Independent Verification & Validation Program	Work Instruction for World Wide Web Resource Review and Approval	IVV 20-1 Version: M Effective Date: September 03, 2015

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AUTHORITY		DATE
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REFERENCES	
Document ID/Link	Title
Code of Federal Regulations (CFR) Title 16, Part 312	Children's Online Privacy Protection Act (COPPA)
Form 1020	Website Review
IVV QM	NASA IV&V Quality Manual
IVV 10	Software and Hardware Configuration Management
IVV 16	Control of Records
NPR 1441.1	NASA Records Management Program Requirements
Section508.gov	Resources for understanding and implementing Section 508
www.access-board.gov/guidelines-and-standards/communications-and-it	United States Access Board, Guidelines and Standards, Communications & IT

If any process in this document conflicts with any document in the NASA Online Directives Information System (NODIS), this document shall be superseded by the NODIS document. Any external reference shall be monitored by the Process Owner for current versioning.

1.0 Purpose

The purpose of this work instruction (WI) is to provide a consistent method for requesting the creation, hosting, change, or deletion of websites in support of the NASA IV&V Program.

2.0 Scope

This WI applies to all new websites and current websites. This includes any public facing website, internal website, or NASA IV&V Program-wide toolbased (e.g. Confluence) webpage[1,2]. For specific technologies supported by the Software Assurance Tools (SWAT) Group, the request may be redirected to the SWAT Lead.

3.0 Definitions and Acronyms

Official NASA IV&V roles and terms are defined in the Quality Manual. Specialized definitions identified in this WI are defined below.

3.1 Children's Online Privacy Protection Act (COPPA)

COPPA is implemented by the Children's Online Privacy Protection Rule that is defined in the Code of Federal Regulations, Title 16, Part 312. COPPA applies to the online collection of personal information by persons or entities under U.S. jurisdiction from children under the age of 13. It spells out what a website operator must include in a privacy policy, when and how to seek verifiable consent from a parent, and what responsibilities an operator has to protect children's privacy and safety online.

3.2 Requester

The Requester is an individual or group submitting a request for creating, hosting, change, or deletion of a website. A Requester can be anyone

[1] Rationale for this scope: (1) Allows us to understand potential support needs, (2) Allows us to promote best practices (e.g. basic configuration management planning), (3) Gives us awareness of what's being developed.
[2] Web-based tools (e.g. RiskManager, RESOLVE) are not in scope, because they're covered by other decision-making processes within the Program. Personal or project-specific Confluence pages are not in scope, because they're not likely to require support.

who supports the NASA IV&V Program.

3.3 Section 508

Section 508 refers to Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998. Section 508 requires that federal agencies' electronic and information technology is accessible to people with disabilities. Additional details about Section 508 can be found at http://www.access-board.gov/guidelines-and-standards/communications-and-it and at http://section508.gov/.

3.4 Website Configuration Control Board (CCB)

The Website CCB is the group that reviews the change requests and analysis specified therein. The Website CCB consists of the Strategic Communications Office (SCO) Lead, Software Assurance Tools (SWAT) Lead, Information Technology (IT) Lead, Website Support Lead, Website Support Contractor, and/or others specified by any of the aforementioned entities.

3.5 Website Support Contractor

The Website Support Contractor is the contractor assigned to perform website support for the NASA IV&V Program.

3.6 Website Support Lead

The Website Support Lead (or designee) is a NASA IV&V civil service employee assigned to manage the processes of the Website CCB.

