IHS.GOV: Current State & The Future

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CNITD / IHS

Presentation Overview

- Current State of the IHS Web
- Web Development
  - Process
  - Changes
- Examples of Web Sites
  - Benefits
- Future Plans
- Questions

The IHS Web

- Internet
  - www.ihs.gov
  - Audience: The general public
  - Types of sites: Job postings and recruitment, area office and facility information, medical programs, etc.
- Intranet
  - home.ihs.gov
  - Audience: Internal IHS employees
  - Types of sites: Internal information sharing, electronic files and records, report generation, etc.

IHS Web Team

- Roles
  - Web Designers
    - Web site design and layout
    - Organization of data
  - Web Application Developers
    - Database driven application development

IHS Web Team

- Roles continued
  - Database Administrator
    - Database access control
    - SQL programming
  - System Administrator
    - Operations and maintenance
    - OS, server and hardware maintenance
  - Documentation Specialist
    - 508 compliant document remediation

Types of Sites

- **Static Web Site**
  - Static content
  - Information dissemination
  - Content may not change frequently
  - Referred to as brochure sites

- **Web Application**
  - Software that runs on the web
  - Dynamic content
  - Database driven
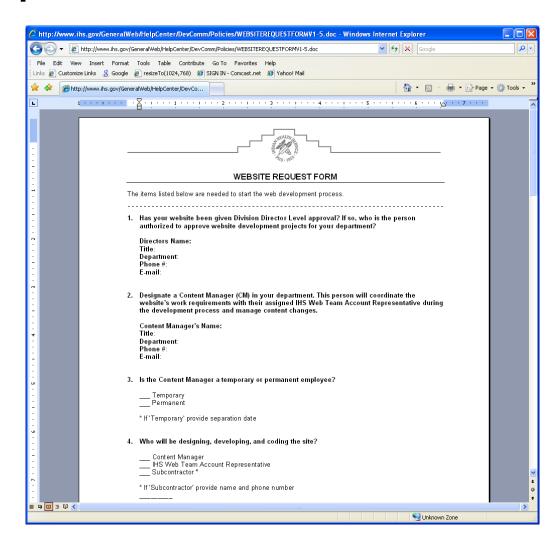 - Performs functions

- **Combinations of both**

Web Site Request Form

- Initiates web service
- Go to www.ihs.gov
- Click on Information Technology Resources
- Click on IHS Web Developer Community
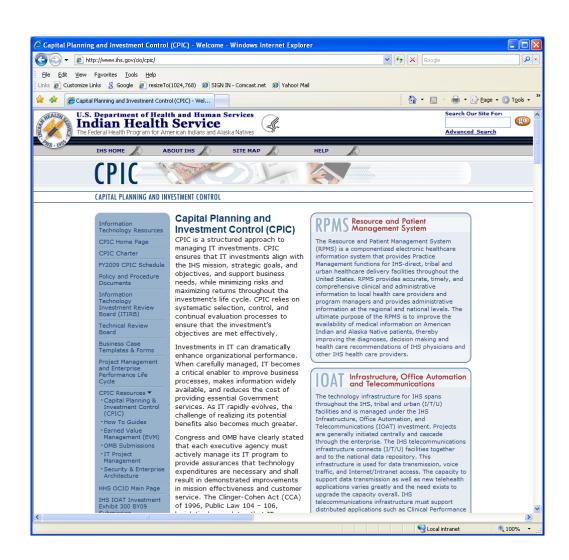- http://www.ihs.gov/GeneralWeb/HelpCenter/DevComm/index.cfm

Web Site Request Form

- General information and requirements
- Submit to email address on form
- Reviewed

