GOVERNMENT OF KERALA

Abstract

Information Technology Department - Policy for Website Development, Hosting and Maintenance - approved - Orders issued.

INFORMATION TECHNOLOGY (B) DEPARTMENT

G.O. (Ms) No. 13/2005/ITD   Dated, Thiruvananthapuram, 21.03.2005

O R D E R

Government are pleased to approve the Policy for Website Development, Hosting and Maintenance as outlined in the appendix.

(BY ORDER OF THE GOVERNOR)

ANAND SINGH
Deputy Secretary to Government

To

All Principal Secretaries/Secretaries to Government
All Officers above the rank of Under Secretary to Government in Secretariat.
All Departments/Sections in Government Secretariat.
All Heads of Departments/Heads of all Public Sector Units, Autonomous bodies.
Registrars of all Universities in Kerala.
The Accountant General (A&E) / (Audit), Thiruvananthapuram.
The Director, Kerala State Information Technology Mission, Thiruvananthapuram.
S/F, O/C.

Copy to :
Secretary to Chief Minister
CA to Secretry (IT)
C.A. to Deputy Secretary (IT)

Forwarded/By Order,

Section Officer.

GOVERNMENT OF KERALA
Information Technology Department

Draft Policy for Website Development, Hosting & Maintenance

<u>The design guidelines has been divided into the following sections</u>

1. Introduction
2. Applicability
3. Aims and Objectives
4. Process Re-engineering and Electronic Workflow
5. Content Structure
6. Website Features
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9. Resources required for in-house website design, hosting etc.
10. Step-by-step website design details
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1. INTRODUCTION

Government of Kerala is committed to build an organisational environment in different Departments that inspire and facilitate the realisation of an e-Government, which encompasses inter alia the development & deployment of citizen-centric services through web enabled processes, electronic workflows, e-Enabled applications, collaborative partnerships and participation of citizens/ clients/stakeholders.

The website of a Department or its portal which integrates several websites of its constituent offices and field level units is a speedy and effective means for dissemination of information, interaction with people and for delivery of services to citizens.

The advent of new ICT technologies coincides with increasing demand from public for access to Government information. A set of information delivery principles and criteria for website design are therefore presented in this context. The crucial element of an effective presence on the Internet is *good content*. Departments should develop sites which are rich in authoritative & up-to-date content which is well written, caters to the needs of a wide range of audiences and is easily accessible.

The detailed guidelines are intended for the different departments of the Government of Kerala, for ensuring compliance with technical standards in order to ensure that Government websites are widely accessible and have a greater degree of consistency in structure and technical performance. The guidelines offer a model of good practice for the design of pages which stresses the need for standards, ease of navigation and economy for the user.

2. APPLICABILITY

These guidelines are meant for the Departments of Government of Kerala and their Subordinate and Attached Offices

3. **AIMS & OBJECTIVES**

(i)   Making available accurate and reliable information, in public domain, which can be of use to Citizens, stakeholders, Non-Government Organizations.

(ii)   Pursuit of Excellence and Quality for improved electronic delivery of information and services to citizens/ clients.

(iii)   e-interaction and knowledge sharing between Departments, States, Non- Government Organizations and people in general through electronic collaborative processes

(iv)   Increasing efficiency and transparency in Government processes cost effective means, resource sharing and seamless integration and collaboration among Departments

(v)   Commitment to partnership, networking and value addition through citizen's and stakeholders participation in decision making

(vi)   Realizing a knowledge based organizational culture focussed on enhancing Citizen, Client and stakeholders satisfaction through innovative and proactive behavioural engineering.

(vii)   Additional interface with people for having access to services provided by Govt, participation in Government tenders etc

4. PROCESS RE-ENGINEERING AND ELECTRONIC WORKFLOW

To support effective publishing of current information and delivery of services through the web, the website design and applications (which may be written in jsp, asp, php, javascript etc. with connections to SQL/Oracle/MySQL/PostGres/Sybase/DB2 etc.) need to be interfaced with intranet web applications and electronic processes at the backend, to combine workflows, business logic and information capture from distributed sources within the Department.

