UNITED STATES VIRGIN ISLANDS
HOUSING FINANCE AUTHORITY

Website Maintenance and Management
Standard Operating Procedures

VERSION: 3.1

February 22, 2023

Prepared by:

Virgin Islands Housing Finance Authority - CDBG-DR Program Division

The procedures stated in this manual are current as of February 22, 2023. This Manual represents the current version of the Virgin Islands Housing Finance Authority's (VIHFA) procedures 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 https://cdbgdr.vihfa.gov/ to ensure that you have the latest version.
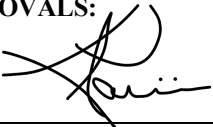
SUBJECT: CDBG-DR Website Maintenance and Management Standard Operating Procedures	
Version Number	3.1
Revised Date	February 22, 2023
Effective Date	February 22, 2023
APPROVALS:	

2/22/2023

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Alanah Lavinier   **Date**
Director Policy, Procedure, Regulatory Service
CDBG-DR

Table 1: Website Maintenance and Management SOP Version Control

VERSION NUMBER	DATE REVISED	DESCRIPTION
(PENDING HUD APROVAL)	3/4/19	Pending HUD Approval 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.
Version 3.0	10/25/2022	• Section 1.0 (Purpose): Removed Senior Policy Manager from the Website Management Team • Reformatted Section 3.0 (Posting Requirements) • Process Steps now Section 4.0
Version 3.1	1/18/2023	• Removed Procedures from Table 3 (Website Posting Requirements) and Table 4 (Content Assignment) • Include Data and Reporting Specialist • Identified the website management team

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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) website. The CDBG-DR and CDBG-MIT program information is currently housed under VIHFA's disaster recovery website (www.cdbgdr.vihfa.gov). The CDBG-MIT page can be accessed at the following link: www.cdbgdr.vihfa.gov/programs/cdbg-mitigation/.

The Website Management Team consists of CDBG-DR Director of Information Technology, CDBG-DR Website Developer and IT Support, CDBG-DR MIS Team, and CDBG-DR Communications Manager. This team's membership is subject to change.

2.0 : ROLES AND RESPONSIBILITIES

The table below outlines Program staff that are responsible for the maintenance of the CDBG-DR website.

NOTE: Please forward all website related inquires to web_management@vihfa.gov.

Table 2: Website Maintenance Responsibilities

Roles	Responsibilities	Details
CDBG-DR Director of Information Technology, (or most chief technical officer)	• Project Oversight • Web Content • Review & Approval	• 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 a strategy • Communicates updates and needs to Executive/Senior staff • Reinforces processes and original needs • Manages Web team • Creates deadlines for completion of specific projects • Reviews and approves content, as needed
Communications Manager (Website Coordinator/ Website Management Team)	• Assist with Website Management and Design	Assist with the following: • Web design/branding decisions • Graphic creation/artwork integration • Sets standards and operations • Ensures conformance to directives. • Responsible for posting/uploading of Division content (upon request)

Website Developer (Webmaster/ Website Management Team)	• Create and modify program- related web pages • Provide Technical Support • Addresses Internal Web Server Issues • Website Management and Design	• Manages Division priorities consistent with Department strategy • Responsible for posting/uploading of Division content (upon request) • Maintains content updates • Adds new content • Manages links • Collaborates with Webmaster on Website related design/content/updates
Data and Reporting Specialist, Division Managers or Selected Staff	• Content Creation and Management • Periodic review of program-related content	• Responsible for providing accurate and up-to-date content
MIS Staff	• Assist with Content Management	Assists with the following: • Web problems, such as bad links, missing pages, etc. • Access problems – refer to Webmaster via the help desk • Publishing and updating of content on the website (usually with guidance from the Webmaster

3.0 : POSTING REQUIREMENTS

The following documents must be posted according to the requirements below and in adherence to posting policies and procedures:

Table 3: Website Posting Requirements

Content	Posting Timeline	Other Posting Requirements
Action Plan Substantial & Amendments	• Drafts must be posted for a 30-day comment period • Post within 3 days of HUD approval	• Un-approved documents must be labeled as "Pending HUD Approval" • Must be posted in reverse-chronological order
Non-Substantial Amendments	• Post 30 days after notification sent to HUD	• Non-approved documents must be labeled as "Pending HUD Approval" • Must be posted in reverse-chronological order
Citizen Participation Plan	• Updated as needed	• None

Budget Reports	• Posted monthly	• None
Project Progress Reports	• Posted monthly	• None
Quarterly Performance Reports	• Must be posted within 3 days of submittal to HUD • Must be posted within 3 days of approval by HUD	• If not approved by HUD, must be labeled Pending HUD Approval • Must be posted in reverse chronological order • Must post QPRs until program closeout
GIS Mapping of Recovery Investments	• Posted as needed	• None
Policies and Procedures	• Posted as needed	• All current policies must be posted
Procurement	• Contracts posted within 7 days of execution	• Subrecipient procurement documents must be posted and kept up to date • A summary of all procurements by the Program and subrecipients must be posted
Points of Contact	• Posted within 30 days of an official change	• Full contact list must be on the page
Public Comments	• None	• Email address, mailing address, and main point of contact for public comments must be posted
Website	• Must be updated monthly	• None

