

DEPARTMENT OF LABOR

Office of the Secretary

[Secretary's Order 2-2003]

Management of U.S. Department of Labor Web Sites

1. *Purpose.* To establish policy and assign responsibilities for the management of Department of Labor (DOL) Internet and Intranet Web sites, and the content published on these Web sites.

2. *Authority and Relationship to Other Orders.*

a. *Authority.* This Order is issued pursuant to 29 U.S.C. 551 *et seq.*; 5 U.S.C. 301; sections 5122-5127 of the Clinger-Cohen Act (40 U.S.C. 11312-17); and the E-Government Act of 2002 (Pub. L. 107-347).

b. *Relationship to Other Orders.*

(1) This Order does not affect the authorities and responsibilities assigned by any other Secretary's Order, unless otherwise expressly so provided in this or another Order.

(2) This Order repeals Secretary's Order 2-2000, U.S. Department of Labor Internet Services.

(3) This Order amends Paragraph 4(a)(10) of Secretary's Order 2-2002, to the extent of any inconsistencies.

(4) This Order amends Secretary's Order 37-65, to assign responsibilities to Office of Public Affairs for certain Web site functions.

3. *Background.* The Department receives more than 550 million visits a year on its various Web sites and relies on its public Web sites to provide services to individuals, businesses, organizations, and other government entities. DOL also relies heavily on intranets to communicate internally with the Department's employees. The management of our Internet and Intranet Web sites will become more critical as the Department implements its e-government strategy and improves the electronic delivery of products and services to our internal and external customers. This Order is designed to ensure that the Department communicates its policies and programs more effectively and efficiently via our Internet and Intranet Web sites.

4. *Statement of Policy.* The Department's ability to communicate and conduct business will continue to require the effective use and management of the Department's Web sites. To maximize the potential of our Web sites, while meeting customer expectations, the Department will employ common Web management standards and approaches for all DOL Internet and Intranet Web sites. To

achieve these objectives, the Department will:

a. Establish a Web Site Management Group that effectively leverages the programmatic content, legal, policy and information technology expertise throughout the Department;

b. Ensure that the Department's Web sites present a common, unified message to the public and Departmental employees, while reflecting the Department's purpose and mission;

c. Apply Web information technology standards across all DOL Web sites in accordance with the Federal and Departmental Enterprise Architectures;

d. Ensure appropriately secure and confidential exchange of information via the Department's Web sites;

e. Ensure appropriate review and approval of information prior to publication on Departmental Web sites;

f. Ensure that Web site content is timely, accurate, and complete and managed in compliance with legislative and administrative mandates, including the Federal Records Act, Privacy Act, and Rehabilitation Act;

g. Ensure that e-correspondence coming in via DOL Internet Web sites is tracked and answered in a timely fashion and preserved in accordance with the Federal Records Act to protect the legal rights of, and minimize the legal risks to, the Department;

h. Ensure that all records of business transacted on DOL Web sites are managed in accordance with the Federal Records Act, Privacy Act, and other applicable legislative and administrative mandates and guidance;

i. Ensure that Agency Heads are accountable for compliance with all Federal and Departmental mandates, policies, and legislative requirements; and

j. Ensure that the Department conducts privacy impact assessments as required by the E-Government Act.

5. *Definitions.*

a. "*Information Technology*" refers to any equipment or interconnected system or subsystem of equipment, that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information by the executive agency. It also refers to computers, ancillary equipment, software, firmware and similar procedures, services (including support services), and related resources.

b. "*Intranet Web sites*" refers to Departmental and Agency Web sites that provide general access for communicating to DOL employees.

c. "*Internet Web sites*" refers to Departmental and Agency Web sites that are available to the general public.

d. "*Departmental Web Site Information Technology Standards*" refers to the policies, processes, and procedures, defined by the Office of the Chief Information Officer (OCIO), to meet architectural, interoperability, and security goals that are within the guidelines of the Federal and Department Enterprise Architectures. Such guidance will establish Department-wide baselines and targets for managing and operating DOL Internet Web sites and Intranet Web sites, and related information technologies.

6. *Delegation of Authority and Assignment of Responsibilities.*

a. *The Assistant Secretary for Public Affairs (ASPA)* is delegated authority and assigned responsibility for management of DOL Web sites as outlined below:

(1) Appointing a DOL Web Sites Director to manage the Department's Internet Web sites and Intranet Web sites, including the DOL.GOV and LaborNet Web sites;

(2) Maintaining and operating the DOL.GOV and LaborNet Web sites in accordance with DOL policies and procedures, including Departmental Web Site Information Technology Standards and design requirements;

(3) Coordinating with the Office of the Assistant Secretary for Policy (OASP), Office of the Assistant Secretary for Administration and Management (OASAM), OCIO, and the Office of the Solicitor (SOL) in the development of policy, procedure and guidelines to ensure that DOL Internet Web site content and services are accurate, timely, and regularly updated; and aligned with the Department's mission and Secretarial goals;

(2) Coordinating with DOL agencies, OASP, OASAM, OCIO, and SOL, to ensure that all information published on DOL Internet Web sites, all e-correspondence coming into Web sites as well as responses, and all Federal Records Act, Privacy Act and other applicable legislative and administrative mandates and guidance to protect the legal rights of, and minimize the legal risks to, the Department;

(5) Ensuring a common look and feel, navigation, and branding for all appropriate DOL Internet Web sites and Intranet Web sites by developing DOL design requirements;

(6) Establishing and chairing a Web Site Management Group comprising designated Agency Internet Coordinators and designated policy-level representatives from OPA, OCIO,