Transition to an integrated web enabled environment based on electronic business processes replacing currently paper-based processes will need to be carried out in a strategic manner in order that the ultimate delivery of information and services through the websites are of real value to the citizens/client.

On a reverse cycle, feedback from citizens /clients through the web interfaces would enable the organisation to operate with a realistic citizen-centric

5. CONTENT STRUCTURE

The features available on the website will have to facilitate the continuance of the aims and objectives described above. The content should be bilingual as far as possible.

1) Mission, Vision, Objectives, Client Charter	The Website will clearly indicate the subjects assigned to the Department, its Mission, Vision, objectives, its Citizens/ Client Charter. It will also carry the messages of Minister and Secretary, if any. A roadmap of how it intends to achieve all its objectives and envisaged outcomes may also be given.

2) Organizational Set-up and Directory	The website will prominently display the logo of Govt. of Kerala and the name of Department along with the organizational set up with sufficient clarity, containing the details of functional responsibilities entrusted to various Offices with in the Departments Organisations. Comprehensive and complete list of Attached and Subordinate Offices with links to their Websites will also be provided. It will have a complete directory with names, designations, e-mail addresses, telephone numbers and postal addresses of Minister, Secretary, Heads of Departments/Directorates, Divisions, Field Officers, Departmental and Public Grievances, IT Managers, O&M Officers etc.
3) Functions	The Website will contain a comprehensive functional map of the Department, subject matters being handled by the Department, along with designation of officers concerned with subjects assigned to them, responsibility of attached and Subordinate Offices. It will further contain rules, procedures and important studies conducted. Departments may also enclose the list of achievements and milestones and other important events as it may deem fit. The list of publications brought out by the Department will also be displayed with associated links for viewing/ Downloading such published material. Periodicals, if any, will also be displayed prominently

4) Constitutional, Legal and Administrative framework	Acts. Rules. Gazette Notifications. Statutory Orders Important Judicial pronouncements, Notifications, Handbooks, Guidelines, Instructions, Compendium of Circulars etc will be displayed.
5) Assembly and Departments	All LA Interpellations with their answers, queries/responses and reports of standing committees, etc may be placed on the website.
6) Plan, Schemes, Programmes and projects	The Websites will contain Information related to the plans/ Annual Plans and Budget of the Department or Organisation, with details of Schemes, Programmes, Projects, Externally aided projects, Central Schemes, Centrally Sponsored Schemes etc. Brief details of envisaged outcomes, resource allocations, modalities, delivery mechanisms, performance monitoring,ongoing programme evaluation/ assessments, Audit reports,Midterm interventions, critical evaluation success factors, involvement of stakeholders, invitation for feedbacks/ suggestions atc will also be taken into consideration to provide information through the website.

7) Services offered	Website will clearly show the services offered online or through various offices/ facilitation counters etc. being run by the Department, the target beneficiaries, relevant rules, procedures, eligibility criteria expected Citizens/Clients and such other relevant information to facilitate the Citizens/Clients to avail of such services. All application forms will be made available on-line. Department will also consider facility for knowing the fate of the applications on line. Facilitation for redress of Grievances with details of Grievance Officers, Redress mechanisms, Grievance hearings etc. need to be an integral part *of* the services offered. Discussion forums, theme based chat with Minister/ Senior Officers may also be provided.
8) Publications and Reports	CAG Reports, Annual Reports, White papers, Plan reviews, Statistical reports will also be placed.
9) Feedback Mechanism	Websites will be interactive and will have a mechanism to enable the visitors to give their feedback. The complaints/suggestions/ observations received on line will be treated as tappal as defined in Secretariat Office Manual, Manual of Office Procedure at Tappal and will be processed accordingly. The Department will devise standardized formats to receive and to respond to such commends received on line.