CPIC

- Projects over 25k
- Primarily applications
- Forms
- Review process

Queue

- **After approval**
  - Web Services Manager

- **Types**
  - Static
  - Dynamic

- Priority set by Web Services Manager

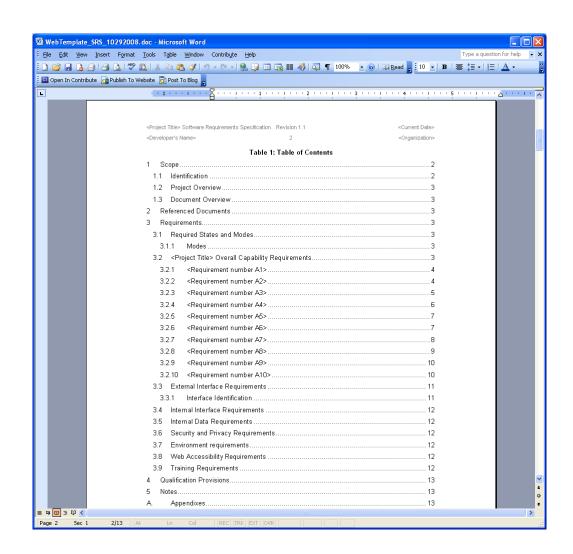- Queue status reviewed weekly

Assignment

- By Web Team Task Lead
- Assigned to
  - Designer
  - Developer
  - Both

Software Requirements Specification (SRS)

- Applications Only
- Blueprint
- Customer expectations
- Prevents "Scope Creep"
- Federal requirement
  - Software in version releases

SRS

- Template
  - Table of Contents

- Process
  - Approval by customer
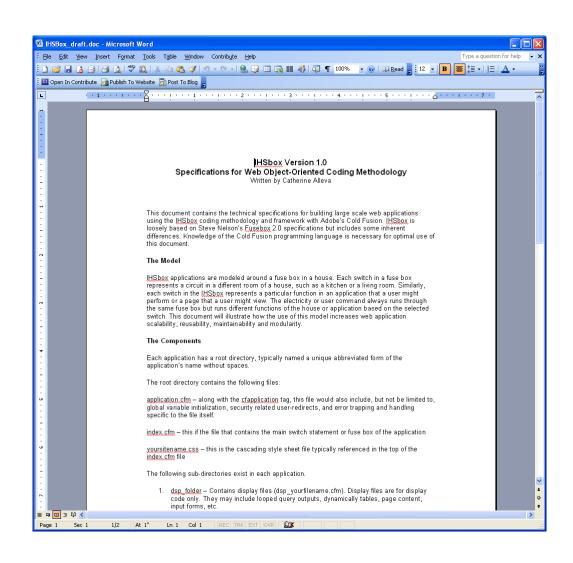 - Copy to Web Services Manager
  - Development work begins

Development Work and Testing

- IHSBox
  - Cold Fusion coding methodology
  - Loosely based on Fusebox 2.0
  - Scalability
  - Maintainability
  - Modularity
  - Efficiency

IHSBox

- Document
  - In draft
- Consistency between:
  - Web Team
  - Field Developers
  - Outside Contractors

Site Review

- Submitted to Web Services Manager
- Checks
  - 508 compliancy
  - Standards compliancy
- Corrections made
- Site goes live

Changes

- Content updates
  - Web Team Account Manager
- Modifications to application functionality
  - Web Site Request Form
  - New version release

Jim Beyer – Sites

IHS Business Offices Enhancement

- Type: Static
- Designer:
  - Dan Blackbird
  - Web Designer
  - CNITD / IHS

Purpose

- Public-facing site for Division of Business Office Enhancement and Office of Information Technology
- Major Program Initiatives
- Communication of conferences, meeting minutes and other shared information

