DEPARTMENT OF CORRECTIONS

Policy Number:	**105.215**
Title:	**SharePoint (Intranet/Extranet) Sites**
Effective Date:	**1/15/19**

PURPOSE: To ensure the quality and relevance of content maintained on the Minnesota Department of Corrections (DOC) SharePoint environments, both intranet (iShare) and extranet (Forums), and to ensure that all users understand their roles and responsibilities. DOC SharePoint environments exist to allow access to information and for employee interaction and collaboration across the agency and with external users.

APPLICABILITY: Department-wide

DEFINITIONS:

Content – information such as announcements, documents, list items, etc. that have been added to the DOC SharePoint environments.

DOC iShare portal homepage – the homepage of the top level site on the DOC intranet.

DOC SharePoint environments – internal and external sites used to enhance communication between DOC staff and business partners.

Forums – the DOC's extranet SharePoint environment.

iShare – the DOC's intranet SharePoint environment.

My Sites – a personal site that give users a central location to manage and store documents, content, links, and contacts.

User profiles – an area of the DOC SharePoint environments that provides a location for staff to manage personalized information about themselves.

Landing page – a facility's portal homepage connected through the DOC iShare portal homepage.
Project Request – The project request is an online form that is located on the Project Steering Committee site. The site includes the project request online form, the Project Steering Committee membership, and the roles and responsibilities of the committee.

Project Steering Committee – the purpose of the committee is to provide a formal structure for requesting, reviewing, and approving IT-related projects within the DOC.

Post – the publishing of content on the DOC SharePoint environments.

SharePoint user roles – defined permissions for users (individuals and groups) to a SharePoint environment site.

Content contributor – user who has been granted permission to update content on a site. This includes business sites, user profiles, and My Sites.

Content reader – user who has been granted read access to the DOC SharePoint environments.

Site collection administrator – responsible for SharePoint site collection configuration and creation of sites for a particular site collection. The site collection administrator monitors and controls the content posted on the site collection homepages to ensure it is applicable to all business areas of the site collection. And the site collection administrator assigns site owners and verifies that all site owners have received required training. The site collection administrator maintains a list of all active sites, including site owner(s) and site URL.

Site owner – user who meets minimum training requirements, is responsible for the overall administration and content of their site, and is assigned by the site collection administrator.

Site – a SharePoint website created for a specific business need.

Site collection – a hierarchical set of sites that may be managed together.

Site collection homepage – initial or main webpage of a site collection.

PROCEDURES:

A. All DOC staff have access to sites and content in the DOC SharePoint environments. Not all staff have access to all sites and content. The ownership rights, content management, and contribution privileges for the DOC SharePoint environments have been distributed across the agency. Content is governed by all general policies pertaining to the use of information technology (IT) resources, including privacy, copyright, records retention, confidentiality, and document security. Role-based security governs user access control and permissions on each area of the DOC SharePoint environments. Specific staff responsibilities are detailed in the Procedures section of this policy.

B. Requesting new or modified SharePoint sites

1. Users must request new sites by filling out a new site request form (available for DOC staff on the iShare resources site) and submitting it to the appropriate site collection administrator.

2. Users must request modifications to sites by submitting a service desk request describing the needed changes.

3. Request for new or modified sites are:

   a) Reviewed by the site collection administrator for appropriate fit within the SharePoint taxonomy, site ownership, resource needs, and other business considerations. If the request for a new or modified site requires a significant amount of expertise, the site collection administrator may request the completion of a project charter from the requesting user; and

   b) If the request requires a significant amount of IT expertise and/or IT resources, a Project Request must be submitted. The Project Request form can be found on the Project Steering Committee iShare site and request follow the project request process.

4. If approved, the site collection administrator assigns new sites a qualified site owner and a qualified backup site owner.

5. If rejected, the site collection administrator notifies the requesting staff of the reason(s) for rejection (examples of rejected requests include: duplication of site, lack of qualified site owner, and lack of reasonable business justification).

6. Sites must be created with templates appropriate for their business purpose.

7. Requests for new sites are maintained on a SharePoint list by the site collection administrator.

C. Content readers must:

1. Regularly review the DOC iShare portal homepage and their work location homepage to stay informed of DOC news and information. All DOC staff Internet homepages are set to the DOC iShare portal homepage.

2. Make site owners aware of any content that needs updating.

D. Content contributors

1. In addition to content reader responsibilities, content contributors must:

a) View, add, update and/or delete content as determined by the site owner;

b) Ensure that the content posted adheres to the following criteria for the lifecycle of the content:

(1) The content is business appropriate, accurate, relevant, and current.
(2) Must not violate any existing state statutes, rules, policies, or compromise department rules or procedures;
(3) Reflects the mission of the department and is used to conduct business in a professional manner (see Policy 103.220, "Personal Code of Conduct of Employees");
(4) Must not be used to defame, defraud, or cause embarrassment to any individual or group, or be used for any illegal activity;
(5) Must not violate the privacy rights of others or violate any copyright and license agreements;
(6) Must not be used to further the personal goals or political interests of any individual or organization;
(7) Must not include ethnic slurs, personal insults, obscenity, or include any content that would not be acceptable in the workplace;
(8) Where audience targeting is available or required, the targeting must be no broader then the business need required; and
(9) When expiration functionality is utilized, the content must remain visible only as long as the business need requires; and

c) Ensure content is removed based on an established business unit/facility retention schedule and/or when the business need no longer exists (see Policy 106.240, "Official Record Management and Retention Schedules").

