

<p align="center">New York State Information Technology Standard</p>	<p>No: NYS-S05-002</p>
<p align="center">Standard Name: Contact Web Page</p>	<p>Updated: 08/22/2005</p> <p>Issued By: NYS ITS State Chief Information Officer Director Office of IT Services</p> <p>Policy Owner: Empire 2.0 Web Services</p>

1.0 Purpose and Benefits of the Standard

The purpose of this mandatory technology standard is to ensure that each state government entity web site has a standard Contact Page that easily and separately identifies contact points and information for the public and can be linked to from the State Portal.

2.0 Enterprise IT Policy Statement

Details regarding the authority to establish enterprise IT standards can be found [in NYS ITS Policy NYS-PO8-002, Authority to Establish State Enterprise Information Technology \(IT\) Policy, Standards and Guidelines.](#)

Details regarding the criteria for establishing enterprise IT standards can be found in [NYS P02-001, Process for Establishing & Implementing Statewide Technology Policies & Standards.](#)

3.0 Scope of the Policy

This standard applies to all public web sites operated by and for State government entities, as defined in NYS Executive Order No. 117.

4.0 Policy Statement

Each state government entity must have a web page identifying contact points and information for the public. This Contact Page must:

- Have a State Common Web Banner as required in S05-001, State Common Web Banner
- Clearly identify the name of the state government entity
- Include contact information as appropriate for the state government entity
 - Name(s) - optional
 - Phone Number(s) - required
 - Address (es) – required
 - E-Mail Address(es) - optional
- Have basic contact information viewable at the top of the Contact Page and not require scrolling down to find it
- Be a web page separate from the state government entity's home page or other program content pages

5.0 Policy Compliance

State government entities must be in compliance with this standard State government entities must be in compliance with this standard by September 30, 2005. Entities must report the web address (url) of the Contact Page to nyecom@cio.state.ny.us by September 30, 2005 and whenever the web address (url) changes.

6.0 Definitions of Key Terms

A complete listing of defined terms for NYS Information Technology Policies, Standards, and Best Practice Guidelines is available in the "NYS Information Technology Policies, Standards, and Best Practice Guidelines Glossary" at: <http://www.its.ny.gov/policy/glossary.htm>.

The following defined terms are used in this Policy:

Portal

The classic intranet portal site functions as an informational hub (i.e., topical tree listing of sites combined with a search engine), aggregating links that connect the portal's constituency of visitors to related information sources. Portals are typically

positioned as starting points for users. Private sector examples include AOL and Yahoo. (Source - Policy No. P03-004).

7.0 Contact Information

Submit all inquiries and requests for future enhancements regarding this policy to:

**Attention: Policy Owner
Empire 2.0 Web Services
New York State Office of Information Technology Services
State Capitol, ESP, P.O. Box 2062
Albany, NY 12220**

Questions may also be directed to your ITS Customer Relations Manager at:
Customer.Relations@cio.ny.gov

The State of New York Enterprise IT Policies may be found at the following website:
<http://www.its.ny.gov/tables/technologypolicyindex.htm>

8.0 Revision Schedule and History

Date	Description of Change
08/22/2005	Original Policy Issued.
10/7/2009	Reformatted and updated to reflect current CIO, agency name, logo and style.
09/12/2012	Reformatted and updated to reflect current CIO, agency name, logo and style.