Main Menu

- Clean, intuitive user interface
- Color scheme and imagery support initiative message
- Left-side menu makes all major information sections immediately available
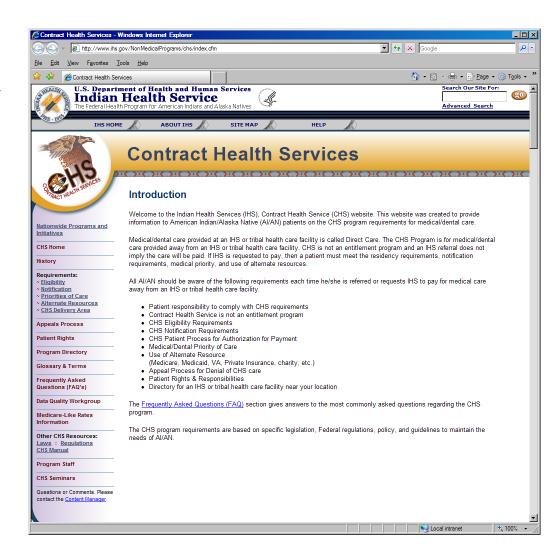
IHS Contract Health Services

- Type: Static
- Designer:
    - Dan Blackbird
    - Web Designer
    - CNITD / IHS

Purpose

- Public-facing site Contract Health Services Program
- Program History
- CHS Requirements
- Appeals Process
- Patient Rights
- Resources, Staff, Seminars, etc.

Main Menu

- Clean, intuitive user interface
- Color scheme and imagery support program message
- Left-side menu makes all major information sections immediately available

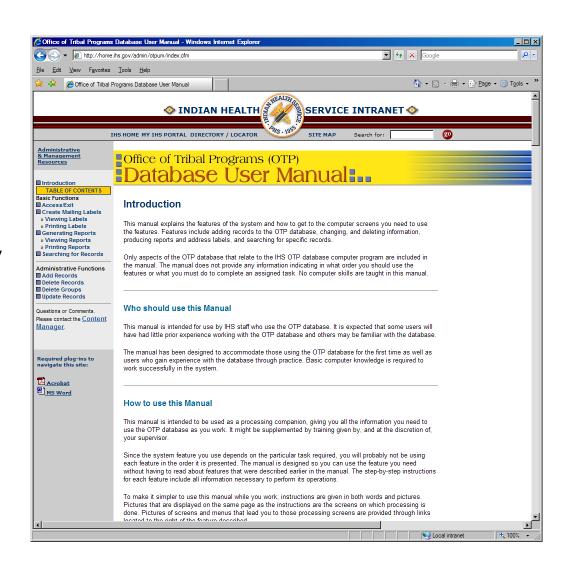# Office of Tribal Programs (OTP) Database User Manual

- Type: Static

- Designer:
  - Dan Blackbird
  - Web Designer
  - CNITD / IHS

Purpose

- Online manual for using the OTP database (stores mailing addresses for Tribal leaders and provides mailing label printing functions)

- Having the manual online (IHS Intranet) provides accessibility for all users

- Redesign provides easier access to information and specific functions

Main Menu

- Simplified layout
- Administrative and labeling functions grouped logically
- Menu allows direct access to specific information
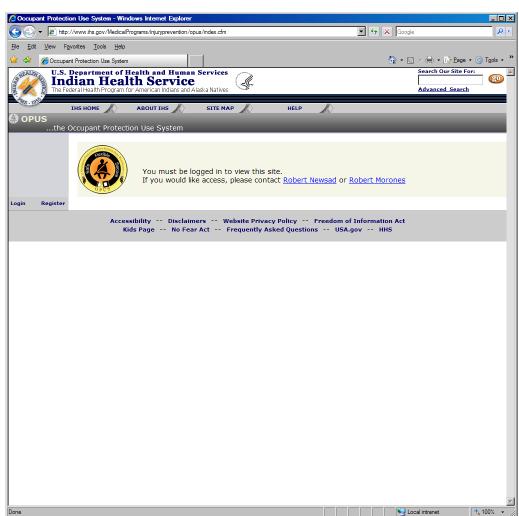
Occupant Protection Use System (OPUS)

- Type: Application
- Developer:
  - David House
  - Web Developer
  - CNITD / IHS

