U.S. NUCLEAR REGULATORY COMMISSION

DIRECTIVE TRANSMITTAL

TN: DT-08-05

To: All NRC Employees

Subject: Transmittal of Management Directive 3.14, "U.S. Nuclear Regulatory Commission Public Web Site"

Purpose: Directive and Handbook 3.14 are being published to ensure that (1) operation of the site complies with applicable laws and regulations, (2) all content on the Public Web Site increases public confidence in NRC and makes conducting business with NRC more efficient and effective, and (3) the content reflects agency policy; is accurate, current, and easy to find; is accessible by all site users, including those with disabilities; adheres to best practices for Web usability; does not unfairly promote one organization or commercial entity over others; and is published in only one place at the site and is referenced by links when the same content is related to more than one topic.

Office and Division of Origin: Office of Information Services
Information and Records Services Division

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OFFICE OF ADMINISTRATION

Directive: 3.14   U.S. Nuclear Regulatory Commission Public Web Site

Availability: Rulemaking, Directives, and Editing Branch
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U.S. Nuclear Regulatory Commission Public Web Site

Directive

3.14

Contents

U.S. Nuclear Regulatory Commission
Public Web Site
Directive 3.14

Policy
(3.14-01)

It is the policy of the U.S. Nuclear Regulatory Commission that all Web content on its **Public** Web Site conform to the standards and procedures in this directive and handbook unless exempted from certain provisions. See also Section 3.14-03 (039), "Office Directors and Regional Administrators," and Section 3.14-04, "Applicability." For policy and guidance on releasing information to the public, see MD 3.4, "Release of Information to the Public."

Objectives
(3.14-02)

- To ensure that all content on the Public Web Site contributes to openness and public confidence by— (021)

    – enhancing the public's understanding of NRC's mission, goals, programs, and activities (a)

    – enhancing the ability of stakeholders to participate effectively in the regulatory process (b)

    – making it easier to do business with the NRC through (c)

        - improved access to the agency's publicly available information and (i)

        - better tools for conducting business electronically across the Web. (ii)

Objectives

(3.14-02) (continued)

- To ensure that the operation of the Public Web Site complies with applicable laws and regulations listed in Section 3.14-05, "References" (e.g., laws concerning privacy, including cookies, disclaimers, accessibility, information collections, and copyright). (022)

- To provide the information technology (IT) infrastructure for the site. (023)

- To establish clear lines of authority and responsibility for publishing and maintaining content on the site. (024)

- To establish policy and procedures for publishing and maintaining content on the site. (025)

- To ensure that the content— (026)

    – reflects agency policy (a)

    – is accurate and current (b)

    – is easy to find (c)

    – is written in plain language that can be understood by the general public (d)

    – is accessible by all site users, including those with disabilities (e)

    – adheres to best practices for Web usability (f)

    – does not unfairly promote one organization or commercial entity over others (g)

    – is published only once and is referenced by links when the same content is related to more than one topic (h)

Objectives

(3.14-02) (continued)

- To ensure that the performance of the site is measured and actions are taken to improve performance, when appropriate. (027)

- To ensure that links from NRC Web pages to sites outside the NRC are appropriate. (028)

- To ensure that the content is nonsensitive (see the "Glossary" in Handbook 3.14), consistent with agency policy in Management Directive (MD) 3.4, "Release of Information to the Public," and does not promote commercial entities through use of trademarks or other means. (029)

- To ensure that no NRC official agency record is published on the site unless it is available to the public in the Agencywide Documents Access and Management System (ADAMS) Publicly Available Records System (PARS). Exempted from this requirement are links (either direct or via a search engine) to official records of other Federal agencies, institutions, or persons. (0210)

Organizational Responsibilities and
Delegations of Authority

(3.14-03)

Executive Director for Operations (EDO)

(031)

- Approves the overall objectives for the site. (a)

- Authorizes use of a persistent cookie on the site when requested by the Director of the Office of Information Services (OIS) as required by OMB Memorandum M-00-13. (b)

- Decides on unresolved issues having agencywide impact that were referred by the Web Advisory Group (WAG). (c)

Organizational Responsibilities and Delegations of Authority

(3.14-03) (continued)

Deputy Executive Directors for Operations

(032)

Decides on unresolved issues having agencywide impact that were referred by the WAG.

Deputy Executive Director for Corporate Management (DEDCM)

(033)

Appoints a senior EDO office representative to serve as a member of the WAG.

Director, Office of Information Services (OIS)

(034)

- Establishes policy, standards, and procedures for designing, operating, and managing content on the NRC's Public Web Site to meet the objectives of this directive. (a)

- Provides the information technology infrastructure (see the "Glossary" in Handbook 3.14). (b)

- Ensures that all content on all domains at NRC's Public Web Site is archived in accordance with National Archives and Records Administration (NARA) requirements. (c)

- Receives and reviews requests to use a persistent cookie on the site and recommends to the EDO whether to approve a request (see the "Glossary" in Handbook 3.14). (d)

Organizational Responsibilities and Delegations of Authority

(3.14-03) (continued)

Director, Office of Information Services (OIS)

(034) (continued)

- Approves requests to exempt a Web-based software application (e.g., the Licensing Support Network) from specific provisions of this directive and handbook. (e)

- Ensures that the addition of a new IT application, a new medium, or other technology new to the site is approved through the Capital Planning and Investment Control (CPIC) process. (f)

- Approves proposals to establish or have a contractor establish new NRC Web domains to be referenced from the site or to be otherwise used for transactions with employees, licensees, contractors, Government entities, or others. (g)

- Provides office directors and regional administrators with necessary guidance for complying with this directive and handbook. (h)

- Determines whether to approve requests for external site publishing from an office or a region having minimal requirements. (i)

- With the appropriate Deputy Executive Director for Operations (DEDO) or the EDO, resolves issues referred by the WAG that have agencywide impact. (j)

- Appoints a senior office representative to serve as a member of the WAG. (k)

Organizational Responsibilities and
Delegations of Authority
(3.14-03) (continued)

Director, Office of Public Affairs (OPA)
(035)

- Appoints a senior office representative to serve as a member of the WAG. (a)

