



Office of Information Technology Services

State Capitol P.O. Box
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Albany, NY 12220-0062

New York State Information Technology Standard	No: NYS-S05-002
IT Standard: Contact Web Page	Updated: 11/23/2021
	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 webpage that easily and separately identifies contact information for the public and can be linked to from the State Portal.

2.0 Authority

Section 103(10) of the State Technology Law provides the Office of Information Technology Services (ITS) with the authority to establish statewide technology policies, including technology and security standards. *Section 2 of Executive Order No. 117¹*, established January 2002, provides the State Chief Information Officer with 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 all “State Entities” (SE), defined as “State Government” entities as defined in Executive Order 117 or “State Agencies” as defined in Section 101 of the State Technology Law including their employees and all third parties (e.g., local

¹ All references to Executive Order 117 refer to that which was originally issued by Governor George E. Pataki on January 28, 2002 and continued by Executive Order 5 issued by Governor Eliot Spitzer on January 1, 2007, Executive Order 9 issued by Governor David A. Patterson on June 18, 2008, Executive Order 2 issued by Governor Andrew M. Cuomo on January 1, 2011 and Executive Order 6 issued by Governor Kathy Hochul on October 8, 2021.

governments, consultants, vendors, and contractors), that use or access any ITS Information Technology Resource for which ITS has administrative responsibility, including systems managed or hosted by third parties on behalf of ITS. While an SE may adopt a different standard, such standard must meet the requirements of this standard.

4.0 Information Statement

Each SE must have a web page identifying contact information for the public.

This contact webpage 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 such a link in the footer of the SE website.
- Be accessible per the NYS-P08-005 Accessibility of Information Communication Technology
- Have the universal navigation as required by [NYS-S16-001, New York State Universal Web Navigation](#).
- Clearly identify the name of the SE.
- Include SE 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 pwebage.
- Be a separate webpage and not the SE's home page or contain any other program content.
- SEs may also include additional contact information for specific offices or programs using the format above.

5.0 Compliance

This standard 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
11/23/2021	Scope, Authority and Compliance sections updated	Web NY

9.0 Related Documents

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