

UNITED STATES VIRGIN ISLANDS HOUSING FINANCE AUTHORITY

Website Maintenance and Management Standard Operating Procedures

VERSION: 2.0
February 25, 2021

Prepared by:

Virgin Islands Housing Finance Authority - CDBG-DR Program Division



The policies stated in this manual are current as of February 25, 2021. This Manual represents the current version of the Virgin Islands Housing Finance Authority's (VIHFA) policies which shall provide general guidance for the maintenance and management of VIHFA CDBG-DR's website. All manuals will be reviewed periodically and will be updated. Therefore, you are strongly urged to visit our website www.vihfa.gov/disaster-recovery to ensure that you have the latest version.


SUBJECT: CDBG-DR Website Maintenance and Management Standard Operating Procedures	
Version Number	2.0
Revised Date	February 25, 2021
Effective Date	February 25, 2021
APPROVALS:	
 Antoinette Fleming, VIHFA CDBG-DR Director	<div style="border: 1px solid black; padding: 2px; display: inline-block;">02/25/2021</div> Date

Table 1: Website Maintenance and Management SOP Version Control

VERSION NUMBER	DATE REVISED	DESCRIPTION
(DRAFT)	3/4/19	Draft Version of Website SOP
Version 1.0	6/3/2019	Website Maintenance and Management Standard Operating Procedure – FINAL
Version 2.0	2/25/2021	Updated Policy to incorporate CDBG-MIT and Roles and Responsibilities.

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1.0 PURPOSE

This Standard Operating Procedure (SOP) is provided as a guideline for requesting changes, upgrades and/or removal of content on Virgin Islands Housing Finance Authority's (VIHFA's) Community Development Block Grant – Disaster Recovery (CDBG-DR) and Community Development Block Grant – Mitigation (CDBG- MIT) websites. Currently, the CDBG-DR and CDBG-MIT program information is housed under VIHFA's disaster recovery website (www.cdbgdr.vihfa.gov).

Website Management Team consist of three members: CDBG-DR Senior MIS Manager, CDBG-DR Senior Policy Manager, CDBG-DR Data Network Analyst and CDBG-DR Administrative Assistant. This team's membership is subject to change.

Website Management Team Email Address: drwebteam@vihfa.gov

2.0 ROLES AND RESPONSIBILITIES

Roles	Responsibilities	Details
Senior Manager, MIS	<ul style="list-style-type: none"> • Project Oversight 	<ul style="list-style-type: none"> • Ensures Department Web strategy and processes are in place and understood by Executive staff • Reviews and oversees Department Web plans and delivery schedules consistent with strategy • Communicates updates and needs to Executive/Senior staff • Reinforces processes and original needs • Manages Websters • Creates deadlines for completion of specific projects
CDBG-DR Director	<ul style="list-style-type: none"> • Web Content Review & Approval 	<ul style="list-style-type: none"> • Reviews and approves content, as needed
Communications Manager (Webmaster)	<ul style="list-style-type: none"> • Design and manage Website • Provide Technical Support • Addresses Internal Web Server Issues 	<ul style="list-style-type: none"> • Web design/branding decisions • Graphic creation/artwork integration • Sets standards and operations • Ensures conformance to directives.
IT Technician (Website developer)	<ul style="list-style-type: none"> • Create and modify program related web pages 	<ul style="list-style-type: none"> • Manages Division priorities consistent with Department strategy • Responsible for posting/uploading of Division content • Maintains content updates • Adds new content • Manages links • Conforms to Webmaster directives
Division Staff	<ul style="list-style-type: none"> • Content Creation • Periodic review of program related content 	<ul style="list-style-type: none"> • Responsible for providing accurate and up-to-date content
Help Desk	<ul style="list-style-type: none"> • Provides technical support • Ensure timely resolution of trouble tickets 	Assists with the following: <ul style="list-style-type: none"> • Web problems, such as bad links, missing pages, etc. – refer DR Web team • Access problems – refer to Webmaster via help desk

3.0 REQUIREMENTS

- a. Action Plan and Action Plan Substantial and Non-Substantial Amendments
 - i. Must be prominently posted for public comment for no less than 30 days
 - ii. Must be posted within 3 days of submittal to HUD for approval and labeled as “Draft”
 - iii. Once HUD approves, approved action plan must be posted within 3 days
 - iv. Approved Action Plan and Substantial/Non-Substantial Action Plan Amendments must be posted to website in reverse chronological order (most recent first)
 - v. Must be ADA compliant

- b. CDBG-DR and CDBG-MIT Action Plan and Substantial Action Plan Amendments
 - i. Must be posted within 3 days of submittal to HUD for approval and labeled as “Draft”
 - ii. Once HUD approves, approved CDBG-DR and CDBG-MIT Action Plan must be posted within 3 days.
 - iii. Approved DRGR Action Plan and Substantial/Non-Substantial CDBG-DR and CDBG-MIT Action Plan Amendments must be posted to website in reverse chronological order (most recent first)