Purpose

- IHS has been collecting seat belt use data over the past 2 decades

- OPUS provides for real time storage and retrieval of survey results

- Securely archive observation data

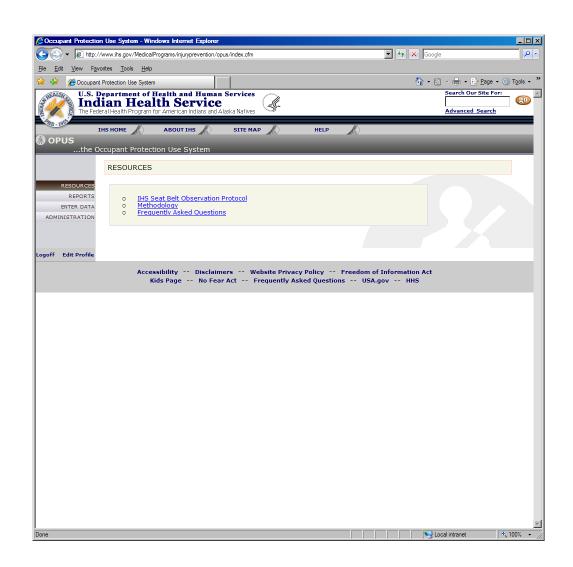- Facilitate establishment of baseline rate for seat belt use on Indian lands in California

Login Screen

- System use requires login

- Protects data integrity
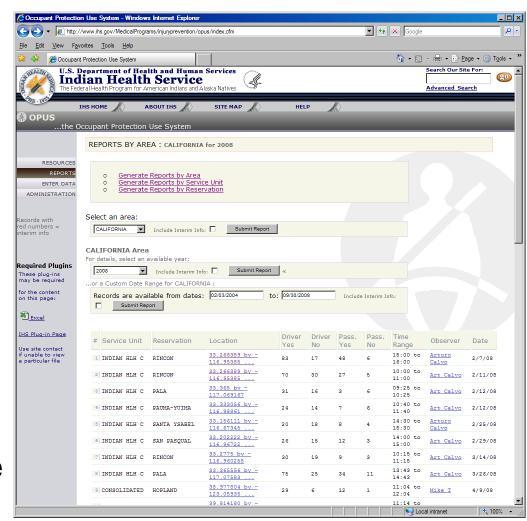
- Ensures appropriate use

Main Menu

- Resources
  - Protocol
  - Methodology
  - FAQ
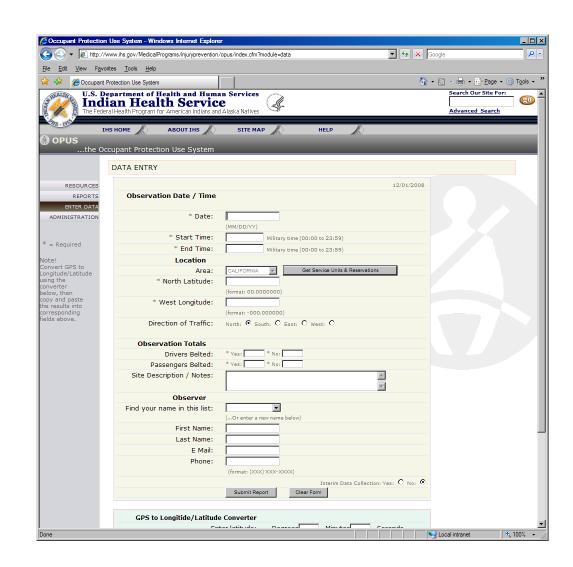- Reports
- Enter Data
- Administration