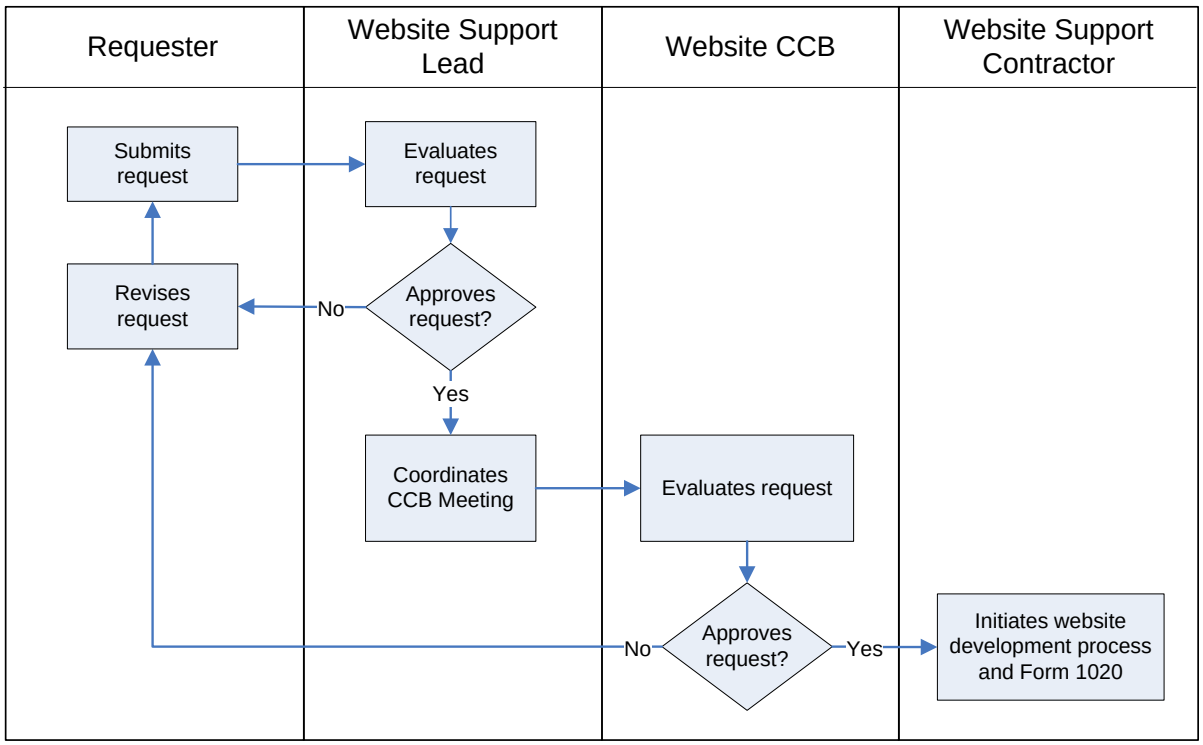
3.7 Acronyms

CCB	Configuration Control Board
CFR	Code of Federal Regulations
CM	Configuration Management
CMP	Configuration Management Plan
COPPA	Children's Online Privacy Protection Act
ECM	Enterprise Content Management
IMS	NASA IV&V Management System
NODIS	NASA Online Directives Information System
NPR	NASA Procedural Requirements
SCO	Strategic Communications Office
STRAW	System for Tracking and Registering Applications and Websites
SWAT	Software Assurance Tools
WI	Work Instruction
WCR	Website Change Request

4.0 Process Flow Diagrams

The following diagrams depict processes described in this document, and the responsibilities and actions that shall be performed by process participants or their designees. Any information supplemental to the depicted process will appear after the diagram.

4.1 Website Creation/Hosting Request



To request the development and/or hosting of a website to support the NASA IV&V Program, the Requester shall email the Website Support Lead at ivv-websupport@lists.nasa.gov and identify the following:

- Name of the Requester
- Description of the website to be developed and/or hosted
- Location of the website (if applicable) or data files necessary to describe requirements for hosting and/or developing the website
- Dates pertinent to target delivery/completion times

The Website Support Lead shall evaluate the request and if approved, schedule a Website CCB meeting. If the Website Support Lead rejects the requests, the Website Support Lead shall communicate this decision and the rationale for the decision to the Requester.

The Website CCB shall evaluate the request, including the purpose, requirements, and other details of the proposed website. If the request is approved by the CCB, the Requester shall provide the requirements for hosting and/or development to the Website Support Contractor for coordination of development and/or hosting activities. The Website Support Contractor shall initiate Form 1020, *Website Review*. The CCB may determine that the requirements for hosting and/or development need to be gathered before the CCB makes an approval decision. In that case, the requestor shall revise the request per the direction of the CCB.

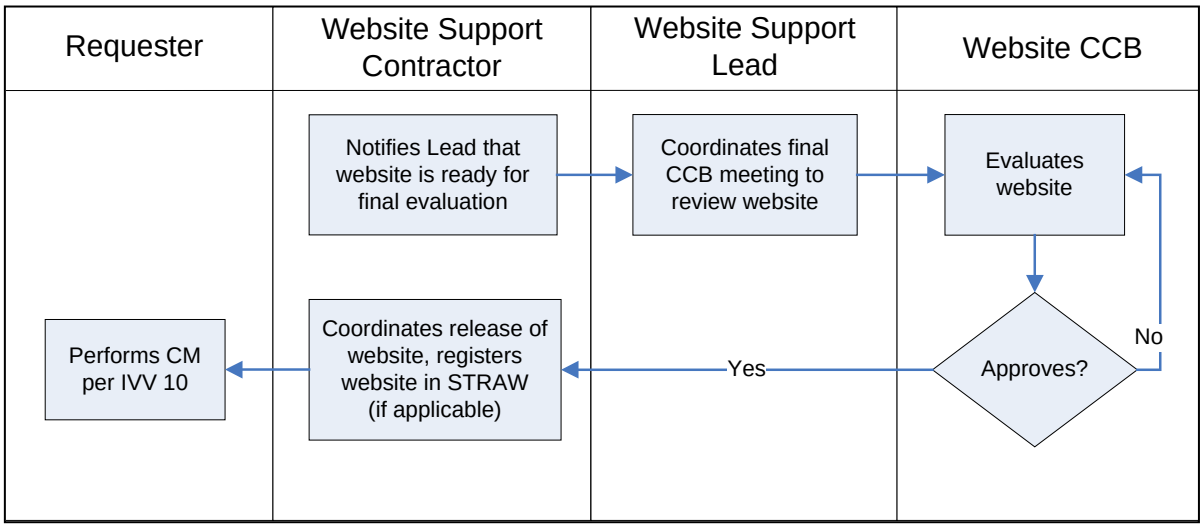
4.2 Website Development

The Website Support Contractor shall coordinate website hosting requirements with the Requester and work with the Network Operations staff to ensure that those requirements are provided for the website.