- Recommends and approves changes to the layout and content of the Public Home Page (www.nrc.gov/index.html) with the advice and consent of the WAG and in coordination with the OIS Web Content Services Team (WCST). (b)

- Obtains assistance from the WAG and the OIS WCST in performing user needs analyses to validate proposed changes to the Public Home Page that affect the navigation and layout of other areas of the Public Web Site. (c)

Web Advisory Group (WAG)
(036)

- Consists of three members, one each from the Offices of the Executive Director for Operations, Public Affairs, and Information Services. (a)

- Resolves issues among content providers and among those involved in responding to stakeholder feedback about content on the sites. (b)

- Provides advice to content providers and sponsors on site policy issues and proposed changes that have an agencywide impact. (c)

- Approves adding and deleting key topics from the site's home page. (d)

Organizational Responsibilities and Delegations of Authority
(3.14-03) (continued)

Web Advisory Group
(036) (continued)

- Provides advice and consent to the Office of Public Affairs (OPA) regarding changes proposed to the layout and content of the Public Home Page (www.nrc.gov/index.html). (e)

- Refers any unresolved issues that have agencywide impact to the Director of OIS for resolution by the appropriate DEDO or the EDO. (f)

Directors, Office of Nuclear Reactor Regulation (NRR) and Office of New Reactors (NRO)
(037)

- Ensure that content in assigned areas of the Public Site is accurate and current and complies with this directive and handbook. (a)

- Determine up to six key topics published on the Nuclear Reactors main page, authorizing addition or deletion of a key topic, as necessary, and coordinate decisions with other offices involved. (b)

- Delegate this responsibility only to the Deputy Office Director. (c)

Directors, Office of Nuclear Material Safety and Safeguards (NMSS) and Office of Federal and State Materials and Environmental Management Programs (FSME)
(038)

- Ensure that content in assigned areas of the Public Site is accurate and current and complies with this directive and handbook. (a)

Organizational Responsibilities and Delegations of Authority

(3.14-03) (continued)

Directors, Office of Nuclear Material Safety and Safeguards (NMSS) and Office of Federal and State Materials and Environmental Management Programs (FSME)

(038) (continued)

- Determine up to six key topics published on the Nuclear Materials main page and the Radioactive Waste main page, respectively, authorizing addition or deletion of a key topic, as necessary, and coordinate decisions with other offices involved. (b)

- Delegate this responsibility only to the Deputy Office Director. (c)

Director, Office of Human Resources (HR)

(039)

Develops, working with the OIS staff, training courses for NRC employees concerning the Web site and offers the courses as needed.

Office Directors and Regional Administrators

(0310)

- Ensure that content on the Public Web Site for which the office or region is responsible is accurate and current and complies with this directive and handbook. (a)

- Approve or designate other Senior Executive Service (SES) level managers (office content sponsors) who approve the addition or removal of a new page, a subsite, or a document collection to or from the site. (b)

Organizational Responsibilities and Delegations of Authority
(3.14-03) (continued)

Office Directors and Regional Administrators
(0310) (continued)

- Through the Director of OIS, request EDO approval to add a persistent cookie to the site. (c)

- If the office or region has Web publishing requirements, may request IRSD/OIS to provide services for publishing the respective organization's content on the external site. (d)

- Meet requirements of MD 2.8, "Project Management Methodology (PMM)," as required for Web-based applications. (e)

- Request the Director of OIS's approval via the CPIC process for the following: (f)

  - proposals to add a new IT application, a new medium, or other new technology to the site (i)

  - proposals to establish a new NRC Web domain to be referenced from the site or to be otherwise used for electronic transactions with employees, licensees, Government entities, or others (ii)

- Request an exemption from any provision in this directive or handbook in one of the following ways: (g)

  - for approval of a proposed new Web-based system, propose any exemption in the CPIC business case that is submitted to the Director of OIS; (i)

Organizational Responsibilities and Delegations of Authority

(3.14-03) (continued)

Office Directors and Regional Administrators

(0310) (continued)

– for an existing Web-based system for which a business case was approved before April 14, 2003, or for any other existing subsite, request from the Director of OIS in writing exemption from specific provisions because either— (ii)

- the provisions conflict with regulatory requirements, rules, or adjudicatory business practices and processes for hearings, or (*a*)

- an extension beyond 12 months of the effective date of this directive is needed to comply with a provision because of costs or schedule restraints. (*b*)

- Ensure that any Web pages comply with all applicable Federal statutes and other Governmentwide requirements whether or not an exemption from a provision of MD 3.14 is granted. (h)

- Ensure that those NRC staff designated to work with Web content comply with the policy, standards, and procedures in this directive and handbook. (i)

- Ensure that any non-nrc.gov domain sponsored by the office or region meets the objectives (Section 3.14-02) in the directive and the requirements for such domains in both the directive and the handbook. (j)

- Ensure that the content on any non-nrc.gov domains sponsored by the office or the region is archived in accordance with NARA requirements. (k)

Organizational Responsibilities and
Delegations of Authority
(3.14-03) (continued)

Office Directors and
Regional Administrators
(0310) (continued)

- Ensure that staff in the office or region with Web-related responsibilities complete the required Web training. (l)

- Ensure that staff reply to e-mail messages received via the Public Web Site pertaining to office or regional programs within the agreed-upon time specified in the automated site reply. (m)

- Appoint for the office or region the Web Liaison, the alternate Web Liaison, and those who publish Web content (see Handbook 3.14). This responsibility may be delegated to another SES manager. (n)

- Inform OIS/IRSD in writing through the Office Web Liaison about office or regional designees and of any changes to the original list of designees. (o)

Director, Information and Records
Services Division (IRSD), OIS
(0311)

- Implements processes and establishes standards to ensure that content at the site complies with this directive and handbook, including such considerations as usability; accessibility; privacy, including cookies; clearance for information collection requirements required by the Office of Management and Budget; nonduplication across the sites; and appropriateness of links to non-Government sites. (a)

Organizational Responsibilities and
Delegations of Authority
(3.14-03) (continued)

Director, Information and Records
Services Division (IRSD), OIS
(0311) (continued)

- Receives office requests to use a persistent cookie and recommends to the Director of OIS whether to forward a request to the EDO for approval. (b)

