Guideline: Information Resource Management Series

Internet Access and Information Dissemination #1 (DRAFT)

DRAFT...FOR REVIEW AND COMMENT ONLY...DRAFT

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UPDATE Download Document - Due to the size of this doucment it was created in six sections (seltop1 thru seltop6) to download or print you will need to download or print each section individually)

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GOPHER

FTP

TELNET

WWW

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I. INTRODUCTION

EXECUTIVE SUMMARY

This document provides a check list for managers who are using or are planning to use Internet.

The check list can be used by those just getting started with Internet, as well as those who

are already using Internet and want to make sure their bases are covered. For those who want

additional detail, this document also provides a section on key concepts for selected topics

related to Internet use. A cross reference provides links between steps in the check list

and the appropriate key concepts. Finally, this document contains references to legal

requirements, statewide standards and guidelines, Internet on-line resources and a glossary of

terms.

This document consists of several chapters, each dealing with a topic important to accessing

or disseminating information using the Internet. Each chapter includes some of the following

headings, depending on the topic: a definition; requirements (for current IPO

requirements that are expected to become statewide standards in the future);

recommendations (to assist agencies in developing their own strategies, standards and

guidelines); issues; and references for more information.

Agencies are expected to comply with all items identified as IPO requirements, in addition to

all Minnesota and federal laws, and statewide policies, standards and guidelines (also see

Appendices for

Legal

References and

State of Minnesota References for Internet Information: Related Standards and Guidelines).

Reference to the selected topics that currently contain IPO requirements are identified in the

Chart of Requirements (with 'X' in the "Requirements" column)

CHART OF REQUIREMENTS

Topic	Requirements	Location in Document
Management for Access and Dissemination Using the Internet	X	Chapter 1
Planning and Implementation	X	Chapter 2
Employee Use of the Interne	X	Chapter 3
Public Use of the Internet		Chapter 4
Business Use of the Internet		Chapter 5
Liability	X	Chapter 6
Ownership & Value Added Issues		Chapter 7
Education and Training		Chapter 8
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PURPOSE OF THIS DOCUMENT:

Provide guidance and direction to state agencies for electronic access and dissemination using the Internet.

HOW THIS DOCUMENT IS ORGANIZED:

This document contains three introductory sections, a section containing Internet 'Selected Topics', an 'Acknowledgements' section, and an 'Appendices' section with additional references.

The three introductory sections provide background information, an overview of the

Internet, and a 'First Steps' checklist for agencies to use in evaluting their Internet

readiness. A cross reference is also provided that links the checklist steps to relevant

topics elsewhere in this document. These sections are focused toward agency

managers needing a basic Internet overview with some general direction on getting

started - or moving forward - on the Internet.

Those needing more information should turn to the next section, 'Selected Topics: Key

Concepts". This section addresses 'key concept' topics related to management,

information content, information design, and information delivery. Managers may select

individual topics as needed, or may review the entire section for a broader familiarity

with Internet issues. There are significant implications - and several open issues - for

government organizations using the Internet. Managers should, at a minimum, be familiar with the

breadth of topics, the open issues, the IPO requirements that apply, and statewide laws, policies, standards and guidelines pertaining to the use of the Internet.

BACKGROUND ON THE ELECTRONIC INFORMATION AGE:

Like many other governments across the nation and the globe, the State of Minnesota

is rapidly moving into the electronic age for efficiency and easy access to information

and services. As various agencies, divisions, boards and councils develop electronic

access and dissemination systems, a new set of management considerations and moral, legal and ethical issues have arisen about how information is accessed, used, maintained and secured.

Information access strategies have also changed significantly as a result of the new

electronic capabilities. When information was provided via paper or microfilm, the

public was required to contact each government agency individually - either by phone

or in person. Now with electronic access, people can move electronically from one

agency to another in their search for information, usually at the touch of a button. Now

that agency-to-agency navigation is possible, it has become essential to provide the

public with a consistent and common "look and feel" and to think about how the

information is presented. Increasingly, agencies will need to work together to

coordinate the presentation of information and services.

Electronic information access and dissemination have the potential to fundamentally

change the way government provides public access to information and delivers its

services. Government must work to ensure that public resources are used wisely and

that efforts in the end add value and improve government service delivery to all citizens.

Agencies will need to begin thinking differently about information access and customer

service in order to thrive and survive in the electronic age. Changes brought about by

the electronic information age have prompted the creation of this guideline for

Minnesota government organizations to access and disseminate information via the Internet.

