



Office of Information Technology Services

State Capitol P.O. Box
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New York State Information Technology Standard	No: NYS-S05-002
IT Standard: Contact Web Page	Updated: 7/11/18
	Issued By: NYS Office of Information Technology Services Owner: WebNY Business Services

1.0 Purpose and Benefits

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 Authority

Section 103.10-11 of State Technology Law provides the Office of Information Technology Services (ITS) the authority to establish statewide technology policies, including technology standards and security. Section 2 of Executive Order No. 117 provides the State Chief Information Officer, the authority to oversee, direct and coordinate the establishment of information technology policies, protocols and standards for State government, including hardware, software, security and business re-engineering. Details regarding this authority can be found in NYS ITS Policy NYS-P08-002, Authority to Establish State Enterprise Information Technology (IT) Policy, Standards and Guidelines

3.0 Scope

This standard applies to ITS (Information Technology Services), all State Entities (SE) that receive services from ITS, and affiliates of same (e.g., contractors, vendors, solution providers), which have access to or manage SE information. It also serves as recommended practice for the State University of New York, the City University of New

York, non-Executive branch agencies, authorities, NYS local governments and third parties acting on behalf of same.

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 Information Statement

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

This Contact Page must:

- Be accessible from a conspicuous and direct link that is identifiable, prominently displayed and easy to find. The preferred method is to place a contact link in the footer of the agency website.
- Have the universal navigation as required by [NYS-S16-001, New York State Universal Web Navigation](#).
- Clearly identify the name of the state government entity.
- Include agency contact information for media inquiries, language access, and accessibility.
 - Name(s) - optional
 - Phone Number(s) - required
 - Street Address(es) – required
 - E-Mail Address(es) - optional
- Have basic contact information viewable at the top of the Contact Page.
- Be a separate web page and not the state government entity's home page or contain any other program content.
- State government entities may also include additional contact information for specific offices or programs using the format above.

5.0 Compliance

This policy shall take effect upon publication. Compliance is expected with all enterprise policies and standards. ITS may amend its policies and standards at any time; compliance with amended policies and standards is expected.

Entities must report the web address (url) of the Contact Page to webnysupport@its.ny.gov whenever the web address (url) changes.

6.0 Definitions of Key Terms

Except for terms defined in this policy, all terms shall have the meanings found in <http://www.its.ny.gov/glossary>.

Term	Definition
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 Google and Yahoo.

7.0 Contact Information

Submit all inquiries and requests for future enhancements to the policy owner at:

WebNY, Business Services
Reference: NYS-S05-002
NYS Office of Information Technology Services
State Capitol, ESP, P.O. Box 2062
Albany, NY 12220
Email: webnysupport@its.ny.gov

Statewide technology policies, standards, and guidelines may be found at the following website: <http://www.its.ny.gov/tables/technologypolicyindex>

8.0 Revision History

This standard shall be reviewed at least once every year to ensure relevancy.

Date	Description of Change	Reviewer
08/22/2005	Issued standard	CIO/OFT
10/07/2009	Reformatted and updated to reflect current CIO, agency name, logo, and style.	CIO/OFT
09/12/2012	Reformatted and updated to reflect current CIO, agency name, logo, and style.	CIO/OFT
11/14/2012	Updated section 5.0 compliance	CIO/OFT

04/10/2017	Branding updated.	WebNY Enterprise Platform Services Bureau
7/11/2018	Scheduled Review No Changes	WebNY Business Services

9.0 Related Documents

[NYS-S16-001 New York State Universal Web Navigation](#)