

From: Kemer, Joseph

Sent: Tuesday, May 18, 2021 3:42 PM

To: Lee, Jennifer Y.; Tuscher, Joshua **Subject:** RE: Web ops SME - ops practices related to website governance

WebOps is strictly infrastructure (server) support. We really only get involved or help out as a last measure when site/application owners are MIA.

Updated in Red.

WebOps in the near future will have staff that would be available to perform broken link scans and other content/compliance type checks if there is a need to do these tasks.

=====

Web requests

This is comprised of information from both Josh Tuscher on the Web Governance Board and Brad Smelley on the TeamSite Admin team, and they had slightly different understanding.

Could you validate the behind the scenes steps here? – **Out of scope for WebOps. We are not involved and we really don't care what the process is below or how sites are approved/not approved. WebOps is strictly infrastructure support. All application requests are part of the VIPR process. Only with the approval of the IO business office will WebOps host an application. All new application/websites need to be approved by the IO Business Office to ensure funding is in place – see [IO FF: Request Infrastructure Operations Franchise Fund Products and Services | ServiceNow \(va.gov\)](#)**

1. A user submits a web request to Web Ops.
2. The request is forwarded (automatically? Manually?) to the Web Governance Board.
3. WGB approves/rejects the request.
4. Approved requests are forwarded (automatically? Manually?) to TeamSite Admin, who then implements the request according to the approved web request specs.
5. Approved requests automatically generates a record in the Web Registry, and an auto-generated email is sent to the POC to verify the information.
6. What happens to requests that are not approved?

TeamSite publishing – when Web Ops review is triggered — **Out of scope for WebOps. WebOps is strictly infrastructure support. There is no official review. When other groups fail to follow the process or documentation and we happen catch it during a manual file transfer we report it. As a courtesy we try to help but this “check” should really be done by the application web content side prior to promotions to prevent extra work for server admins.**

Brad was able to confirm that a Web Ops review is automatically triggered in these scenarios:

- If there are changes to 80 files or more at once

- If there's an invalid file type

When the Web Ops review is triggered, what does the web ops team check for? Is there a checklist of items that's always reviewed? For instance, in addition to file types, are the contents of the file also reviewed?

508 Compliance – Out of scope for WebOps. WebOps is strictly infrastructure support. Site owners are responsible for 508 compliance and should be working with the 508 office for scans and other assistance.

- - Are there any scans or automated tests of web pages that happen before publication? After publication?
 - Same question for assets such as PDFs and other kinds of document files?

Other web standards – Out of scope for WebOps. WebOps is strictly infrastructure support. DNS and the gateway team controls DNS and URLs. They may have URL restrictions and rules.

Are there any Web Ops activities or processes that enforce various web standards set by the Web Governance Board?

- For instance, regarding URL standards – like not using underscores – is that manually enforced or automatically prevented (via error message or whatever if someone tries to publish a page with non-standard URL)?
- Are there other types of technical operations that help support or enforce compliance of web standards?

404s, Redirect chains, URLs, meta properties – Out of scope for WebOps. WebOps is strictly infrastructure support. It is the Site owner responsibility for making sure their site works.

- How are broken links and 404 pages identified? Out of scope for WebOps Is there a manual or automated Web Ops scan or test? Out of scope for WebOps And if so, on what schedule does it occur, and what happens when the team identifies them? Out of scope for WebOps
- How are redirects implemented? Redirects see KBx [KBX: Can you set up a redirect since my website URL has changed? \(va.gov\)](#)
- How are standard URLs and meta titles enforced? (Is it baked into the frontend templates, in the Web Request form?) Does Web Ops review for these or is that strictly a Web Governance Board manual review activity? Out of scope for WebOps

Intranet vs. Public (external) content – Out of scope for WebOps. WebOps is strictly infrastructure support.

- Is there a team or a process that is responsible for ensuring that internal content (like internal meeting PPT decks, minutes, meeting videos, etc.) doesn't get published on the public website?
- What happens when teams publish content that belongs on the intranet on the public VA.gov Internet? Do people report that to Web Ops or to another group? What group is responsible for removing that content from the public site?

Are the Web Ops activities different for SharePoint vs. WordPress vs. TeamSite vs. custom-built sites?

Yes, SharePoint is and has been out of scope for WebOps for several years now. WebOps has nothing to do with SharePoint.

WordPress, Teamsite, custom sites –WebOps is strictly infrastructure (server) support.