

Idaho Technology Authority (ITA)

ENTERPRISE GUIDELINES G300 – INFORMATION AND DATA

Category: G310 – WEB PUBLISHING

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I. AUTHORITY

Authority: Idaho Code [§ 67-833](#)

II. ABSTRACT

The purpose of this guideline is to ensure logical and consistent presentation of web-based materials and services while conforming to federal guidelines for accessibility by users with disabilities. The requirements of this guideline apply to all public-facing web pages registered under the idaho.gov domain.

III. DEFINITIONS

See ITA Enterprise Guideline [G105 \(Glossary of Terms\)](#) for any definitions.

IV. HOSTING AND DEVELOPMENT GUIDELINES

A. Non-E-commerce Hosting

State agencies may choose from any of the following options for the physical placement of standard (non-E-commerce) websites and web applications. An agency may:

1. Use the centralized hosting services that the Office of Information Technology Services (ITS) provides.
2. Contract with another State of Idaho agency for the hosting services;
3. Setup, install, and maintain its own web server(s) for the hosting services; or,
4. Contact ITS for the current list of State-approved vendors to provide hosting services.

B. E-commerce Hosting

State agencies may choose from any of the following options for physical placement of E-commerce web applications. E-commerce web applications are those that involve the collection of credit card types of information and/or the actual electronic transfer of monies and/or funds. An agency may:

1. Setup, install, and maintain its own Internet web server(s) for the hosting of its PCI-compliant E-commerce web applications; or,
2. Contact ITS for the current list of State-approved PCI-compliant E-commerce vendors, and contract with one or more of those vendor(s) for the hosting of its E-commerce web applications.

C. Web Page, Website, and Web Application Development – State of Idaho agencies have the following options for the development of Internet web pages, websites, and/or web application development. An agency may:

1. For new or replacement websites or web application development, submit an ITS [Website Services Request](#) on the ITS website;
2. For minor website or web application requests, submit a Website Request catalog item in the [ITS Service Desk system](#);
3. Use its own in-house personnel for web page, website, and/or web application development;
4. Contract with another State of Idaho agency for web page, website, and/or web application development; or
5. Contract with a State-approved vendor to provide web page, website, web application, web development, and/or web maintenance. Contact ITS for a current State-approved vendor list.

V. REFERENCE DOCUMENTS

[ITA Enterprise Policy 1020 \(Idaho.Gov Portal Privacy Notice\)](#)

[ITA Enterprise Policy 5010 \(Web Publishing\)](#)

[ITA Enterprise Policy 5020 \(.GOV Domain\)](#)

[ITA Enterprise Standard 4221 \(Metatags\)](#)

[ITA Enterprise Standard 5120 \(Web Publishing\)](#)

[ITA Enterprise Guideline 410 \(Idaho.gov, ID.gov Domains\)](#)

VI. CONTACT INFORMATION

For more information, contact the ITA Staff at (208) 605-4064.

VII. TIMELINE

Date Established: April 24, 2002

Last Reviewed: April 15, 2025

Last Revised: April 15, 2025

Last ITLC Approval: April 15, 2025

VIII. REVISION HISTORY

- 04/15/2025 Added the Authority, Abstract, and Definitions sections to align with the ITA document layout. Moved the Definitions to G105 (Glossary of Terms). Removed Rationale. Removed the following sections because the topics are addressed in either P5010 or S5120: Branding, Accessibility Guidelines, HTML Guidelines, State Web Design Template, Idaho Privacy Policy. Renamed the Website Hosting section to Hosting and Development Guidelines, and updated the section to address both websites and web applications as well as current processes. Removed Other Centralized Services. In Reference Documents, added applicable ITA documents.
- 02/18/2020 Revised to update Section V. HTML Guidelines, paragraph E.
- 08/21/2018 Remove reference to specific costs and changed Department of Administration references to the Office of Information Technology Services (ITS)
- 12/18/2014 Adjusted costs for hosting of agencies' websites by the Department of Administration.

- 07/01/2013 Changed "ITRMC" to "ITA".
- 04/22/2009 Revised the State Web Design Template section to direct users to the Policy. Changed "AccessIdaho.org" to "Idaho.gov" to reflect the new name for the State of Idaho website. Reorganized the accessibility content. Provided a list of cross-referenced documents. Added a Contact section and a Review Cycle section. Adjusted the language so that it would be consistent with the Web Publishing Policy (P5010) and Web Publishing Standard (S5120).
- 10/24/2005 Revised the section "Other Centralized Service" to update the services that the Department of Administration operates and maintains for use by State of Idaho entities.