3.1 : Uploading Content Attachments

3.1.1 : General Guidelines

The webmaster and members of the Website Management Team (consisting of the website coordinator and the webmaster) will upload all files and documents received from the Data and Reporting Specialist, Program/Administrative Managers or their selected staff. All attachments should be clearly named to illustrate what the document is and must be uploaded in portable document formatting (PDF). All uploaded content will be placed into its respective section on the website (e.g., procurement, policies, etc.) by the website management team.

Content will be updated and uploaded on its respective site/page. Posting will not be duplicated to another site/page. Please contact the website management team if you would like content to be linked to the parent or comprehensive site. After upload is complete, a member of the website management team will close the website change request ticket upon review.

The submission of information to the CDBG-DR Website is only accepted from the Data and Reporting Specialist and Program Managers or their Selected Staff. When staff is appointed for ticket submission, the website management should be notified of the change.

Responsible units and section(s) for submissions are as follows:

Table 4: Content Assignment

COMPLIANCE	Quarterly Performance Report Federal Notice Federal Regulations Contractor Resources
HUMAN RESOURCES	Jobs Posting Organization Chart
POLICIES & PROCEDURES	Policies Procedures
REPORTING	Budget Report
PROCUREMENT	Contracts Solicitations
COMMUNICATIONS	Press Releases Events
CDBG-DR DIRECTOR OF PROGRAMS	Subrecipient Projects

3.1.2 : Procurement Documents

Staff will be expected to utilize the Contract Reporting Template at https://www.hudexchange.info/resource/3898/public-law-113-2-contract-reporting-template/ as a guideline when sending contracts for submission. Contracts are to be sent from the Procurement Unit.

4.0 : PROCESS STEPS

4.1 : Content Creation

a. Division staff are responsible for drafting and monitoring content for their respective web pages regularly.

b. All content must be approved by CDBG-DR Director of Information Technology prior to content upload.

All content updates will be managed through the content management system.

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. Categories (Action Plan/Budget Reports/Events/Job Posting/ Policies & Procedures, QPR, Vendor Contracts, etc.)

    g. DUNS Number (see instruction on portal)

    Note: Other fields may be added throughout the life of the website. This may be due to the addition of resources hosted on the website or a change of internal procedure.

2. The Website Management Team and Director of Information Technology will receive change requests.

3. The CDBG-DR Director of Information Technology will approve or deny change requests.

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 or be assigned the ticket

6. All requests will be processed weekly on Fridays. Content will be uploaded within five business days of approval receipt for moderate and low priority items. The content will be uploaded within two business days of approval receipt for high-priority items.

4.3 : Emergency Content

For emergency posting on weekends and/or holidays, the Website Management team must receive written approval via email by the VIHFA Executive Director and/or CDBG-DR Disaster Recovery Officer 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 VIHFA CDBG-DR program areas, i.e., registration deadline extension or other critical issues

- Internal Server problems

- Web problems, such as bad links, missing pages, etc.

