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| **SoP3: Website Development and Exit Management Process** |
| **Target group :** For the empanelled agencies  |
| **Abbreviations**SOP- Standard Operating ProcedureSWF-Standardised Website FrameworkPSC-Project Steering Committee |
| **Objective*** There are four main stages of the website development
* The checkpoint procedures for each stage is detailed in this SOP
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| Stage 1 | * Agency to inform the details of their respective Website development team and its structure[[1]](#footnote-2) and the Project Schedule to the department with a copy to wdc.assam@gov.in.
* Agency is to have the kick-off meeting with the ePrastuti Project Steering Committee(PSC) of the department and its subordinate organisations.
* Agency to study the existing web sites of the department, if any, and prepare a presentation with the snapshots of the websites of other States, Centre and Global . The strengths available in each should be highlighted in the presentation.
* To conduct workshops by following the checklist provided in Annex.1 .
* Prepare the wireframe of the website in the template of ePrastuti Standard Government Information Architecture (SGIA). The wireframe should include the Homepage with the images and contents of the Main Slider, Menu, Portlets etc.
* Have the wireframe and images approved by the Department & Web Development Cell(WDC).
* Finalise the content of the department in the ePrastuti Standard Templates and get it approved from the department.
* The SWF development domains to be obtained and informed to WDC so that the development area can be provided to the development team.
* Request for user credentials in the development server to be sent to wdc.assam@gov.in
* Have the approved content populated in the staging website.
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| Stage 2  | * Completion of populating the website with the content.
* All Services being offered by the department need to be provided, irrespective of whether or not online systems are available.
* Information Services as per the Standard templates.
* Main Sliders to be made as per the guidelines.
* Document scanning and image guidelines to be followed.
* Mandatory content to be uploaded on the website:
* Standard Content as defined in SWF
* Standard Right Navigation Menu and its links
* Website Information Manager details
* Website Governance
* Content Management Responsibility Matrix
* Training plan to be prepared for training the Department Content Managers for content upload.
* Quality assurance of the Website content.
* Sign off from WDC
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| Get the User Acceptance and testing from the user department for the completion of Stage 1 in English Content (Standard template) |
| Stage 3 | All content completed in English to be converted to bi-lingual/Multi-lingual including the Sliders /Portlets/Images in the Sliders and Portlets |
| Get the User Acceptance and testing from the user department for the completion of Stage 2 in bi-lingual/Multi-lingual (Standard template)Production deployment and final testing. |
| Stage 4(Exit Management) | * Create accounts in the staging domain for all the identified content managers.
* Create account for the website administrator and train them as per the skill sets required.
* Train the content managers using their respective account.
* Provide the training manuals.
* Content Ownership, Moderation & Approval Policy (COMAP)
* Content Review Policy (CRP) and Content Archival Policy
* Website completion entails the completion of all sites as per the work order.
* Ensure that the capability building of the department content managers to upload and manage the content.
* All clauses of the Master Service Agreement to be addressed and activities to be completed as per the Project Schedule of the RFQ.
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|  | Final Sign–off from the department with certficate of completion of Stage 1,2,3 and 4. |

**Annexure 1**

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| 🗹 **SUMMARY OF CHECKPOINTS FOR CONTENT MANAGERS WORKSHOP** |
| **Area** |  **Description of activity** **(Department is responsible for all activities mentioned)** | YesNo |
| **Have you completed all the pre-requsites**  | * Have the Project Steering Committee and Support Structures as per the ePrastuti Governance Structure Guidelines been notified and copy sent to WDC ( wdc.assam@gov.in)
* Have the Content Managers been informed about the workshop ( Workshop is to be attended by all Content Mangers)
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| **Workshop Logistics** | Have the necessary logistics been arranged for conducting the workshop* Projector
* Laptop
* Net connectivity
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| **Material for distribution**  | * Have the copies of Toolkit 1-2 been made ready for distribution during the workshop
* A4 size sheets for the workshop activity
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| **Workshop**  | Workshop is to be attended by:* Nodal Officer of the Department
* Nodal Officers of the Sub-ordinate organisations
* All Content Mangers (of the Main Administrative department and its sub-ordinate organisations)
* WDC , SeMT and NIC Coordinators
* Development Agency Team
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| 1. During the first Content Managers Workshop activities in Toolkits 1 and 2 will be done.
2. Agency team should consolidate the outcome of Toolkit 1 and 2 prior to the second workshop and submit to wdc.assam@gov.in.
3. During the second Content Managers Workshop Toolkit 3 will be done. Outcome of the first workshop will be presented for activity of Toolkit 3.
4. Agency should make a presentation which will include all major webistes in the sector, national and global. The strengths and weakness of each website should be highlighted
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1. Details of Team Structure to include the names and designations of each member with their responsibilities [↑](#footnote-ref-2)