The Website Support Contractor shall coordinate the development schedule with the Requester regardless of who is to develop the website. If the Requester or parties are to perform website development, the Requester must currently have a Configuration Management Plan (CMP), or shall develop a CMP according to IVV 10, *Software and Hardware Configuration Management*.

During the website development, the Website Support Contractor shall also evaluate the website according to required website policies and standards (e.g., Section 508, COPPA, NASA privacy policies). Depending on the requirements, audience, and availability of the site, adherence to federal government, NASA, or NASA IV&V Program-required policies and standards may or may not be required. The Website Support Contractor shall review such policies and standards with the Requester prior to development initiation.

4.3 Website Release and Registration



After the website is developed and hosted, the Website Support Contractor shall notify the Website Support Lead. The Website Support Lead shall schedule a Website CCB meeting for final review of the website.

Upon Website CCB approval of the completed website, the Website Support Contractor shall coordinate the release of the website with the Requester and any other associated parties. If applicable, the Website Support Contractor shall also register the website in NASA's System for Tracking and Registering Applications and Websites (STRAW). The Website Support Contractor shall complete Form 1020, *Website Review*. The Requester performs Configuration Management (CM) per IVV 10, *Software and Hardware Configuration Management*.

4.4 Website Change Request

To request a change to a website, follow the Configuration Management Plan for that website. The reference list for CMPs is currently stored on ECM.

Most websites use the Website Change Tool on the IV&V Services Website. This tool can be used by any NASA IV&V Program employee to

request changes to any website that is governed by the process. If, when filling out the origination form, there is no listing for the website for which you wish to make a request, then that website is not contained in the Website Change Tool process and, therefore, does not fall within its scope. You must then either check the CMP or contact the maintenance personnel listed on that website for assistance.

4.5 Website Deletion Request

To request the deletion of a website, follow the Configuration Management Plan for that website. If a website will be deleted then the Responsible Owner will examine it for data, code, and/or schema that may need to be archived. Note: most websites contain data that are records that shall be handled per IVV 16, *Control of Records*.

5.0 Metrics

Any metrics associated with this WI are established and tracked within the NASA IV&V Metrics Program.

6.0 Records

The following records will be generated or updated and filed in accordance with this WI and IVV 16, *Control of Records*, and in reference to NASA Procedural Requirement (NPR) 1441.1, NASA Records Management Program Requirements.

Record Name	Original	Vital	Responsible Person	Retention Requirement	Location
Submitted Form 1020	Y	N	Website Support Lead	Destroy/delete 5 years after cutoff. (1/78F2)	ECM System
Website Change Requests (WCR)	Y	N	Website Support Lead	Destroy/delete 5 years after cutoff. (1/78F2)	Juno Server

VERSION HISTORY				
Version	Description of Change	Rationale for Change	Author	Effective Date
Basic	Initial Release.		Brian Kesecker	07/26/2005
A	Updated document to reflect IVV 05-3 changes and incorporated ADR comments	reflect IVV 05-3 changes and Annual Document Review	Brian Kesecker	01/27/2006
B	Removed Communications Materials Review from the process and made a few minor context edits. Also, addition of GPR 2800.1 references.		Brian Kesecker	02/17/2006
C	Clarified purpose and scope. Changed title from “World Wide Web Resource Request Review and Approval” to “World Wide Web Resource Review and Approval”.	PAR # 2007-P-238	Jeff Northey	06/06/2007
D	Quality Manual hyperlink updated.		Stephanie Ferguson	03/10/2008
E	Update to align with Facility Management paradigm	Align with Facility Management paradigm	Stephanie Ferguson	07/09/2008
F	Changed “IV&V Facility” to “IV&V Program”		Stephanie Ferguson	01/06/2009
G	Updated Section 4.0 to break single process flow diagram into two diagrams		Stephanie Ferguson	03/17/2010

VERSION HISTORY				
Version	Description of Change	Rationale for Change	Author	Effective Date
H	Changed “AWRS” to “STRAW”; added reference document precedence statement. Updated COPPA and Section 508 links.	Links allow users to easily find official guidance sources	Richard Grigg	12/08/2010
I	Expanded scope to reflect changes and deletions, and the Web Site Change Process.		Richard Grigg	05/27/2011
J	Replace "Institutional Services Lead" with "SCO Lead" and "Tools Lab Lead" with "SWAT Lead".	Align with new IV&V Program reorganization	Michael Asbury	02/09/2012
K	Update: Title, Scope, Requester definition, processes, process titles, and section 4.3 flowchart	ADR. Increased clarity and accuracy to ensure internal consistency	Jeffrey Northey	04/03/2013
L	Links updated. Changed “web site” to “website” to match the accepted AP Stylebook spelling of the word.	ADR.	Jeffrey Northey	05/16/2014
M	Updated Scope to include any external, internal websites or Program-wide tool-based webpages	PAR 2015-P-429	Michael Asbury	09/03/2015