Reports

- Available by Area, Service Unit and Reservation
- Selection of available years
- Instance and trends data
- Click Location instance to display map
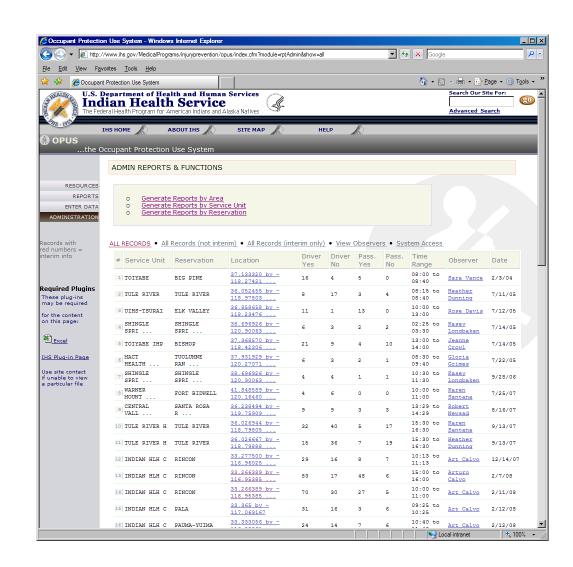- Click Observer name for email contact

Enter Data

- Standardized data entry form for data consistency

- Required fields indicated with *

Admin

- View database records
- View / Edit Observers
- Control system access

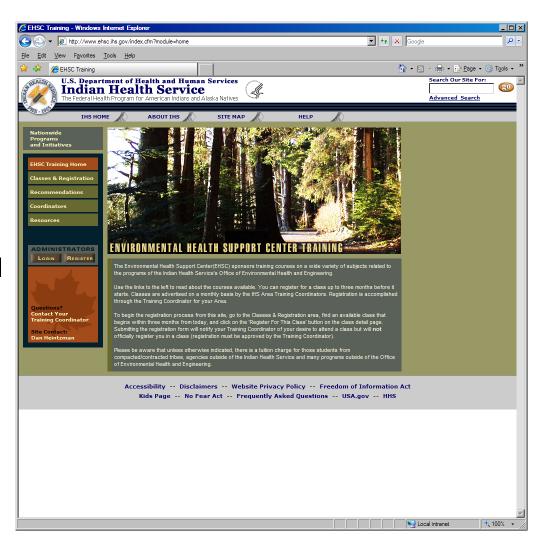# Environmental Health Support Center Training System

- Type: Application
- Developers:
  - Catherine Alleva / Jim Beyer
  - Web Developers
  - CNITD / IHS

Purpose

- EHSC provides training and continuing education for IHS Engineers
- System provides essential functionality which was previously unavailable
- Course catalog, course listings & recommendations
- Registration and approvals processing
- Systems administration provides processing and tracking for all courses, classes and students as well as system administration functions

Main Menu

- Clean, intuitive user interface
- Color scheme and imagery support Program mission
- Left-side menu makes all major information sections immediately available
- Login required for Administrative Functions

Classes & Registration

- Catalog available for download
- Classes can be displayed by Category
- Classes can be sorted by any column
- Click class Name for details and registration info
- System uses email for registration receipts, status notifications, etc.

Recommendations

- Course recommendations by job categories

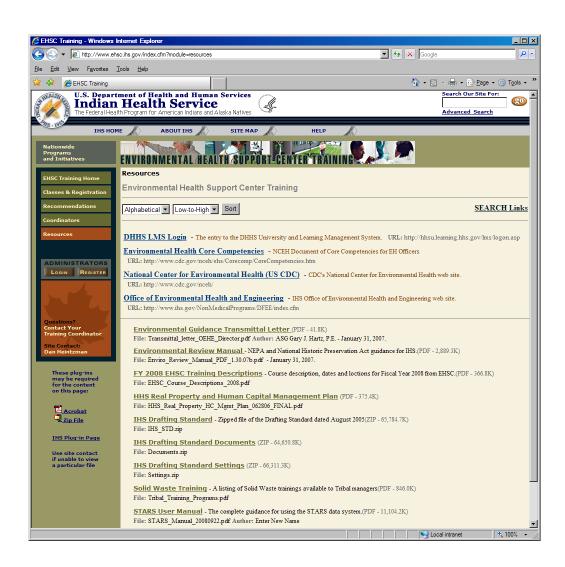- Clicking course name brings up detailed course description