- Ensures that content on the www.nrc.gov domain is archived in accordance with NARA requirements and provides guidance on NARA's archiving requirements to offices responsible for meeting these requirements for non-nrc.gov domains. (c)

- Periodically reviews the site for adherence to the requirements and achievement of the objectives of this directive and handbook and works with the offices to take corrective actions when appropriate. (d)

- Obtains stakeholder feedback and measures performance of the site against the requirements and objectives of this directive and handbook and works with offices to improve the site, as appropriate. (e)

- Keeps up-to-date records of the Office Web Liaisons, the WAG members, and the publishing authorities of those approved to publish content to the test and production sites. (f)

- Manages the implementation of publishing authorities for the site and the processing of requests for publishing content to the site, conferring with Office Web Liaisons as necessary. (g)

- Approves links from the site to non-Government sites, obtaining advice as needed from the Office of the General Counsel. (h)

Organizational Responsibilities and Delegations of Authority
(3.14-03) (continued)

Director, Information and Records Services Division (IRSD), OIS
(0311) (continued)

- Works with the Professional Development Center (PDC) to develop and offer training for staff involved with Web content, as needed. (i)

- Creates and maintains the Web standards subsite containing detailed standards, instructions, and other information useful to those involved with content for the site at http://www.internal.nrc.gov/web-standards (see Handbook 3.14). Informs the Office Web Liaisons of changes to content at the internal Web standards subsite. (j)

- Informs the Office Web Liaisons of any revision to the information at the Web standards subsite and maintains a log at the subsite of these revisions. (k)

- Provides Web content maintenance services compliant with this directive and handbook that can be used by NRC offices that sponsor content on the site. (l)

- Establishes and publishes service levels for Web services provided by the division. (m)

- As approved by the Director of OIS, provides services for publishing content on the Public Web Site for an office or a region with minimal requirements. (n)

- Ensures that the Web staff reply to e-mail messages received via the Public Web Site pertaining to operation of the site within the agreed-upon time specified in the automated site reply. (o)

Organizational Responsibilities and Delegations of Authority
(3.14-03) (continued)

Director, Information and Records Services Division (IRSD), OIS
(0311) (continued)

- Assists OPA in performing user needs analyses to validate proposed changes to the Home Page that affect the navigation and layout of the other areas of the Public Site. (p)

Applicability
(3.14-04)

All NRC employees shall follow the policy and guidance in this directive and handbook.

References
(3.14-05)

Code of Federal Regulations

Federal Acquisition Regulation (48 CFR Chapter 1)

Nuclear Regulatory Commission Acquisition Regulation (48 CFR Chapter 20)

NRC Management Directives—

2.8, "Project Management Methodology (PMM)."

3.1, "Freedom of Information Act."

3.2, "Privacy Act."

3.4, "Release of Information to the Public."

References

(3.14-05) (continued)

3.53, "NRC Records and Document Management Program."

11.1, "NRC Acquisition of Supplies and Services."

11.7, "NRC Procedures for Placement and Monitoring of Work With the U.S. Department of Energy."

11.8, "NRC Procedures for Placement and Monitoring of Work With Federal Agencies Other Than DOE."

12.6, "NRC Sensitive Unclassified Information Security Program."

NRC NUREG-Series Publications—

0910, "NRC Comprehensive Records Disposition Schedule."

1379, "NRC Editorial Style Guide."

BR–0273, "ADAMS Desk Reference Guide."

NRC Uniform Resource Locators—

"Guidance for Publishing to the NRC Web Site," http://www.internal.nrc.gov/web-standards.

"Plain Language Action Plan," http://www.internal.nrc.gov/NRC/PLAIN.

Office of Management and Budget Circular and Memoranda—

Circular A–130, "Management of Federal Information Resources."

Memorandum (M) M–99–18, "Privacy Policies on Federal Web Sites," June 2, 1999.

References

(3.14-05) (continued)

M–00–13, "Privacy Policies and Data Collection on Federal Web Sites," June 22, 2000.

United States Code

Americans With Disabilities Act of 1990 (42 U.S.C. Sec. 12101).

Computer Security Act of 1987 (15 U.S.C. Sec. 272).

Copyright Law of the United States of America (17 U.S.C. Sec. 101).

Electronic Communications Privacy Act of 1986 (18 U.S.C. Sec. 2510–2522, 2701–2709).

Energy Reorganization Act of 1974, as amended (Pub. L. 93-438).

Federal Records Act of 1950 (44 U.S.C. 2101).

Government Paperwork Elimination Act of 1998 (44 U.S.C. Sec. 3504n).

Paperwork Reduction Act of 1995 (44 U.S.C. Sec. 3501, 3502–3520).

Privacy Act, as amended (5 U.S.C. Sec. 552a).

Rehabilitation Act of 1973, as amended (29 U.S.C. 794.d).

Reorganization Plan No. 1 of 1980 (5 U.S.C., App. 1).

Treasury and General Government Appropriations Act, 2001 (HR 5658), (Pub. L. 106-544), December 21, 2000.

References

(3.14-05) (continued)

Workforce Investment Act of 1998, Section 508, "Electronic and Web Information Technology" (20 U.S.C. Sec. 920l; 29 U.S.C. Sec. 2801).

U.S. Nuclear Regulatory Commission Public Web Site

Handbook

3.14

Contents

Handbook

The U.S. Nuclear Regulatory Commission's Public Web Site is an important tool for stakeholder and staff use for obtaining information and conducting business.

The sections of this handbook cover Public Web Site requirements for the www.nrc.gov domain as well as other NRC-sponsored (non-nrc.gov) Web domains, including the process for developing and publishing content; accessibility standards and guidance; the privacy policy; the use of Web addresses in NRC public documents; the roles and responsibilities of NRC staff who participate in developing and publishing content; the process for screening and authorization of material for the site; scientific codes; and training.

Detailed information and instructions for developing and publishing content at NRC's Public Web Site are found on our internal Web site standards subsite http://www.internal.nrc.gov/web-standards. In addition, the subsite has a glossary, training material, and tables containing the names of the individuals who hold the Web roles in each office and the members of the Web staff and their roles.

