

NMOTC Web Update Process for Web POCs

1. All detachments/departments will designate a single Web POC that will coordinate and authorize all web update requests for their areas of the web sites. The Web POC will use the process below to submit web update requests and work with NMOTC IMIT directly as necessary.
2. Web update request submission guidelines:
 - Web update requests should be submitted by a designated Web POC by sending an email to NMOTC-MIDHelp@med.navy.mil.
 - Include the web site that you are requesting an update to in the subject line (e.g. NMOTC Public, NMOTC Intranet, NMPDC Public, etc.)
 - In the body of the message, include the URL of the page(s) or site(s) that need the updates and instructions on the changes needed.
 - Any documents related to the update (e.g. screenshots, linked documents, etc.) should be attached to the email.
 - Each request should be submitted separately (however, multiple updates to the same page can be sent in a single email).
3. Messages to the above email address are automatically entered into the Remedy Action Request System (NMOTC IMIT's trouble ticket system). Remedy ARS will assign each web update request a ticket number and send an email to the Web POC.
4. NMOTC IMIT will review the web update request to ensure compliance with the following guidelines:
 - DOD Web Site Administration Policies and Procedures (http://www.defense.gov/webmasters/policy/dod_web_policy%2012071998_with_amendments_and_corrections.html)
 - SECNAVINST 5720.47b (<http://www.navy.mil/navydata/internet/secnav5720-47b.pdf>)
 - SECDEF MEMO 28DEC2001 - Removal of personally identifying information of DoD personnel from unclassified websites (http://www.dod.mil/pubs/foi/dfoipo/docs/names_removal.pdf)
 - Acceptable Use Policy for DON IT Resources (<http://www.doncio.navy.mil/PolicyView.aspx?ID=2829>)
 - Section 508 of the Americans With Disability Act (<http://www.section508.gov>)
 - HIPAA (<http://www.tricare.mil/tma/privacy/hipaa.aspx>)
5. Web update requests that are not compliant with the guidelines in section 4 will be returned to the Web POC with an explanation and/or a recommendation for compliance modifications.
6. If the ticket complies with the guidelines in section 4, NMOTC IMIT will email the Web POC with an estimated time of completion. This time will typically be less than five days, although workload and other factors can shorten or lengthen estimates. Often, the work is completed quickly and the initial email will be a review request as detailed in section 8.
7. If the actual time required exceeds the estimate, NMOTC IMIT will email the Web POC with an explanation for the delay and a revised estimated time of completion.
8. Upon completion of the web update request, NMOTC IMIT will email the Web POC that the updates are ready for review, with a link to the update.
9. The Web POC will have 5 business days to review the updates and reply with corrections, etc. NMOTC IMIT will typically send the Web POC two follow-up emails within that 5-day period. If no response is received by the 5th day, the update is considered correct and final approval is implied.
10. After NMOTC IMIT receives final approval from the Web POC, the web update request will be considered complete, and the Remedy ARS ticket will be closed.