10) Notice Board, what is new Announcements , Press release, Tenders, Procurements and Disposal	Website will have a notice Board which will prominently display the latest developments, current events, future programmes, information relating to new publications brought out by the department etc. It will also contain information about the seminars, workshops, conferences etc. to be held in future and new appointments at senior level. Vacancies, Press releases, notices for tenders/RFPs, procurement and disposal etc. will also be displayed in this Section. The Department will put up all tender notices, vacancies etc. on the website simultaneously with the normal procedure.
11) Advertisement Public Relations and Promotion	Advertisement and promotional messages/literature relating to the Department may be provided / published through the web site.
12) Approved NGOs/ Stakeholders	Details of Collaborating Organisations/institutions and Stakeholders along with approved NGOs may be displayed
13) Search Engine	Website will have Search Engine to enable the users to locate and to access information/contents of the websites and of the database conncting to the website

14) Collaborative features for asynchronous information exchange, knowledge sharing/Chat Facility	The Department should examine the feasibility of providing features that enable users from other government Departments, States, Undertaking and Non Govt. Organisations to exchange information and experiences in an asynchronous manner. Chat facility for interaction with concerned Officers on fixed timing can also be implemented.
15) FAQ and Help	Department will also consider putting up relevant information under an active link titled " Frequently Asked Questions (FAQ)" providing details in significant areas of focus.
16) Current Events Calendar	Details of forthcoming events/meetings, conferences, programmes and other activities scheduled during the quarter/year may be indicated
17) Archives	The Web-site will display original contents and their amended version with date of amendment
18) Personnel	Details of Cadres, Civil list, Employees Corner and related information will be available
Other features	Any other features which the Departments may deem fit and which are specific to the Department concerned.

6. WEBSITE FEATURES

Some of the key issues in building a Department Website could be :-

o **Reliability & Authenticity**

A Government/Department website is an official source of Government/departmental information. Hence it is very critical that whatever is hosted on the site is authentic and duly verified by concerned authorities, before publishing.

o **User-friendly**

The Government /Department website must be a **user-friendly** place on the Internet available to citizens for improved access & dissemination of government information and services.

o **Accountable**

All citizen interactions in the form of queries/suggestions/grievances etc. must be attended to timely & carefully. Infact, the government/department website must be used as an effective tool for prompt response.

o **Updated information**

It is extremely important to keep the contents updated or else users will lose interest after visiting the site once or twice. The visitors expect to get the latest and up-to-date information about the activities, schemes, programmes etc. even before it is released in press or elsewhere. Hence, whenever any new activity takes place in a department, the news/information must get reflected on the website at least simultaneously, if not earlier than it appears in the Press.

The Website may have the following essential features:

i) Bilingual Support: The content should be available both in English and Malayalam as far as possible keeping in view that a large number of people are Malayalam speaking.

ii) Site Map: Site Map has to be provided for navigation support.

iii)   <u>Consistency</u>: Uniform look and feel is to be maintained in all pages of the website.

iv)   <u>Access</u>: Access to contents should be logical and intuitive.

v)   <u>Layout of menu, icons & hyperlink</u>: The organisation of hyperlinks on the homepage and in the interior pages has to intuitively reflect the significance of the information or service associated with the link. Floatable and collapsible menus for effective use of space and icons providing cue to hyperlink contents are to be used effectively.

vi)   <u>Search Engine</u>: This is to facilitate the users locate and access information/contents with ease.

vii)   <u>Content Structure</u>: Contents may be organised meaningfully with appropriate metatag/ labling scheme, interfacing with an appropriate uniform electronic record management system adopted in the organisation with features such as version control, information on ownership, storage location, file number, keywords, context description etc.