The OIS Information and Records Services Division (IRSD) will inform Office Web Liaisons when any content at this site is revised (see Section (3.14-03) (0311) in Directive 3.14).

1 Web Site Publication Process

The NRC Public Web Site includes content hosted at several Internet domains. Section 1.1 describes the requirements for content at www.nrc.gov. Section 1.2 describes the requirements for other NRC-sponsored (non-nrc.gov) Web domains.

1.1 Content Hosted at www.nrc.gov

Staff involved in the development of content hosted at www.nrc.gov shall follow the instructions at the internal Web site standards subsite at http://www.internal.nrc.gov/web-standards. This standards subsite describes in detail the Web content development and publication process composed of the initial authorization and screening, preparing, formatting, and publishing steps. These steps are summarized in Table 1, "Web Content Development and Publication Process." Section 6 describes in detail the initial authorization and screening steps. For formatting and publishing content, offices may

use either OIS services or have their own office staff format and publish the content, as explained in more detail at the subsite.

Table 1 Web Content Development and Publication Process			
Lead Role	**Assisting Roles**	**Process**	**Output**
Initial Authorization			
Content Sponsor	Office Web Liaison, OIS Web Staff	Initial authorization of the process to add or remove a page (including a scientific code), a subsite, a document collection, or a document for comment, ensuring that material meets the overall site objectives.*	Authorization to begin the process.
Screening			
Content Provider	Office Web Liaison, OIS Web Staff	Screening of draft material for Web suitability (covers copyright, Office of Management and Budget information collection requirements, persistent cookies, privacy, sensitivity, links to non-Government sites, uniqueness among NRC-sponsored sites, etc.).	New or revised material that has been screened for Web suitability.
Preparing			
Content Provider	OIS Web Editor	Revision of draft material to ensure that it is written in plain language and conforms to the design principles that have been adopted for the Public Web Site (covers organization of content, navigation, how to provide information for site glossary and finding aids, etc.).	Revised material (usually a Microsoft Word file) in a form that can be readily used by the content publisher to begin formatting.

*See Section 3.14-02 of the directive.

Table 1 Web Content Development and Publication Process (continued)			
Lead Role	**Assisting Roles**	**Process**	**Output**
Formatting			
OIS Web Staff **or** Office Content Publisher and OIS Web Staff	Office Web Liaison and OIS Web Staff	Conversion of prepared content into hypertext markup language (HTML), using standard software, templates, format and navigational standards, and file-naming conventions.	Formatted material (HTML) ready for publishing.
Publishing			
OIS Web Staff **or** Office Content Publisher and OIS Web Staff	Office Web Liaison and OIS Web Staff	Transfer of formatted content to the site content management environment, deployment of content to the test environment, review and testing of the content, final approval of nonroutine changes** by the content sponsor, and deploying of approved content to the external site.	Completed material published to the Public Web Site or material deleted from the site.

**Initial and final authorization is not required for nonsubstantive changes (e.g., punctuation) or routine, repetitive types of changes or additions to existing document collections, tables, lists, or other similar material (e.g., news releases or Commission papers).

1.2 Content Hosted at Non-nrc.gov Domains

Staff involved in the development of content hosted at non-nrc.gov domains must follow the instructions in Section 6 for the initial authorization and screening steps (see also Table 1 in this handbook and the internal Web site standards subsite at http://www.internal.nrc.gov/web-standards). Since content for non-nrc.gov domains is usually developed following a different process for preparing, formatting, and publishing, the associated information for these steps at the standards subsite may not apply. Separate requirements for these domains are therefore posted at the subsite. These requirements, which are designed to be independent of the preparation, formatting, and publishing process, may be modified only if the sponsor requests and receives a waiver from specific provisions of this directive and handbook from the Director of OIS.

2 Accessibility Standards and Guidance

This section applies to all of NRC's public Web domains (www.nrc.gov and non-nrc.gov domains) unless an exemption, such as undue burden, exists.

The Access Board, which is an independent Federal agency devoted to accessibility for people with disabilities, is the designated organization for providing Governmentwide guidance for complying with accessibility laws for Federal Web sites. The Access Board Web site at http://www.access-board.gov is one of several offering specific guidance on designing for accessibility. See "Access Board" in the Glossary for more information.

Accessibility Highlights

Images and Other Nontextual Objects

Principle: Each image, applet, or other nontextual page element that conveys information should be properly identified with an informative textual equivalent.

Purpose: Some browsing technologies, such as text-only and text-to-speech browsers used by the visually disabled and portable wireless devices, do not display graphic images. They can display the textual equivalents.

Scope: This principle is limited to elements that convey information and does not apply to images used solely for page design.

Application: Include a meaningful alternative textual equivalent or long description in each HTML tag that calls for an image, applet, or other nontextual element. If the nontextual element conveys a significant amount of information, the page author should consider including a more detailed description of this information in the document near the nontextual reference.

Use of Color

Principle: Color should never be used as the sole means of conveying information on a Web page.

Purpose: Alternative browsing technologies may not display color. In addition, some people who use graphical browsers cannot distinguish between certain colors, and computer graphics cards vary in the manner in which they display color.

Scope: This principle applies to all Web pages that contain information uniquely identified by color.

Application: Avoid the use of color as the sole means of conveying meaning. For example, in a chart that includes color bars or graphs, be sure to include clear textual labels for each bar and a key for the chart, and give a clear explanation of the meaning in the text around the chart.

Data Tables

Principle: Information presented in horizontally and vertically arranged fields should be properly identified and logically arranged such that the horizontal and vertical relationships between fields are clear.

Purpose: Alternative browsing technologies may present tabular information to the user one line at a time rather than presenting the entire table as a unit.

Scope: This section applies to tables that convey structured data but not to layout tables used merely to control the format of a Web page.

Application: First, be sure that the table is logically organized. Do not use table cells to group dissimilar data rather than placing each piece in a separate cell. Next, place a header cell at the top of each column of associated data and in the left-most cell of each row of associated data. The HTML tag for each header cell should include a scope attribute that identifies it as being the description for the "column" or "row" as appropriate.

Submittal Forms

Principle: Each form element should be arranged such that its textual description is presented next to it in the structure of the page.

