public Web site should also have an ADAMS accession number.

**Exhibit 4        Overview of Roles and Responsibilities of Office Staff**

| Designee | Responsibility |
|---|---|
| Content Sponsor (programmatic content owner) | • Authorizes initial process to add or remove a page (including a scientific code), a subsite, a document collection, or a document for comment, ensuring that material meets the overall site objectives.*<br>• Authorizes deployment of the formatted content from the test site to the public Web site (http://www.nrc.gov).* |
| Content Provider (subject matter provider responsible for the content) | • Initiates authorizations and screens, prepares, and reviews Web content.<br>• Obtains final approval of content on the test site from the content sponsor as required. |
| Content Publisher (Web technician) | Formats and publishes Web content consistent with this MD and the requirements at http://www.internal.nrc.gov/web-standards, including accessibility standards. |
| Office Web Liaison (office coordinator and assistant for Web publishing) | • Verifies that Web publishing requests are consistent with this MD and the requirements at http://www.internal.nrc.gov/web-standards.<br>• Submits requests to office staff authorized to publish Web content or to the OCIO Web staff. |

*Initial and final authorization are not required for nonsubstantive changes (e.g., punctuation) or routine, repetitive types of changes or additions to existing document collections, tables, lists, or other similar material (e.g., news releases or Commission papers).