<u>Some of the desirable features of the website and guidelines are given below</u> :

a. Information should be available with minimal number of clicks and the location of the user at any given point while navigating through the site is to be visually displayed to him.

b. Site should be stable and reliable with predictable behaviour of hyperlinks and menus.

c. Website should not enforce client side requirements *or* efforts other than use of browsers.

d. Visual elements are to be appropriate and these should enhance the content presentation.

e. Site should be well organized and navigation to be clear and consistent.

f. Content has to be presented in manageable units.

g. Advanced security analysis and mechanisms such as port scans, Trojan sweeps, vulnerability profiles, firewall set-ups, networks sniffers, software & application faults, e-mail vulnerabilities, database etc. are to be incorporated in the standard operating procedures.

7. WEBSITE DESIGN TIPS:

Interface Design
Build clear navigation aids

The Government websites should have clear navigation which is easy to use. Information and , services on the websites are only useful if user/ customers can find them. Users should always be able to easily return to the home page, and to other major navigation points in the local site. These basic links that should be present on every page of the site are often graphic buttons that both provide basic navigation links, and help create the graphic identity that signals the user that they are still within the local site domain.

- There should be link to the homepage from every page
- The main navigation menu should available from the homepage
- The main sections of the website should be accessible within one click or two clicks from the homepage
- The logo of the department or organisation has to be included on each page

No dead - end pages Every Web page should contain at least one link

Access Issues   Provide the user with the information they want in the fewest possible steps, and in the shortest possible time.
Bandwidth and interaction *(Speed of website)* Users will not tolerate long delays. Web page designs should be well "tuned" to the network access speed of, say, around 33.6 kbps phone line connections

Putting huge bitmap graphics on the pages of the website is not desirable.

8 . Site & page design

- **Simplicity and consistency**   The interface should be simple, familiar and logical to the audience. For maximum functionality and legibility, the page and site design should be built on a consistent pattern of modular units, all sharing the same basic template, graphic themes, editorial conventions and hierarchies of organization.

- **Feedback and dialog**   Feedback means being prepared to respond to the enquiries and comments of users.

- **Flexibility & managing time**   The front page must be so designed that addition/deletion of new links is easy.

- **Home pages**   In complex sites, with wide range of topic areas, it is not practical to load up the home page of a website with dozens of links. The page gets too long to load in a timely manner and the sheer complexity of long pages may be off-putting to many users. Care should be taken to place sub-menus on the home page.

- **Page Design**   There should be a balance between the graphics & text. The amount of graphics should be carefully "tuned" to the bandwidth available to the mainstream of the probable audience.

- **Meta Tags: invisible content**   Effective use of Meta tags upto the limits provided in terms of number of characters allowed, type of characters allowed etc. may be made use of, so that chances of the website being found by the search engines is increased & search becomes effective.

- **Choice of colors**   Avoid bold, highly saturated primary colors except in regions of maximum emphasis. Type must always contrast sharply with any background color. It will be always better to keep everything conservative, conventional and simple.

- **Printing considerations**   Pages with lots of text should always be designed to print properly, as the majority of readers will print those pages and if the page is too wide they will lose several words from each line of text along the right margin of the page.

➢ **Publishing large documents**   Large documents of the order of 100k or more must be prepared preferably in pdf (portable document format). A format which supports cross platform access should be encouraged.

➢ **Type & Legibility**   Utmost care should be taken to avoid all-uppercase headlines. In general, use of down style (capitalize only the first word, and any proper nouns) for the headlines and subheads is all the more advisable.

➢ **Fonts**
   • Font size should always be specified
   • Only commonly available fonts are to be specified in the face attribute.
     eg: Arial, Helvetica, Times New Roman etc.
   • All-caps and over-use of italics should be avoided
   • Underlined text should be avoided so as not to cause confusion with
     hyperlinks
   • The font color attribute must not be set to white, as it will not print.

➢ **Local Language Support:**   To have the website content in malayalam, web pages has to be designed for downloadable fonts or dynamic fonts.

