

**ILLINOIS STATE POLICE DIRECTIVE
SRV-209, ILLINOIS STATE POLICE WEB PAGE**

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| RESCINDS: SRV-209, 2022-112, revised 03-09-2022. | REVISED: 01-03-2023 2023-127 |
| RELATED DOCUMENTS: None | RELATED CALEA STANDARDS (6th Edition): None |

I. POLICY

- I.A. The Illinois State Police will maintain an internet site:
 - I.A.1. For the accurate display of current and historical information about the Department.
 - I.A.2. To provide a gateway for the public to access department services electronically.
 - I.A.3. To provide law enforcement related information to the public in compliance with applicable statutes and accreditation standards.
- I.B. An intranet site will be maintained to provide agency related information internally to ISP employees.

II. DEFINITIONS

- II.A. Internet - an electronic communications network that connects computer networks and organizational computer facilities around the world.
- II.B. Intranet - a private computer network to securely share part of an organization's information or operations with its employees. An intranet can be understood as a private version of the internet confined to ISP.
- II.C. Universal Resource Locator (URL) - an address used to locate resources on the internet.
- II.D. Web Site - a location on the World Wide Web (internet) or internal web (intranet).

III. RESPONSIBILITIES

- III.A. The Deputy Director of the Division of Justice Services (DJS) will have final responsibility for the Department's internet and intranet presence.
- III.B. The Information Services Bureau (ISB), DJS, will act as the contact in matters pertaining to the ISP internet and intranet web sites.
- III.C. The Web Development Unit, ISB, will:
 - III.C.1. Receive and make recommendations for internet and intranet proposals, including:
 - III.C.1.a. Proposals to provide new services via the internet and intranet
 - III.C.1.b. Proposals to significantly expand, restrict, or modify existing services
 - III.C.1.c. Proposals to eliminate services provided via the internet
 - III.C.1.d. Requests from external entities to have links to their internet site available through ISP-maintained web pages
 - III.C.1.e. Legislated mandates
 - III.C.2. In concert with other department entities, develop and maintain internet content that is accurate, timely, and maximizes citizen access to agency services.
 - III.C.3. In concert with other department entities, develop and maintain intranet content that is accurate, timely, and maximizes employee access to agency service.
 - III.C.4. Maintain compliance with accessibility guidelines.

- III.C.5. Ensure the technical capacity of the Department to provide the services approved by the Deputy Director of DJS, or designee.
- III.C.6. Maintain site use statistics on an as needed basis.
- III.D. The assigned organizational entity responsible for the data (owner) will facilitate periodic review by selected personnel of internet/intranet content to ensure:
 - III.D.1. Timeliness of information
 - III.D.2. Accuracy of information
 - III.D.3. Ease of use
 - III.D.4. Functionality
 - III.D.5. Service-based orientation
 - III.D.6. Accessibility of the information presented
- IV. PROCEDURES
 - IV.A. Proposing an addition, enhancement, or change in internet/intranet service
 - IV.A.1. Changes to the Department's internet/intranet services will be facilitated by the Web Development Unit Leader and will begin upon receipt of the work request made by the party requesting the change. Any content prepared for publishing on the internet/intranet must be made available to the Web Development Unit for preparation.

NOTE: The work request is available by opening the ISP Work Request Database on the on the appropriate ISP electronic communications system.
 - IV.A.2. The Web Development Unit will make recommendations to the requesting party and as needed, the Deputy Director of DJS, or designee, on the proposed services.
 - IV.A.3. The Deputy Director of DJS, or designee, will make the final decision to approve or deny the request.
 - IV.B. Proposing a change in internet/intranet content

A work request should be completed for any updates and changes to concepts already established.
 - IV.C. Requesting a link from the ISP home page to a web site not maintained by ISP
 - IV.C.1. Requests from external entities
 - IV.C.1.a. The requesting agency will prepare a written request on official letterhead describing the nature of their business and the URL of the site to which they wish to link. This request will be submitted to the Web Development Unit.
 - IV.C.1.b. Such requests will follow the procedures described in paragraphs IV.A.2 and IV.A.3.
 - IV.C.2. Requests from ISP employees
 - IV.C.2.a. ISP employees requesting a link to the ISP home page for a site that they think is beneficial should forward a work request with justification to the Web Development Unit.
 - IV.C.2.b. Such requests will follow the procedures described in paragraphs IV.A.2 and IV.A.3.

V. RULES AND REGULATIONS

- V.A. All web development activities must be executed in accordance with the approved policies of the Web Development Unit, mandatory state of Illinois requirements, applicable department policies and procedures, and appropriate legal requirements. Where operational or administrative needs dictate, the Web Development Unit may permit deviations from their own procedures on a case-by-case basis.
- V.B. Web pages providing basic information about each organizational division/command will be developed in concert with the Web Development Unit and will be formatted to present general department information in a uniform manner. Though basic department pages will be developed by a centralized staff to promote a fluid appearance, the responsibility for content maintenance still lies with the assigned organizational entity.
- V.C. No unit, group, troop, etc., may develop web pages specific to department entities or programmatic initiatives without approval from the Deputy Director of DJS, or designee.

| Indicates new or revised items.

-End of Directive-