Purpose: To accurately convey fill-in forms to text-only browsers, do not present an HTML form to the user as a single unit.

Scope: This principle applies to all Web pages that contain HTML submittal forms.

Application: Each HTML form element tag should follow its textual description without any intervening plain text. While the method for achieving this result may vary by application, the result should be consistent.

Javascript Menus

Principle: Users must have equal access to all content at a Web site if they do not have client-side scripting capability.

Purpose: Javascript and other browser-specific client functionality are ignored by nongraphical browsers and are not consistently supported by graphical browsers.

Scope: This principle applies to all Web pages that display Javascript menus.

Application: While not prohibited, these popular navigational tools should not be the sole means for linking the material to content they call.

Specific Requirements for Internet/Web Pages

Listed below are Subsections 36 CFR 1194.22 (a) through (p). These 16 rules define the Section 508 requirements for Internet/Web pages. You may print this page for use as a checklist.

Table 2 Specific Requirements for Internet/Web Pages	
Section 508 Regulation Text	**NRC Guidance**
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt," "longdesc," or in element content).	Brief, concise text shall identify all non-text elements. • Alt tags of five words or less shall be used for most graphics (e.g., NRC Logo; Photo of Chairman; go to top). • Null alt tags (e.g., alt="" or alt="-") shall be used for spacer, divider, or decorative elements.

Table 2 Specific Requirements for Internet/Web Pages (continued)	
Section 508 Regulation Text	**NRC Guidance**
	• Complex graphics (e.g., technical diagrams) may require links to longer equivalent text. Note that such text sometimes already exists as a part of the document and can be "linked to."
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Audio/video tracks shall have captions that are kept "in sync."
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example, from context or markup.	Color-coding of text or graphics is permitted, but another means of distinguishing the information must also be provided.
(d) Documents shall be organized so that they are readable without requiring an associated style sheet.	Use of style sheets is permitted, but all information, functionality, and clarity must be retained when the style sheet is "turned off" by the user.
(e) Redundant text links shall be provided for each active region of a server-side image map.	When a server-side image map is used, redundant and equivalent text links for every zone shall accompany it.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Client-side image maps are preferred wherever possible. This choice eliminates the need for redundant links (see item (e) above).
(g) Row and column headers shall be identified for data tables.	<th> and </th> tags shall be used for headers, in place of <td> and </td>.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	<th scope="row"> or <th scope="col"> shall be used to "orient" the headers. Where multiple levels exist in the table, each level shall be so coded.
(i) Frames shall be titled with text that facilitates frame identification and navigation.	NRC's Web Redesign Standards forbid frames.

Table 2 Specific Requirements for Internet/Web Pages (continued)	
Section 508 Regulation Text	**NRC Guidance**
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Blinking text and flashing graphics shall not be used. Moving graphics shall be avoided wherever possible.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a Web site comply with the provisions of this part when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	ONLY when it is impossible to achieve compliance, an equivalent text-only page shall also be provided. NOTE: This strategy creates additional costs and potential sources of error and is strongly discouraged.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.	Javascript or other scripting languages are permitted; however, all information and functionality must be available when the scripts are "turned off" by the user.
(m) When a Web page requires that an applet, a plug-in, or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or an applet that complies with 36 CFR 1194.21(a) through (l).	When a Web page uses additional software, that software must meet the noted standards.
(n) When electronic forms are designed to be completed online, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Form field labels shall immediately precede their associated fields or shall be related to them by <label> tags.
(o) A method shall be provided that permits users to skip repetitive navigation links.	When several pages contain identical navigation links, for example, at the top of the pages, there shall be a way to "skip over" them. An anchor tag (e.g., <a name=body>) may be placed after them, with a corresponding link placed before them.

Table 2 Specific Requirements for Internet/Web Pages (continued)	
Section 508 Regulation Text	**NRC Guidance**
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is needed.	The user shall be alerted and additional time provided.

3 Privacy Policy

This section applies to all of NRC's public Web domains (www.nrc.gov and non-nrc.gov domains). NRC's Web privacy policy is embodied in our Privacy Policy at http://www.nrc.gov/site-help/privacy.html.

3.1 General Privacy Policy

A link to the Privacy Policy appears at the bottom of every page posted at the Web site. The statement's key elements include the following—

• **General Use**. NRC collects and stores the following information for anyone using our site:

– The Internet protocol (IP) address (a number that is automatically assigned to a user's computer when using the Internet) from which a user accesses our Web site.
– The pages visited.
– The date and time a user accessed our site.

• **E-mail Message or Online Form**. NRC uses the personal information (e-mail or mailing address or telephone number) submitted only for the reason it was submitted.

• **Comments on a Proposed Rule or Petition**. NRC publishes all information submitted in comments, including that submitted on an online form, in ADAMS, and on Regulations.gov, the Federal e-Rulemaking docket system.

• **Cookies**. There are two types of cookies: "session cookies" and "persistent cookies" (see the "Glossary" of this handbook). NRC sometimes uses session cookies as placekeepers to retain context during an individual user session. These cookies assist with movement throughout the site during an individual user session without any capacity to track users over time and across different Web sites. Session cookies are discarded upon completion of a user session or expire within a short time frame. They

are not used to track personal information. NRC generally does not allow the use of persistent cookies unless such usage is approved by the Director of OIS and authorized by the Executive Director for Operations (EDO). The only use of persistent cookies approved by the EDO to date is for the Google.com search capability that appears at the top of each page at our Public Web Site.

• **Site Usage Data**. For site management, NRC maintains an operational log of site user addresses. This log is used to generate site usage statistics, track operational problems, and investigate suspected unauthorized activities. Information about individual users is shared only with appropriate law enforcement entities, if necessary, to investigate or prosecute unlawful activities conducted on or against this site.

NRC employs software programs to monitor network traffic in order to identify unauthorized attempts to upload or change data, or to otherwise cause damage.

3.2 Subsite-Specific Privacy Policies

Some areas of the external site may require privacy statements that go beyond our general privacy policy. Examples include statements associated with data submitted via the site that will become part of a Privacy Act Systems of Records or information submitted via the site that will become a public record, such as comments on rulemakings.

Privacy statements covering such cases must be coordinated with the OIS Privacy Act Officer and the OIS Web Staff before inclusion at the site.