➢ **Web Graphics**   In practice, GIF format is popular for most page design elements and the JPEG format mostly for photographs; other formats like PNG, AU could be used.

➢ **Graphic dimensions for web pages**   The "safe area" for web page graphics is determined by two factors:

   o The minimum screen size in common use today (800 x 600 pixels)
   o By the width of paper used to print web pages

➢ **Graphics - ALT Tags**   ALT Tags must always be included in image maps

➢ **Scanning tips**
   It is a popular claim that images are made better by scanning larger and re-sampling smaller to get the reduced size.

      ❖ For scanning for the web, the recommended screen size would be
         800 x 600 pixels

❖ For copying text to the printer or for OCR, it will be better to use 300 dpi and Line art mode. Line art mode is 1-bit 2-color (B&W) like ClipArt or fax. Since Line art mode is only 1/24 the memory size of color, large image can be handled easily.

➢ **File naming conventions**   The following file naming conventions, which are HTML best practice, are worth considering:

  • File names should be in lowercase. This lessens the likelihood of broken links or images
  • There should not be gaps in file names
  • Where file names are split, the underscore (_) character should be used
  • File names should not exceed 50 characters
  • File names should be descriptive
  • HTML file extensions (eg: htm / html / shtml) must be specified and adhered to, except in case of dynamic pages

➢ **Standardisation of software**   It is important to standardize on the use of databases and the information access so that services provided by various departments within the State can inter-work and a true 'single-window ' one-stop citizen service portal could be achieved in future.

➢ **Cross-platform support**   The browsers may not be consistent in their behavior when it comes to certain HTML tags, DHTML functions, java scripts etc. Hence use them carefully and test your pages in possibly all the browsers.

➢ **Local Search Engine**   As the site becomes complex, it is desirable that a search facility is made available for the citizens, which will enable intelligent search at multiple levels.
➢ **Operation and Updating of the Websites**   It is extremely important to keep the contents updated will lose interest.   Regular updating must be done by the in-house web team positioned for the purpose.

9. RESOURCES REQUIRED IN-HOUSE FOR WEBSITE DESIGN, HOSTING etc.

(A)   **Manpower required** : Minimum team required for any in-house website design and hosting comprises of :-
  1. Web Administrator
  2. Content creator/designer
  3. Programmer
  4. Graphics Designer/Artist

(B)   **Software Tools for designing** (*The lists given are only illustrative*)

- ➢ **Web Authoring**
  - o FrontPage 2000
  - o XEMacs
  - o Quanta Plus
  - o Dream weaver
  - o iLeap or Leap Office (for creating html pages in Malayalam)
  - o If Malayalam font is installed on the local machine, then FrontPage 98/2000 can be made use of, to prepare the same
  - o ASAP

- ➢ **Graphics**
  - o Adobe Acrobat to create PDF files for download
  - o Fireworks from Macromedia
  - o Adobe Photoshop for web graphics
  - o Online crunching of the gif and jpeg files

- ➢ **Animations**
  - o Macromedia Flash

- ➢ **Scanning software**
  - o Finereader
  - o OmniPage

- ➢ **Dynamic Web Pages**
  - o Visual InterDev, Visual studio .NET
  - o Java server pages

    o   PHP

> - **FTP Software** for file transfer (send pages to the server)
> - **E-mail Software** to receive and reply to website-generated e-mail and forms
> - **Site management tools** may be used which provide functions of HTML and text editors, FTP software, link management tools and web statistics packages

(C)   **<u>Development System Configuration</u>** (*The list is only illustrative*)

     Pentium IV/ or equivalent, 2.6 GHz or more or equivalent
     128 MB Minimum RAM
     40 GB Hard Disk
     CD-ROM Drive with Multimedia installed
     Windows 98/Me/2000 professional/Linux/Unix

(D)   **<u>Web Server Configuration</u>** (*The list is only illustrative*)

     Pentium IV, 2.6 GHz or more, preferably with dual processor
     256/512 MB RAM
     SCSI Hard Disk 20 GB
     High Speed NIC Card
     CD-ROM Drive
     DAT Drive for backup
     OS can be Window NT/2000/Linux/ Unix
     Oracle, MS SQL
     Web server software (IIS 4.0/5.0/Apache/Java Web Server)

The software and platforms mentioned above are only suggestive as of now. However, there are many other packages which could be better suited to web development.

