

## ACTION PLAN

### REVIEW OF: WEB PUBLISHING PROTOCOLS

Combined responses from the Communications and Publications Manager and Service Manager, Projects at Exit meeting of 3.5.06

Rankings are based on the following criteria:-

1. Significant financial or non financial implications
2. Moderate financial or non financial implications
3. Controls could be improved/ best practice.

For a more complete explanation of the rankings see the introduction to the report.

REF	RECOMMENDATION	RISK RANKING	MANAGEMENT RESPONSE	RESPONSIBLE OFFICER	IMPLEMENTATION DATE
13.	A process should be put in place for the regular review of the web publishing policy, appropriate version control should be included and the policy should be formally approved and endorsed by senior management.	2	<p>Agreed, subject to resources.</p> <p>It was noted that management of the website has suffered from lack of leadership at a senior level. It is understood that there was a proposal to create a web steering group at director level, but this was never started/organised.</p> <p>It was also noted that this and many of the following recommendations will be taken into account by the forthcoming web refresh programme and the web refresh lead (Capita) needs to take note of them.</p>	Communications and Publications Manager	August 2006
14	The web publishing policy should be issued and communicated to all relevant staff across the Council	2	Agreed. Much information is already contained within the training provided on web publishing, but it needs to be reiterated.	Communications and Publications Manager	August 2006
15.	The web publishing policy should be reviewed and updated immediately to ensure appropriate guidance is included, or, where applicable	1.	Agreed, subject to resources.	Communications and Publications Manager	August 2006

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	reference is made to the source of additional policies and procedures such as website content management, security and support.				
16.	A programme should be established for monitoring the content of the website to ensure that the website policy has been correctly implemented.	2.	Agreed, resources permitting.	Communications and Publications Manager	August 2006
18.	All roles and responsibilities regarding the management of the Council's website should be documented, communicated to all relevant staff, reviewed regularly and updated as appropriate.	1	Agreed.	Communications and Publications Manager	August 2006
22.	APLAWS user roles should be reviewed to ensure that users do not have the ability to act as both author and publisher and that all web content must therefore be approved for publication by an authorised individual other than the author.	1	Agreed, resources permitting.	Communications and Publications Manager	August 2006
23.	Content changes should be timetabled and formally monitored by the Web Editor on a sample basis	2	Agreed, resources permitting.	Communications and Publications Manager	August 2006

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29.	Managers should be instructed by the Web Editor to notify him, on at least a monthly basis, of APLAWS users who have left the Council or have changed roles and responsibilities.	2	Agreed. Regular reminders will be issued to management/staff via the Council's Newsletter, which is emailed to staff every two weeks.	Communications and Publications Manager	June 2006
30.	Logical security within the APLAWS application should be enhanced in line with best practice guidelines as the current password weaknesses could be exploited by unauthorised persons to masquerade as genuine users by guessing their passwords and thereby gaining access to the content management software on the site.	1	Agreed to review current facilities and assess work necessary to improve password control. Implementation will depend on resources and costs.	Service Manager, Projects	August 2006
31.	The Analyst Programmer (HITS Business Services) should ensure that the signed hard copy Remote Access Request, Code of Connection and System Access Agreement forms for each of the 3 organisations that have remote access to the content management sections of the Council's website are located as soon as possible and retained securely for future	2	Current access by third parties will be reviewed and documentation including signatures will be replaced.	Service Manager, Projects	June 2006

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	reference. If the original documents cannot be traced, fresh copies should be sent to the organisations concerned for signature and return.				
32.	Security violations, such as unsuccessful logons to the content management centre, should be logged and monitored.	2	Facilities to allow for this will be included in the activity in response to recommendation at paragraph 30 above.	Service Manager, Projects	August 2006
36.	A timetable for periodic restore testing of back ups created in respect of the Council's website systems and data should be established.	2	This will be raised with the infrastructure team for inclusion as part of planned maintenance on a sample basis.	Service Manager, Projects	August 2006
37.	Disaster recovery arrangements should be developed so that in the event of the loss of service, the website can be restored quickly and with minimal disruption.	1	Disaster recovery arrangements will be fully addressed as part of the corporate business continuity initiative. Local internet facilities will be investigated and tested.	Service Manager, Projects	August 2006