3.3 Platform for Personal Privacy Preferences (P3P)

The NRC Public Web Site contains a machine-readable P3P file that describes for the user's Web browser how information collected through our online forms is used by NRC. This file, located at the well-known location recommended by the World-Wide Web Consortium, enables the Web browser to prompt the user if the NRC's use of information does not match the user's privacy preferences as configured in the browser's privacy settings. This file covers online forms posted to www.nrc.gov. It is the responsibility of the sponsor of each NRC subsite outside of www.nrc.gov to ensure that their site complies with the OMB guidance on P3P.

4 Web Addresses in NRC Public Documents

Generally, in citing Web addresses at a site, the closer the address is to the home page (that is, the higher the level of the page at the site), the more likely it is to be stable because lower level pages undergo change or have content posted on an ad hoc basis more frequently than higher level pages. Therefore, when citing Web addresses in documents that will be publicly available official records, use the addresses of high-level pages that serve as entry ways to the location of the information being cited. For example, rather than citing the address of a specific document, meeting notice, or agenda, cite the Electronic Reading Room, the Documents for Comment page, or the Public Involvement page, as appropriate. Provide the title and date of the information cited to help the reader find it.

At other times, however, the citation of a very specific Web address is encouraged. For example, specific addresses should be used to make it easy for stakeholders to find a document that is being posted for comment for a fixed period of time. In these cases, the Web address obviously has a limited period of validity.

Web Addresses in Long-Lived Documents. For public documents that are expected to be referenced and relevant for long periods, such as NRC's regulations, regulatory guides, and NUREG-series publications and brochures, use only the following Web addresses (URLs) unless a waiver is obtained from the Director of the Information and Records Services Division, OIS:

1.   The NRC Home Page (http://www.nrc.gov/)
2.   The Electronic Reading Room (http://www.nrc.gov/reading-rm.html)
3.   Public Involvement (http://www.nrc.gov/public-involve.html)
4.   Documents for Comment (http://www.nrc.gov/public-involve/doc-comment.html)
5.   ADAMS documents pages (http://www.nrc.gov/reading-rm/adams.html)
6.   Electronic Information Exchange (http://www.nrc.gov/site-help/eie.html)
7.   Site Index (http://www.nrc.gov/site-help/index-az.html)

The OIS Web Staff will publish redirection pages for any of these pages if their addresses change. For links that permanently reside on the Public Site home page (e.g., License Fees or Public Meeting Schedule) or in the site index, state that the link is found on the home page at www.nrc.gov or in the site index, which is accessible at the top of every page.

Web Addresses in Short-Lived Documents. For documents in which a Web address will be needed for a brief, finite period (e.g., a *Federal Register* notice concerning a document or program available for comment, a news release, etc.), use the specific address and, if possible, the specific period the document would be available at that address (e.g., 60 days).

Web Addresses in Other Documents. For routine correspondence, memoranda, and other documents not previously mentioned, the staff should generally use the seven addresses listed. Use specific Web addresses sparingly and only when they add significant value, keeping in mind that redirection pages will not be posted if these addresses change.

5 Office Web Staff and Their Roles and Responsibilities

Each office sponsoring content for a Web site designates a staff member as an Office Web Liaison. Among other responsibilities, the Office Web Liaison assists OIS in maintaining a list of the sponsors and providers of the content sponsored by that office. Some offices designate staff as content publishers, while others use OIS services to publish at www.nrc.gov or other processes to publish at non-nrc.gov domains (see also Section 3.14-03, "Organizational Responsibilities and Delegations of Authority," in Directive 3.14). An overview of the roles and responsibilities of office staff involved in Web processes is shown in Table 3.

Table 3 Overview of Roles and Responsibilities of Office Staff	
Designee	**Responsibility**
Content Sponsor (programmatic content owner)	• Authorizes initial process to add or remove a page (including a scientific code), a subsite, a document collection, or a document for comment, ensuring that material meets the overall site objectives.* • Authorizes deployment of the formatted content from the test site to the Public Web Site (www.nrc.gov).*
Content Provider (subject matter provider responsible for the content)	• Initiates authorizations and screens, prepares, and reviews Web content. • Obtains final approval of content on the test site from the content sponsor as required.

Table 3 Overview of Roles and Responsibilities of Office Staff (continued)	
Designee	**Responsibility**
Content Publisher (Web technician)	Formats and publishes Web content consistent with this directive and handbook and the requirements at http://www.internal.nrc.gov/web-standards, including accessibility standards.
Office Web Liaison (office coordinator and assistant for Web publishing)	• Verifies that Web publishing requests are consistent with this directive and handbook and the requirements at http://www.internal.nrc.gov/web-standards. • Submits requests to office staff authorized to publish Web content or to the OIS Web Staff.

*Initial and final authorization is not required for nonsubstantive changes (e.g., punctuation) or routine, repetitive types of changes or additions to existing document collections, tables, lists, or other similar material (e.g., news releases or Commission papers).

Details of the responsibilities of the Office Web Liaison, content providers, content sponsors, and content publishers are described in Sections 5.1 through 5.4.

5.1 Content Sponsor

The content sponsor performs the following functions:

• Acquires a basic understanding of the Web content publishing process

• Authorizes initiation of a process to add or remove a page (including a scientific code), a subsite, a document collection, or a document for comment, ensuring that material meets the overall site objectives specified in the directive (see Section 3.14-02).*

• Reviews final content on a test server to ensure that the content is current, accurate, complete, and nonsensitive before authorizing its publication.*

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*Initial and final authorization is not required for nonsubstantive changes (e.g., punctuation) or routine, repetitive types of changes or additions to existing document collections, tables, lists, or other similar material (e.g., news releases or Commission papers).

- For non-nrc.gov domains, ensures that contracts include NRC Web requirements and that responsible project officers enforce these requirements (see non-nrc.gov domains at http://www.internal.nrc.gov/web-standards).

5.2 Content Provider

The content provider performs the following functions:

- Completes appropriate Web training (see Section 8, "Training," of this handbook).

- As subject matter provider, initially drafts proposed content to be added or proposes content to be revised or deleted and does the following:

  – Obtains initial authorization from the content sponsor as specified in Table 4, "Initial Authorization of Web Content."