10. <u>STEP- BY -STEP WEBSITE DESIGN DETAILS</u>

> - **<u>Content structure</u>**   **:** Once a decision has been taken to get the website designed, it is very important to be clear about the objective of the website as well as the content which would form the basis of it. With the broad

ideas in place, it would be better to sketch out a content structure of the website.

➢ **Content Compilation** : When the content structure is finalised after discussions with the concerned designers and approving authorities, compilation of the content material (both text and visuals) can be begun. The content material could be compiled from all official sources of information such as the brochures, pamphlets, records of any sort etc.

➢ **Digitization of contents** : Once the contents have been compiled from all possible sources, the same can be digitised by using any word processor package. The visual material (Photographs and logos) can be scanned and digitized in gif/jpeg format.

➢ **Creation of Web Pages** : With the contents in hand, decide on the template for the website and follow the same throughout. Ensure that navigation is simple, easy and the user never gets lost. Now create the Home page and rest of the pages. The static HTML pages can be viewed on the development system itself. Always try to use relative paths for hyperlinks so that once the pages are uploaded on the server, the path is not a problem.

➢ **Creation of Web Applications** : To develop and test the Web applications like Discussion Forums, Guest book, Mailing list and other related applications, a backend database server like MS SQL, Oracle or any other RDBMS and a Web server (IIS, Apache, Java Web Server etc.) will be needed. If the development system is high-end (PIV/or equivalent, 256 MB RAM), the server software can be loaded on the same and the development completed. If this is not the case, the developed applications will have to be parallely uploaded on the server and then tested.

➢ **Domain Registration** : Once the site is ready, it can be hosted in-house or with any Web Service Provider. In either case, a domain name is needed for the site. It will be preferable to take the domain name under the '.gov.in' domain.

➢ **Promotion of Website** : Once the site is up, it is important to register the site with key search engines like Google, Yahoo!, Altavista, Lycos, Excite etc.

➢ **Security** : Take all security measures to avoid the website from getting hacked. Implement all security patches, hotfixes and try to place the Web server between firewalls.

11. ADMINISTRATION / MAINTENANCE / UPDATING

i) The Web Administrator will be responsible for overall supervision to ensure that authentic and updated information is available on the website.

This would also include leading the technical team for implementing necessary back-end computerization, process re-engineering, interfacing with information architecture, security procedures and web based solutions.

ii) Officers of a suitable rank (say, Joint/ Deputy Secretaries will have to be appointed as **Content Administrators/Content Managers** for the concerned department.

iii) Content Manager will be responsible for timely updating of the website after approval by Content Administrator. Timely deletion of irrelevant and undesired information will also have to be ensured by him/her.

iv) All Sections will invariably mark important order, notifications, circulars etc. to Content Administrator/ Content Manager authorised by the Web Administrator, provided it is permissible under the security instructions issued by the concerned Department or Government of Kerala or Ministry of Home Affairs, Government of India, from time to time.

v) Content Manager will visit the website at least thrice a week. Any form-based feedback, electronic application or e-mail received through the website would be treated as tappal as defined in the Secretariat Office Manual/ Manual of Office Procedure and will be processed as per Business Rules.

12. WEBSITE PROMOTION

The Department has to get its website registered with designated Government agency. It will also ensure that stationery items used in the department like letter heads, visiting cards, press release, audio & visual advertisements are mentioned in the URL of the Website clearly.