- Access problems

5.0 : WEBSITE CHANGE REQUEST

Step 1: Navigate to https://cdbgdrwebsitechange.on.spiceworks.com/portal/registrations, enter your work email address and click 'Log in'. An email will be sent to your work email to log in to the portal.
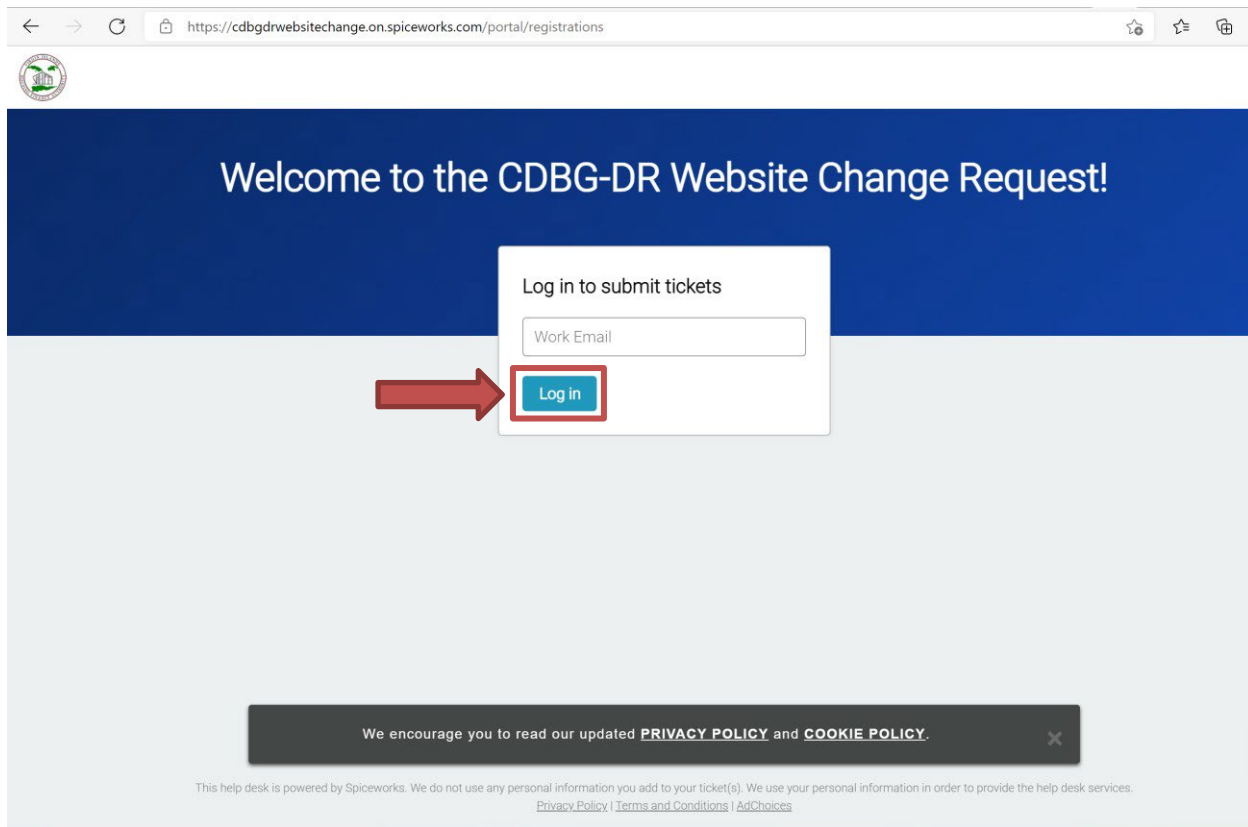
STEP 2: Once the email is opened, click the option, "Click this link to login to portal"
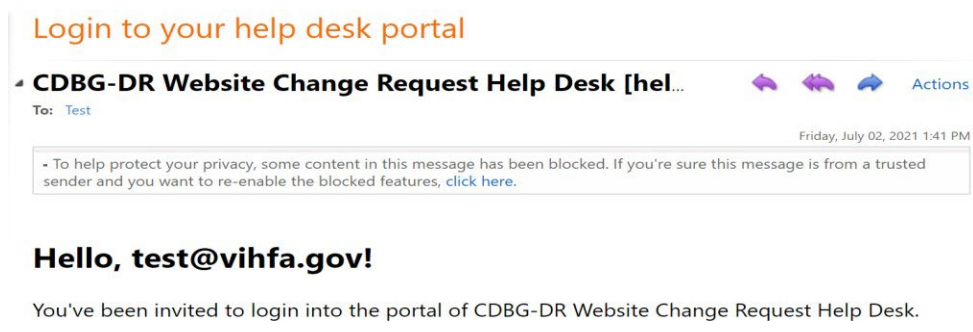
STEP 3: Next, you will submit a ticket by clicking the CTA button '+ Submit a ticket'.
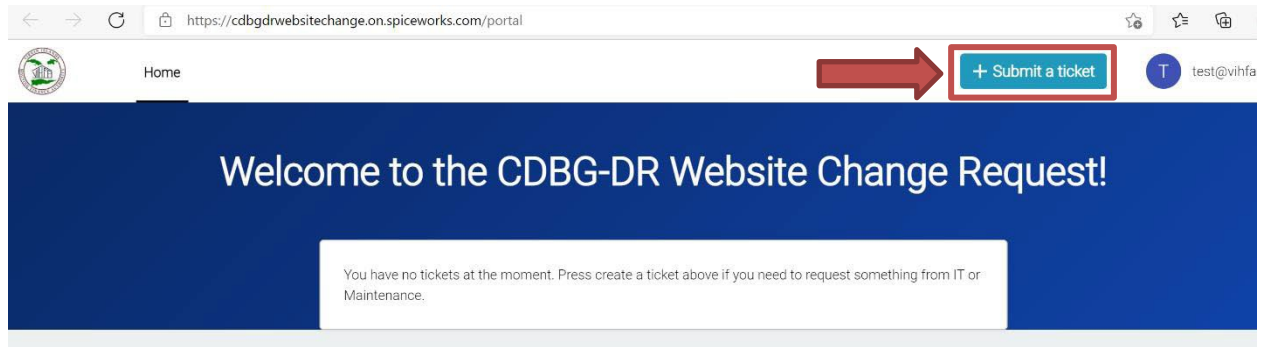
STEP 4: Lastly, fill out all necessary required fields and attach any documentation if needed. Click submit once finished, and the ticket will be forwarded for approval.