Coordinators

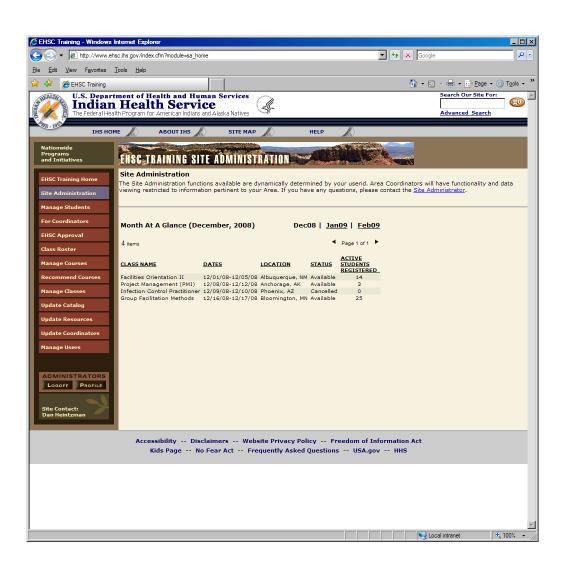- Lists all EHSC Training coordinators, by Area, with all contact information

Resources

- Links and documents pertinent to EHSC training

Admin

- Month at a glance
- Manage Students
- Coordinator Approvals
- EHSC Approvals
- Class Roster
  - Class Roster Listing
  - Drop/Restore Students
  - Send Email to Class
  - Print Roster Detail
  - Class totals by Reg. Status
- System Management
  - Manage Courses
  - Recommend Courses
  - Manage Classes
  - Update Catalog
  - Update Resources
  - Update Coordinators
  - Manage Users

Information Technology Access Control (ITAC) System Overview

- Type: Application
- Developer:
  - Jim Beyer
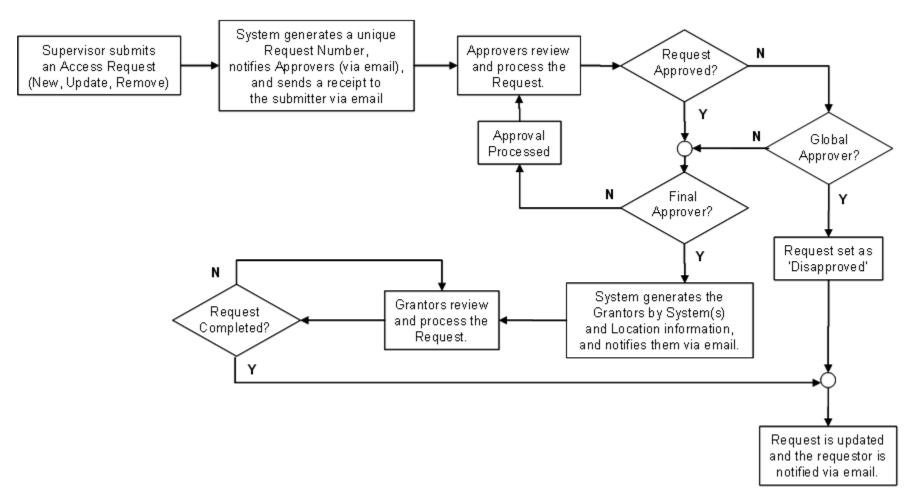 - Web Developer
  - CNITD / IHS