- c. Reports
 - i. Budget Reports
 - 1. The budget reports will be posted to the website on a monthly basis.
 - ii. Project Progress Reports
 - 1. The project progress reports will be posted to the website on a monthly basis.
 - iii. GIS Mapping of Recovery Investments
 - 1. The GIS mapping report will be updated on an as needed basis.
 - iv. Quarterly Performance Reports
 - 1. Must be posted within 3 days of submittal to HUD for approval and labeled as “Draft”
 - 2. Once HUD approves, approved QPR must be posted within 3 days
 - 3. Approved QPRs must be posted to website in reverse chronological order (most recent first)
 - 4. Reports must continue to be posted until all funds have been expended and all expenditures/activities have been reported

- d. Program/Operational Policies and Procedures
 - i. All policies and procedures must be posted
 - ii. Policies and procedures will be updated as needed
 - iii. Senior Policy Manager will provide up-to-date list of DR policies and procedures.

- e. Procurement
 - i. All procurement policies and procedures must be posted

- ii. All CDBG-DR and CDBG-MIT subrecipient RFPs, RFQs, IFBs, contracts and any amendments to those documents must be posted.
 - iii. The phase of all CDBG-DR and CDBG-MIT subrecipient procurements must be posted and kept up-to-date
 - iv. Contracts must be posted within 7 days of the contract (or amendment) being fully executed.
 - v. A summary of all procured contracts, including those procured by CDBG-DR or CDBG-MIT subrecipients (e.g. a summary list of procurements, phase of procurements, requirements for proposals, and any liquidation of damages necessitated by contractor's failure or inability to implement the contract, etc.) must be posted
- f. Points of Contact
 - i. A list of executive VIHFA, CDBG-DR and CDBG-MIT staff will be maintained on the CDBG-DR website.
- g. Citizen Participation Plan
 - i. Must be posted and will be updated as needed
- h. Public Comments
 - i. The following will be posted to the website to facilitate receiving public comments:
 - 1. An email address specifically for the purpose of receiving public comments for CDBG-DR and CDBG-MIT
 - 2. Mailing address for the VI CDBG-DR Office.
 - ii. The website will clearly identify the individual serving as the primary point of contact for all public comment related communications.
- i. Updates and Maintenance
 - i. Website must be updated monthly.
 - ii. CDBG-DR and CDBG-MIT staff should review their respective to ensure accurate and up-to date. content for public viewing on all CDBG-DR and CDBG-MIT activities and opportunities.
- j. Graphics and Video
- I. High resolution photos and videos will be provided by the Communications Department at VIHFA.
- k. Software
 - I. All content updates will be managed through the content management system.

4.0 PROCESS STEPS

4.1 Content Creation

- a. Division staff are responsible for drafting and monitoring content for their respective web pages on a regular basis.
- b. All content must be approved by CDBG-DR Director prior to content upload.

4.2 Submitting a Website Change Request

1. A Website Change request form must be completed and submitted by the requestor. Requestors must complete the following fields:
 - a. Title
 - b. Requestor Name
 - c. Date of Request
 - d. Description of what changes need to be made
 - e. What page/content/location needs to be changed
 - f. Priority (Low/Medium/High)
 - g. Is this a QPR? (yes/no)
2. The Website Management Team and Executive staff will receive change request.
3. The CDBG-DR Director will approve or deny change request.
4. If a rejection is received, the requestor must revise content before resubmittal.
5. Once the request has been resubmitted and approved, the Website Management Team will receive approval notification.
6. All requests will be processed weekly on Fridays. For moderate and low priority items, content will be uploaded within 5 business days of approval receipt. For high priority items, content will be uploaded within 2 business days of approval receipt.

4.3 Emergency Content

1. For emergency postings, postings on weekends and/or holidays, the Website Management team must receive a written approval via email by VIHFA Executive Director and/or CDBG-DR Director before content is updated.

Below are examples of “emergency” situations:

- Requests that involve federal deadlines, i.e., posting a plan, public notice, etc. by a certain date per the federal government. Some must be posted immediately or the next day to meet the deadline
- Weather or disaster emergencies or building closings
- Requests directly from the Governor’s Office
- Requests directly from the VIHFA Executive Director

- Policy and/or operational changes made to key VI CDBG-DR program areas, i.e., registration deadline extension or other critical issues
- Internal Server problems – Webmaster via help desk
- Web problems, such as bad links, missing pages, etc.
- Access problems – refer to Webmaster via help desk

5.0 WEBSITE CHANGE REQUEST FORM

Website Change Request

* Required

1. Title *

Enter your answer

2. Description of change *

Enter your answer

3. Where does the change need to made ? (Include URL) *

Enter your answer

4. Deadline *

Please input date in format of M/d/yyyy



5. Requester *

Enter your answer

6. Priority of Change *

- Low
- Medium
- High

7. Is this a QPR? *

- No
- Yes

Submit