  – Screens content as specified in Table 5, "Screening Content for Web Publication."

  – Prepares content in accordance with requirements at http://www.internal.nrc.gov/web-standards/prepare.

  – Submits content (usually a WordPerfect or Microsoft Word file) for review by a Web editor and works with the editor until the revision meets Web standards and is satisfactory to the content provider (this requirement is not applicable for changes of less than a paragraph)

  – Submits edited material to the Office Web Liaison

  – Reviews completed material at the test site

  – Obtains final approval from the content sponsor to deploy content reviewed at the test site before requesting deployment of the content to the Public Web Site*

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*Initial and final authorization is not required for nonsubstantive changes (e.g., punctuation) or routine, repetitive types of changes or additions to existing document collections, tables, lists, or other similar material (e.g., news releases or Commission papers).

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- Reviews published content quarterly or whenever it is revised to be certain it remains appropriate and that all links are still operable.

5.3 Content Publisher

The content publisher performs the following functions:

- Obtains approval from content sponsor and Office Web Liaison to be the publisher for a specific content area or areas, in accordance with Web publishing practices of the office.

- Completes appropriate training (see Section 8, "Training," of this handbook).

- Obtains publishing rights from OIS for specific content areas (see Publishing Rights in the Glossary at the standards subsite).

- Formats content in accordance with the requirements at http://www.internal.nrc.gov/web-standards/format.

- Deploys content to the test site.

5.4 Office Web Liaison

The Office Web Liaison performs the following functions:

- Completes appropriate Web training (see Section 8, "Training," of this handbook).

- Assists OIS in maintaining records of content sponsors and providers.

- Assists the content sponsor and the content provider as needed throughout the process.

- For each publishing request, verifies that—

  – required initial authorization (See Table 4, "Initial Authorization of Web Content") was obtained from the content sponsor

  – content was screened as specified in Table 5, "Screening Content for Web Publication"

– content was prepared in accordance with requirements at http://www.internal.nrc.gov/web-standards/prepare, including review by the Web editor except for changes of less than a paragraph

- Submits request in accordance with the publishing standards at http://www.internal.nrc.gov/web-standards/publish to the OIS Web Staff.

- After verifying that the content provider reviewed the formatted content, and the content sponsor reviewed and authorized its publication, submits e-mail request to the OIS Web Staff to deploy content to www.nrc.gov except for nonsubstantive changes or routine, repetitive types of material.

6 Roles and Process for Authorization and Screening

The roles and process for initial authorization and screening of content for the Public Web Site are given in this section.

Table 4 Initial Authorization of Web Content	
Action Requiring Authorization	**Authorizing Official**
Adding or removing a page (including a scientific code), a subsite, a document collection, or a document for comment*	Designated content sponsor (office director, regional administrator, or Senior Executive Service manager)
Adding a new Web-based application, a new medium, or other technology new to the site (accomplished via the CPIC process)	Director of OIS if less than $500,000, EDO if equal to or greater than $500,000
Creating or acquiring a new NRC Web subsite on a domain other than http://www.nrc.gov	Director of OIS

*Initial authorization is not required for nonsubstantive changes (e.g., punctuation) or routine, repetitive types of changes or additions to existing document collections, tables, lists, or other similar material (e.g., news releases or Commission papers).

Screening is needed to ensure that Web content is suitable for publication at the NRC Public Web Site and to obtain approvals required by law, regulation, or NRC policy for specific types of content listed in the following table.

Table 5 Screening Content for Web Publication				
Type of Content	**Requirement**	**Law, Regulation, or Policy**	**Who Can Advise**	**Who Must Approve**
All content	**Do** link to existing content, where available **Do not** post or link to duplicates of documents already available in the Electronic Reading Room or elsewhere at the NRC Public Web Site	MD 3.14, Sec. 3.14-03 (0310)	OIS Web Staff and Office Web Liaison	Web Advisory Group (exceptions only)
All content	Ensure that it is accurate, current, and complete	Handbook 3.14, Sec. 5.1	Content sponsor	Content sponsor
All content	Ensure that it does not contain any sensitive unclassified information	Handbook 3.14, Sec. 5.1; OMB Circular M-00-13	Office Web Liaison, then the Information Security Branch, NSIR, with any questions that cannot be resolved at the office level	Content sponsor
Official Agency Record filed in ADAMS	Submit ADAMS accession number or URL for the document if in the Public Web Site Electronic Reading Room*	MD 3.14, Sec. 3.14-03 (0310)	ADAMS Help Desk	Director of IRSD (exceptions only)

Table 5 Screening Content for Web Publication (continued)				
Type of Content	**Requirement**	**Law, Regulation, or Policy**	**Who Can Advise**	**Who Must Approve**
Copyrighted material	Obtain permission from the copyright owner	Copyright law	Chief, Rulemaking, Directives, and Editing Branch, ADM	Copyright Owner
Survey or other collection of information	Obtain an Office of Management and Budget (OMB) clearance	Paperwork Reduction Act and 5 CFR Part 1320	Chief, Records and FOIA/Privacy Services Branch, OIS	OMB
Persistent cookie at the external site	Obtain approval to use a persistent cookie	MD 3.14, Sec. 3.14-03 (031) and (033)	OIS Web Staff	Executive Director for Operations (EDO)
Key topic link on the Reactors, Materials, or Waste main page (a maximum of six key topics are permitted)	Obtain approval to add or delete a key topic	MD 3.14, Sec. 3.14-03 (036) and (037)	Office of Public Affairs and OEDO Assistant for Communications	Appropriate office director
Key topic link on the home page (a maximum of six key topics are permitted)	Obtain approval to add or delete a key topic	MD 3.14, Sec. 3.14-03 (035)	Office of Public Affairs and OEDO Assistant for Communications	Web Advisory Group

Table 5 Screening Content for Web Publication (continued)				
Type of Content	**Requirement**	**Law, Regulation, or Policy**	**Who Can Advise**	**Who Must Approve**
Collecting information about individuals that could be part of a Privacy Act System of Records	Obtain approval and display special Privacy Act statement	Privacy Act (5 U.S.C. 552a(e)(3)) and MD 3.2, Part IV, Sec. C.	NRC Privacy Act Officer	NRC Privacy Act Officer
Exception or addendum to the site-wide privacy policy or disclaimer	Obtain approval	MD 3.14, Sec. 3.14-03 (0310)	Office of the General Counsel	Director of IRSD
Link to non-Government site; use of logo or other commercial material	Obtain approval	MD 3.14, Sec. 3.14-03 (0310)	OIS Web Staff	Director of IRSD
Scientific codes	Ensure that code meets criteria for posting in Section 7 of this handbook and contributes to overall Web objectives	MD 3.14, Sec. 3.14-02 (021), Handbook 3.14, Secs. 5.1 and 7	Project officer and Office Web Liaison	Content sponsor

*NOTE: Documents at the Public Web Site should also have an ADAMS accession number.