2. Content contributors are also encouraged to complete SharePoint trainings available on the iShare resources site and the agency-approved electronic training management system.

E. Site owners

1. Each site must have a minimum of two qualified site owners (a primary and back-up), but no more than three qualified site owners.

2. In addition to content reader and content contributor responsibilities, site owners must:
   a) Have completed a minimum of seven hours of DOC approved site owner training prior to becoming a site owner. Training is documented and retained in the agency-approved electronic training management system.

   b) Create and configure lists, libraries, webpart pages, public views, and other webparts.

   c) Be accountable for and/or work with content contributors to ensure that all content contained on the assigned site is accurate, relevant, current and complies with Policy 106.240, "Records Retention and Disposal." Sites that are determined to be abandoned for 90 days may be slated for deletion. Site owners are notified 30 days in advance if their site is slated for deletion.

   d) Ensure site content is secured by establishing the user access permission settings as necessary. This includes granting and revoking access to the site.

   e) Site owners must complete a site audit verification report annually (calendar year), including a review of the site permissions/groups and the site content. The verification report must be submitted to the site collection administrator and the site owner's supervisor for retention on the iShare Information site.

   f) Ensure no development tools other than those provided by the department for development of the SharePoint environment (iShare or Forums) sites are used without prior approval from the SharePoint site collection administrator (i.e. no downloading of development tools).

   g) Strive to understand the objectives of the recommended site design standards and make changes only when they can be justified with a valid business need. This ensures consistency and ease of use for staff.

   h) Review any links on the site regularly to verify appropriateness and functionality. Site owners should be mindful that not all users have access to outside resource links.

3. Site owners are also encouraged to:
   a) Contact the site collection administrator for guidance and/or re-take the online site owner training as needed.

   b) Use metadata and site configuration to provide the best value for the audience, to ensure users are able to consistently find key information on the site and search for the content that they need.

   c) Design sites to minimize training requirements for end users.

   d) Design sites such that information is easily visible and that navigational cues are used to help users easily find key information.

4. DOC iShare portal homepage and landing pages ownership
   a) The DOC iShare portal is owned by IT and the communications office.
      (1) All staff requests to add or modify the DOC iShare portal page should be submitted utilizing the iShare/SharePoint Site Modification form. This form is located on the DOC iShare at: All Sites > iShare Resources > iShare/SharePoint Site Modification Form (click on "Add new item").
      (2) The SharePoint administrator and communications office consult regarding suggested changes and make any necessary additions, deletions, or modifications.
      (3) The iShare portal owners regularly review any links on the DOC public website to verify continued appropriateness and ensure functionality.
      (4) Outside links to resources posted on the iShare portal page are approved by the iShare portal owners and include only:
         (a) Other government organizations;
         (b) Organizations the DOC supports financially;
         (c) Organizations in which the DOC participates through joint powers agreements;
         (d) Organizations in which the DOC has a membership; and
         (e) Organizations with which the DOC is partnering to advance a particular initiative or program.
   b) Facility/business unit landing pages are owned by primary and secondary site owners as established by the business unit/facility request.

F. My Sites
Users who have a My Sites site must comply with site owner responsibilities found in Procedure D, "site owners."

G. User profiles
All DOC staff have a user profile that contains organizational information and other information that is maintained by the user. Information posted by the user must comply with content contributor responsibilities as found in Procedure C, "content contributors."

INTERNAL CONTROLS:

A. Requests for new or modified sites are maintained on a SharePoint list by the site collection administrator.

B. Records of site owner training are retained electronically in the agency-approved electronic training management system.

C. The annual site verification audits are maintained on the iShare site by the site collection administrator.

ACA STANDARDS: 4-APPFS-3A-29

REFERENCES: Minn. Stat. §§ 241.01, subd. 3b(4); 43A.38; 43A.39
Policy 105.210, "Department Web Sites and Social Media"
Policy 103.220, "Personal Code of Conduct of Employees"
Policy 106.240, "Records Retention and Disposal"

REPLACES: Policy 105.215, "SharePoint (Intranet/Extranet) Sites," 3/1/17.
All facility policies, memos, or other communications whether verbal, written, or transmitted by electronic means regarding this topic.

ATTACHMENTS: None

APPROVALS:
Deputy Commissioner, Facility Services
Deputy Commissioner, Community Services
Assistant Commissioner, Facility Services
Assistant Commissioner, Operations Support