ITAC System Highlights

- Replaces existing paper form-based ITAC processing
- Online, real-time system includes form submission, workflow, processing and reporting functions
- Composed of 3 Sub-Systems:
  - Request Submission Sub-System (Internet)
  - Request Processing Sub-System (Intranet)
  - Automated Processing Sub-System (Server)
- 100% SSL (encrypted) for All Functions (for security)
- Transaction Logging of all systems activity (for security)
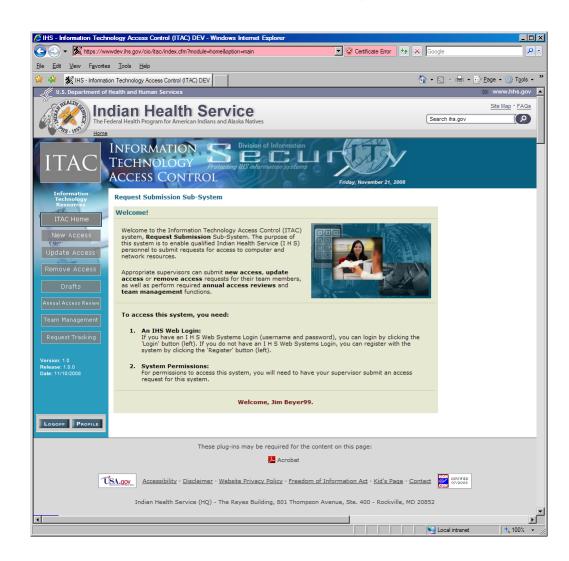
ITAC System Benefits

- Improved processing efficiency and accuracy
- Online systems shorten time required for routine tasks (access updates, team management, annual access review, etc.)
- Real-time request status & tracking
- Real-time agency-wide access status
- Improved situational awareness for team, facility, and Area accesses

ITAC Access Request Processing Flow

Request Submission Sub-System

- Primarily Used by Supervisors
- Login Required
- 3 Request Types
  - New Access
  - Update Access
  - Remove Access
- Drafts Processing
- Annual Access Review
- Team Management
- Request Tracking

Request Processing Sub-System

- Used by Approvers, Grantors, ISC, ISSO and ITAC System Administrators
- Login Required, Dynamic Menu Based On User Role(s)
- Approvals Processing
- SysAdmin (Grantor) Processing
- Manage Area Settings
- Manage System Role Assignments
- Manage ITAC system settings
- Area, Service Unit, Facilities
- Reports, Request Tracking

Automated Processing Sub-System

- Processes schedule tasks for 'behind-the-scenes' system processing
- Types of processes:
  - Annual Access Review deadline notifications
  - Disabling of temporary accesses, and appropriate notifications
  - Automated generation of 'remove' requests for disabled accounts greater than 30 days old (configurable)
  - Automated notification of appropriate Supervisors and ISSO's of system-generated remove requests

Catherine Alleva - Future

IHS.gov looking forward

- Section 508 Remediation
- Changing our vision
  - Patient and customer focus
  - IHS.gov redesign
- Focus on usability

Section 508 of the Rehabilitation Act

- December 2007 HHS and all OPDIVS were alerted of non-compliance

- 5 year remediation plan
  - 90% or higher compliance rate requested by the ADA (Accessing Digital America)

- Deadline end of FY 2012
  - HTML
  - Documents

Changing our Vision

- IHS.gov past
  - Repository of all information available
  - No specific focus

- Patient and customer focused websites
  - Information which is truly useful to our audiences
  - Creating websites with content specifically aimed at patients and customers of the IHS programs

IHS.gov Redesign

- Long and detailed effort
- Changes to category names
  - User-centric naming
- Aesthetic
  - More personalized for IHS (photos from hospitals)
- Directors Corner
  - quarterly post from the Director of IHS
  - more personal touch to the site
- Much more…

Usability

- Testing with actual users
- Implementing usability
  - Part of the process
    - Training
    - Testing

Where can I get more information?

- IHS Web Developer Community
  - Go to www.ihs.gov
  - Click on Information Technology Resources
  - Click on IHS Web Developer Community

Information

- Take 'The Tour'
- Procedures to follow before starting
- IHS Web Standards
- Section 508 Guidelines

Questions?

- Contact Information
  - Catherine Alleva
    - catherine.alleva@ihs.gov
    - 505-248-4469
  - Jim Beyer
    - jim.beyer@ihs.gov
    - 505-248-4270
- Questions?