II. FIRST STEPS:

The following check list is provided to assist agency management in evaluating their

readiness for Internet use:

CHECKLIST FOR GETTING STARTED ON THE INTERNET

Step 1: Evaluate business needs

Action Items: Done

1. Educate management about the capabilities, potential
_____
and risks of the Internet.
2. Review agency business plans and strategies to determine applicability of Internet access and/or dissemination.
_____
3. Identify specific requests for Internet access or for information and service delivery using the internet.
_____
4. Establish plans for existing and future Internet access

and dissemination.
_____

Step 2: Evaluate customer needs
Action Items: Done<

1. Identify specific customer requests for information or services

using the Internet.
_____
2. Determine customer's existing and future use of the Internet.
_____

3. Identify potential customers of electronic information and services available through the Internet.
_____

Step 3: Develop agency policies for Internet use
Action Items:
Done

1. Identify relevant statewide policies, standards, laws and rules
_____
(e.g. IPO policies, standards and guidelines; Minnesota information policy laws, etc.) that may affect Internet access and dissemination.

2. Establish policies, standards, guidelines and rules for your
_____
agency's Internet access and dissemination that incorporate statewide laws and statewide and agency requirements.

3. Communicate your agency's Internet policies and requirements
_____
internally and to customers.

Step 4: Establish content requirements and dissemination plans for electronic information and services using the Internet

Action Items:
Done

1. Determine the information and services your agency will offer
_____
using the Internet.

2. Establish standards for content, presentation, design and
_____
delivery of electronically disseminated information and services.

3. Develop a plan for maintaining content that addresses quality
_____
(e.g. information currency,timely services) and routine ongoing support.

4. Evaluate existing and planned paper-based documents and services
_____
for possible migration to the Internet.

Step 5: Evaluate technology requirements (hardware, networks, connectivity and software
Action Items: Done

1. Determine agency technology requirements to support Internet use.
_____

2. Determine customer technology requirements for accessing
_____
information and services via the Internet.

3. Develop agency technology requirements for use of the Internet.
_____

4. Evaluate current technology and develop a plan to migrate to
_____
needed technology.

5. Develop a plan for maintaining Internet related technology.
_____

6. Develop a plan for customer access to necessary technology.
_____

Step 6: Evaluate security needs
Action Items:
Done

1. Determine security requirements for use of the Internet.
_____

2. Assess current agency security capabilities.
_____

3. Develop a plan to provide required Internet security.
_____

Step 7: Evaluate resource requirements to support Internet use
Action Items:
Done

1. Determine people skills needed to support the use of the
_____
Internet. (e.g. technology skills, presentation/publication skills, administrative skills, network maintenance skills, etc.)

2. Develop a plan to acquire missing skills (e.g. training, partnering with another organization, hiring, consulting, etc.)
_____

3. Determine financial resources needed to support the use of the
_____
Internet. (e.g. staff salaries,consultant fees, charges for connectivity, training costs, technology costs, etc.)

4. Develop a plan to acquire financial resources.
_____

Step 8: Evaluate customer service and support needs
Action Items: Done

1. Develop a plan for monitoring customer response to agency
_____
Internet information and services.

2. Develop a plan for incorporating customer feedback into on-going plans for Internet dissemination of information and services.

3. Develop a plan for providing customers with Internet related education / training and communication.

This chart provides a quick cross reference from steps in the 'First Steps' checklist, to some of the relevant topics in the 'Selected Topics' section.

Steps:	Key Concepts
Step 1: Evaluate business needs	Management for Information
Intro and Ch.1	Access & Dissemination
Ch. 2	Planning & Implementation
Step 2: Evaluate customer needs	Public Use of the Internet;
Ch. 4	Business Use of the Internet;
Ch. 5	Customer Service;
Ch. 12	Information Content
Ch. 13	
Step 3: Develop agency policies for Internet use	Legal References;
Appendix	State of Minnesota References;
Appendix	Data Privacy;
Ch. 11	

Ch. 28 Ch. 6 Ch. 7 Ch. 29		Use of Technical Standards Liability; Ownership & Value-Added Issues; System Monitoring and Privacy;
Step 4: Ch. 9 Ch. 13 Ch. 14 Ch. 2 Ch. 15 Ch. 16 Ch. 17 Ch. 18 Ch. 19 Ch. 20 Ch. 21 Ch. 22	Establish content requirements and dissemination plans for electronic information and services using the Internet.	Maintenance; Information Content; General Info about an Agency; Planning & Implementation; Information Quality; Cataloging & Indexing; Conversion; Information Design; Design Requirements; Design Format Design Multimedia; Information Delivery;
Step 5: Ch. 9 Ch. 23 Ch. 24 Ch. 25 Ch. 26 Ch. 27 Ch. 28	Evaluate technology requirements (hardware, networks, connectivity and software	Maintenance; Server Hardware & Software; User Hardware & Software; Security (General) Security Technology; Implementation and Tools; Use of Technical Standards;
Step 6: Ch. 25 Ch. 26 Ch. 29	Evaluate security needs	Security (General); Security Technology; System Monitoring & Privacy;
Step 7: Ch. 8	Evaluate resource	Education and Training;

Ch. 10	requirements to support Internet use	Resources;
Step 8: Ch. 8 Ch. 12 Ch. 29	Evaluate customer service and support needs	Education and Training; Customer Service System Monitoring and Privacy;

Next Section