

**ILLINOIS STATE POLICE DIRECTIVE
SRV-209, ILLINOIS STATE POLICE WEBSITE**

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| RESCINDS: SRV-209, 2013-010, revised 01-08-2013. | REVISED: 03-28-2016 2016-019 |
| RELATED DOCUMENTS: None | RELATED CALEA STANDARDS: 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. Website - a location on the World Wide Web (internet) or internal web (intranet).

III. RESPONSIBILITIES

- III.A. The Colonel of the Division of Administration (DOA) will have final responsibility for the Department's internet and intranet presence.
- III.B. The Information Services Bureau (ISB), DOA, 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 websites
 - 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 services.
 - 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 Colonel of DOA, 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 ispdm5/IISPolice server in Lotus Notes.

IV.A.2. The Web Development Unit will make recommendations to the requesting party and, as needed, the Colonel of DOA, or designee, on the proposed services.

IV.A.3. The Colonel of DOA, 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 website 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. Websites 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 sites 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, district, etc., may develop websites specific to department entities or programmatic initiatives without approval from the Colonel of DOA, or designee.

| Indicates new or revised items.

-End of Directive-