



## DELAWARE STATE-WIDE INFORMATION TECHNOLOGY AND ARCHITECTURE STANDARDS

Standard ID:	<b>AC-CLF-001</b>
Title:	<b>Website Common Look &amp; Feel</b>
Domain:	<b>Access</b>
Discipline:	<b>Branding</b>
Effective Date:	<b>5/15/2013</b>
Revision no.:	<b>3</b>
Original date:	<b>04/15/2005</b>

### I. Authority, Applicability and Purpose

- A. Authority:** Title 29, Chapter 90C provides broad statutory authority to the Department of Technology and Information to implement statewide and interagency technology solutions, policy, standards and guidelines for the State of Delaware's technology infrastructure. "Technology" means computing and telecommunications systems, their supporting infrastructure and interconnectivity used to acquire, transport, process, analyze, store and disseminate information or data electronically. The term "technology" includes systems and equipment associated with e-government and Internet initiatives.
- B. Applicability:** Applies to all State of Delaware communications and computing resources. DTI is an Executive Branch Agency and has no authority over the customers in Legislative and Judicial Branches, as well as School Districts, and other Federal and Local Government entities that use these resources. However, all users, including these entities, must agree to abide by all policies, standards promulgated by DTI as a condition of funding, access and continued use of these resources.

**Purpose:** In order to present websites that create a high level of trust and ease of use for Delaware residents, visitors to the state, and others interested in learning about the state, it is imperative that state web pages be uniform in presentation and in action and that, they have a common look and feel. This standard recognizes the need for regulation of agency web sites and requires that agency web sites adhere to the [Common Look and Feel](#) and [Web Standards](#) published by the Delaware Government Information Center (GIC). Before publication, each State organization is responsible to determine if their websites need to comply with [Section 508](#) from the Federal government.

### II. Scope

- A. Audience** – All State organizations that publish public-facing web pages.



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- B. **Application** - This standard applies to all Internet web pages owned and controlled by the State of Delaware regardless of who provides or acts as the ISP. With the approval of the Director of the Government Information Center (or designee), an agency may not be required to adhere to the Common Look and Feel (CLF 3.0), but the agency would still be required to adhere to the web presentation guidelines.

### III. Process

- A. **Adoption** – These standards have been adopted by the Department of Technology and Information (DTI) through the Technology and Architecture Standards Committee (TASC) and are applicable to all Information Technology use throughout the state of Delaware.
- B. **Revision** – Technology is constantly evolving; therefore the standards will need to be regularly reviewed. It is the intent of the TASC to review each standard annually. The TASC is open to suggestions and comments from knowledgeable individuals within the state, although we ask that they be channeled through your Information Resource Manager (IRM).
- C. **Contractors** – Contractors or other third parties are required to comply with these standards when proposing technology solutions to DTI or other state entities. Failure to do so could result in rejection by the Delaware Technology Investment Council. For further guidance, or to seek review of a component that is not rated below, contact the TASC at [dti\\_tasc@state.de.us](mailto:dti_tasc@state.de.us).
- D. **Implementation responsibility** – DTI and/or the organization's technical staff will implement this standard during the course of normal business activities, including business case review, architectural review, project execution and the design, development, or support of systems.
- E. **Enforcement** – DTI will enforce this standard during the course of normal business activities, including business case and architectural review of proposed projects and during the design, development, or support of systems. This standard may also be enforced by others during the course of their normal business activities, including audits and design reviews.
- F. **Contact us** – Any questions or comments should be directed to [dti\\_tasc@state.de.us](mailto:dti_tasc@state.de.us).

### IV. Definitions/Declarations

1. **Web Presentation Guidelines** – The set of instructions and standards to be followed by the designers and managers of state agency web pages in the development and management of state agency web sites.
2. **Common Look & Feel** – The way a website acts and appears to users. A common look and feel will offer a generally consistent user experience across all state agency web sites.
3. **ISP** – Internet Service Provider. The entity that owns the hardware, Domain Names and IP addresses that the State's web pages are housed on.



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### V. Definition of Ratings

COMPONENT RATING	USAGE NOTES
<b>STANDARD</b> – DTI offers internal support and/or has arranged for external vendor support as well (where applicable). DTI believes the component is robust and solidly positioned in its product life cycle.	These components can be used without explicit DTI approval for both <b><u>new projects</u></b> and <b><u>enhancement</u></b> of existing systems.
<b>DECLINING</b> – Deprecated - DTI considers the component to be a likely candidate to have support discontinued in the near future. A deprecated element is one becoming invalid or obsolete.	Via the State’s waiver process, these components must be explicitly approved by DTI for <b><u>all projects</u></b> . They must not be used for <b><u>minor enhancement</u></b> and <b><u>system maintenance</u></b> without explicit DTI approval via the State’s waiver process.
<b>DISALLOWED</b> – DTI declares the component to be unacceptable for use and will actively intervene to disallow its use when discovered.	No waiver requests for new solutions with this component rating will be considered.

- A. **Missing Components** – No conclusions should be inferred if a specific component is not listed. Instead, contact the TASC to obtain further information.

### VI. Component Assessments

**Scope:** The State has reviewed the following documentation as a set of standards and guidance for the design, engineering, organization and publication of state agency web sites under the Delaware Website Common Look and Feel. These documents are published at <http://gic.delaware.gov/clf.shtm>

- A. **Web Presentation Guidelines** – A document presenting the instructions and standards to be followed by the designers and managers of state agency web pages in the development and management of state agency web sites.
- B. **CLF 3.0 Overview** – A document introducing and explaining the latest version (Version 3.0) of the state of Delaware Common Look and Feel (CLF) for state agency web pages.
- C. **CLF 3.0 Navigation and Taxonomy** – A document detailing the recommended web site navigational structure for CLF 3.0 and the underlying taxonomy for classifying and organizing state agency information on state agency web sites.
- D. **CLF 3.0 Browsers** – A listing of web browsers and devices on which the CLF 3.0 templates have been tested.
- E. **CLF 3.0 Glossary** – A glossary of some of the terms and HTML5 tags used in CLF 3.0

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