7 Scientific Codes

With approval of the cognizant content sponsor, the staff may arrange with the OIS Web Staff for scientific computer codes to be posted on the NRC Public Web Site for accessing or downloading. Such posting shall be based on—

• consideration of user need

- quality control of the codes

- availability of adequate code documentation

- security issues

- impact on efficient operation of the site

As an alternative, the staff should consider providing public access to scientific computer codes through the Oak Ridge National Laboratory (ORNL) Radiation Safety Information Computational Center (RSICC), which is an ongoing distribution and support channel for many NRC scientific computer codes.

8 Training

The NRC provides training and guidance to assist staff content providers, Office Web Liaisons, and content publishers to the www.nrc.gov domain to comply with the policy and guidance in this directive. Training described in this management directive does not apply to contractors for non-nrc.gov domains. Web training requirements are explained at http://www.internal.nrc.gov/web-standards/training.

All required Web training is available at the NRC Professional Development Center (PDC). To register, complete the online form for the applicable Web course at the training section of the internal Web site.

Glossary

Access Board. The Architectural and Transportation Barriers Compliance Board. Under the 1998 amendment to the Rehabilitation Act that established Section 508, this board is empowered to "issue and publish" the technical standards for Section 508, which are then implemented as 36 CFR Part 1194. The board's Web site (http://www.access-board.gov) states the following: "The Access Board is an independent Federal agency devoted to accessibility for people with disabilities. It operates with about 30 staff and a governing board of representatives from Federal departments and public members appointed by the President."

Applet. An application program provided by a Web site and embedded in a Web page, commonly (but not always) written in the Java programming language and executed by the user's computer and Web browser. Not all browsers have the ability to execute all applets, and permission for applets to execute can typically be denied by so configuring the user's Web browser.

Cookie. A file placed on a Web user's hard drive by a Web page to store information about the user's access to or use of the site, usually without the user's knowledge. Typically a cookie is used to tailor content displayed to a particular user on the basis of the user's prior usage of the site.

Deploy. To transfer Web pages and related files to a Web site.

Effective date. The date the EDO approves this directive and handbook for publication.

Hyperlink. An element in an electronic document that links to another place in the same document or to an entirely different document or Web site. These elements are usually underscored and appear in a color that contrasts with both the text and the background.

Glossary (continued)

Information technology infrastructure. Hardware, software, services, equipment, and components necessary to support local and enterprise-wide technology requirements, including desktop systems, customer service, network components and services, telecommunications components and services, operational support, and maintenance.

Minimal requirements. This term refers to program office requirements for contract support for Web publishing functions that do not warrant the administrative burden needed to fund a separate task order for onsite Web publishing support under the OIS contract for Web publications. In such a case, OIS/IRSD will fund the requirement on behalf of the sponsoring program office as part of OIS/IRSD's own task order. OIS/IRSD determines the specific threshold on a case-by-case basis in consultation with the applicable Office Web Liaison.

Non-NRC domain. A primary Web address other than www.nrc.gov that is created or controlled (i.e., funded) by NRC and linked from a page at www.nrc.gov.

NRC domain. The primary Web address www.nrc.gov.

Persistent cookie. A file that lasts a fixed period of time, possibly for a year, and records a user's activity at a Web site. Using this type of cookie at a Federal Web site without special approval could potentially violate laws enacted to safeguard a citizen's right to privacy. Use of this type of cookie at NRC's Web site is prohibited unless the EDO approves its use as required by OMB Memorandum M-00-13.

Platform for Personal Privacy Preferences (P3P). A protocol that enables Web sites to express their privacy practices in a standard format that can be retrieved automatically and interpreted easily by user agents (such as Web browsers). P3P user agents will allow users to be informed of site practices (in both machine- and human-readable formats) and

Glossary (continued)

to automate decisionmaking based on these practices when appropriate. Thus, users need not read the privacy policies at every site they visit.

Post. To electronically contribute content to an agency Web site by transferring files directly to the site. Posting authority is limited to the OIS Web Staff and the OIS Web Contract Staff and is granted by OIS to other select agency staff.

Public Web Site. All Web pages controlled by NRC that are accessible from www.nrc.gov.

Publish. To (1) add, modify, or delete specified computer files and directories in the agency's Web content management system and (2) deploy content from the system to the agency's test Public Web Site for review and approval.

Publisher. For the NRC Public Web Site, a publisher is one who has both the right and responsibility to publish.

Sensitive unclassified information. Material that includes official use only information (for example, predecisional, privacy, proprietary). Note that no classified or Safeguards Information is posted to NRC's Public Web site.

Session cookie. A file that stores information about a user's activity during a visit to a Web site but expires when the user leaves the Web site. This type of cookie is allowable at a Federal Web site without any special approvals.

Web application. An electronic system comprising a body of dynamically managed and/or rendered content and the technology required to manage, render, and serve it across the Internet. This system includes any associated data files, storage mechanisms (database servers), business logic (software applications such as a content or personnel management application), display logic (including streaming

Glossary (continued)

media servers, Web servers, template files, and any associated software modules or scripts), and any resulting rendered content including but not limited to any Web pages, images and other binary files, system-generated e-mail, and streamed media.

Web site. A body of Web content available from a single point of access (a home page), maintained (sponsored or coordinated) by a single private or public entity, and typically (but not necessarily) hosted at a single Internet domain.