All the press releases messages, audio & visual advertisements should also be put on website simultaneously to promote the concept of the website/portal of the department as the preferred gateway to information and services.

13. TECHNICAL ASPECTS

13.1 Design, Maintenance and Updating

Department will have to decide the content and design of its website with the approval of Principal Secretary/Secretary/Head of the Department concerned and in consultation with Governmental web design agencies like C-DIT/Keltron/NIC or such other Governmental technical agencies and organisations with expertise in web design, development, hosting and management of websites. It should also have adequate security arrangement against hackers, viruses, un-authorized access/intrusions etc.

In addition, it is desirable that the following features are made available in the software:-

- ➢ It is essential that the website and associated application/ software systems delivers dynamic, up–to-date content to users, offering personalized content wherever appropriate, through a simple but well-designed content management process.

- ➢ The application designs and its implementations may envisage seamless integration of other legacy applications through web- enabled interface modules and appropriate workflow process for seeking content approval through required levels of scrutiny.

- ➢ The website will need to have features that can provide basic statistics of use or to report on errors, set access/privileges and help in maintenance and management of the website.

- ➢ It will also be necessary to conceptualise the manner in which further revision on the software will be carried out to enable insertion of new features/deletion of unwanted links/reorganising lay-out/cross referencing content for navigation or other such design aspects and procedures associated with such revision may be carried out easily.

- ➢ The categorization of information and the design of the content repository structure associated with the website need to be planned such that instant entries in the repository can be usefully referenced, searched and selected at random.

- ➢ Standard Electronic Record formats such as XML, PDF etc. may be used for the document and data exchange.

13.2. Authentication and Security

Authentication of users is essential to ensure security of the website. For this purpose, three types of privileges should be provided in the software:

i)   Accessibility to information, documents, applications, forms etc. for public in general without any password.

ii)   Accessibility to identified sensitive information for selected and registered users.

iii)   Accessibility for Web Administrators, Content Administrators and Content Managers for maintaining and updating the website.

Another aspect which needs to be taken care of, particularly when the web is being used for e-commerce is the provision of mechanism to verify the identity of payers and payees and foolproof security arrangements against frauds and misuse. It should also ensure the confidentiality of the parties concerned, the details of account numbers, amount, credit/debit card numbers etc.

14.   DISCLAIMER AND COPYRIGHTS

The Website will have to invariably display the following disclaimer:

"Endeavour has been made to make available updated, correct and accurate information. The errors, if any, whenever brought to the notice of the concerned will be rectified. But, the Department will accept no responsibility and liability, of whatever nature for the correctness of the material on the website. In this regard, the users are advised to verify in their own interest, the correctness of the facts from the concerned official or person."

It may also contain clear claim for 'Reservation of Copyrights' for the material displayed on the website, if the Department desires so.

15. SECURITY AND SECRECY OF INFORMATION

Utmost care will be taken to ensure that only that information are kept up on the website which can be made public as per Department's own instructions and security instructions issued by the Government from time to time. Care should also be taken to ensure that the sensitive matters are dealt with, only on stand- alone systems and not on the system integrated with internet.

16. INFRASTRUCTURE AND TRAINING

The department will have to endeavour to provide infrastructure and training to more & more officers to promote a true e-culture which is a pre-requisite for achieving the objectives laid down earlier. All the officials including those of the lowest rungs should be made aware of the benefits of ICT tools.

Organisations may need to unlearn attitudes and tendencies for information hoarding, command and control management styles and turf conflicts between perceived competing functional groups. Changing these entrenched behavioural patterns and re-orienting staff to collaborate, will require explicit motivation or incentives, particularly in the early stages.

17. APPLICABILITY CLAUSE

This guideline is applicable to all Departments/Offices under Government of Kerala.

18. <u>TERMS OF USE</u>

The following terms of use should be displayed in the website prominently.

<div style="border:1px solid black; padding:1em;">

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