

U.S. NUCLEAR REGULATORY COMMISSION MANAGEMENT DIRECTIVE (MD)

MD 3.14	U.S. NUCLEAR REGULATORY COMMISSION PUBLIC WEBSITE	DT-24-04
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<i>Approved By:</i>	Scott C. Flanders, Acting Chief Information Officer	
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EXECUTIVE SUMMARY		
Management Directive (MD) 3.14, "U.S. Nuclear Regulatory Commission Public Website," is revised to—		
<ul style="list-style-type: none">• Reflect changes to organizational roles and responsibilities.• Remove references to records policy in Directive Handbook 3.14, Section IV.B, relating to record retention and the website recordkeeping system, which can be found in MD 3.53, "NRC Records and Document Management Program."• Make minor editorial revisions and update hyperlinks.		

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For updates or revisions to policies contained in this MD that were issued after the MD was signed, please see the Yellow Announcement to Management Directive index ([YA-to-MD index](#)).

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I. POLICY

It is the policy of the U.S. Nuclear Regulatory Commission (NRC) that all web content on its public website and any non-nrc.gov domains sponsored by the NRC conform to Federal regulations, including the Privacy Act; Copyright Law; National Archives and Records Administration (NARA) recordkeeping requirements in accordance with Title 36 of the *Code of Federal Regulations*, Part 12 (36 CFR Part 12), "Creation and Maintenance of Federal Records"; and the standards and procedures in this management directive (MD) unless exempted from certain provisions. For policy and guidance on releasing information to the public, see MD 3.4, "Release of Information to the Public."

II. OBJECTIVES

- Ensure that all content on the public website contributes to openness and public confidence by—
 - Enhancing the public’s understanding of NRC’s mission, goals, programs, and activities;
 - Enhancing the ability of stakeholders to participate effectively in the regulatory process; and
 - Making it easier to do business with the NRC through improved access to the NRC’s publicly available information and better tools for conducting business electronically across the web.
- Ensure that the operation of the public website and any non-nrc.gov domains sponsored by the NRC complies with applicable laws and regulations listed in Section VII, "References," of this MD (e.g., laws concerning privacy, including cookies, disclaimers, accessibility, information collections, and copyright).

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- Provide the information technology (IT) infrastructure for the site.
 - Establish clear lines of authority and responsibility for publishing and maintaining content on the site.
 - Establish policy and procedures for publishing and maintaining content on the site.
 - Ensure that the content—
 - Reflects NRC policy;
 - Is accurate and current;
 - Is easy to find;
 - Is written in plain language that can be understood by the public;
 - Is accessible by all site users, including those with disabilities;
 - Adheres to best practices for web usability and user experience;
 - Does not unfairly promote one organization or commercial entity over another; and
 - Is published only once and is referenced by links when the same content is related to more than one topic.
 - Ensure that the performance of the site is measured and an action is taken to improve performance, when appropriate.
 - Ensure that any links from an NRC web page to a site outside the NRC are appropriate and marked on the NRC website.
 - Ensure that the content is non-sensitive, consistent with NRC policies outlined in MD 3.4 and does not promote a commercial entity using a trademark or any other means.
 - Ensure that no document is published on the site unless it is available to the public in the Agencywide Documents Access and Management System (ADAMS) and the Publicly Available Records System (PARS).

III. ORGANIZATIONAL RESPONSIBILITIES AND DELEGATIONS OF AUTHORITY

A. Director, Office of Public Affairs (OPA)

Delegates to a senior office representative the responsibility for approving any change to the layout and content of the NRC public home page (www.nrc.gov) to a senior OPA office representative in coordination with the Services Development and Operations Division (SDOD), Office of the Chief Information Officer (OCIO) (see Section II.A.1 of Handbook 3.14).

A. Executive Director for Operations (EDO)

1. Approves the overall objectives for the website.
2. Authorizes use of a persistent cookie on the site when requested by the Chief Information Officer (CIO), as required by Office of Management and Budget (OMB) Memorandum 22, "M-10-22, Guidance for Online Use of Web Measurement and Customization Technologies."

B. Chief Information Officer (CIO)

1. Establishes policies, standards, and procedures for designing, operating, and managing content on the NRC's public website.
2. Provides the IT infrastructure.
3. Ensures that all content on NRC's public website is captured, managed, and maintained in accordance with Federal statutes, NARA requirements and guidance, and NRC policies.
4. Receives and reviews requests to use a persistent cookie on the site and recommends to the EDO whether to approve a request.
5. Approves requests to exempt a web-based software application (e.g., the Licensing Support Network) from specific provisions outlined in this MD.
6. Ensures that the addition of new IT application, medium, or other technology is approved through the Capital Planning and Investment Control (CPIC) process, which includes the IT/IM Board (ITB).
7. Approves any proposal to establish or have a contractor establish a new NRC web domain to be referenced from the site or to be otherwise used for transactions with employees, licensees, contractors, Government entities, or others.
8. Provides office directors and regional administrators with necessary guidance for complying with the policies that dictate the management of the public website.
9. Determines whether to approve publishing requests for public website content from an office or a region having minimal requirements (see Directive Handbook 3.14, Section X, "Glossary," for a discussion of "minimal requirements").

C. Director, Office of Nuclear Reactor Regulation (NRR)

1. Ensures that content in assigned areas of the public website is accurate and current and complies with the guidance and policies outlined in this MD.
2. Determines up to seven key topics published on the Nuclear Reactors main page (www.nrc.gov/reactors.html). Authorizes the addition or deletion of a key topic, as necessary, and coordinates decisions with other offices involved.

3. Delegates the list of responsibilities above only to the deputy office directors.

D. Director, Office of Nuclear Material Safety and Safeguards (NMSS)

1. Ensures that content in assigned areas of the public website is accurate and current and complies with the guidance and policies outlined in this MD.
2. Determines up to eight key topics published on the Nuclear Materials main page (www.nrc.gov/materials.html) and determines up to six key topics published on the Radioactive Waste main page (www.nrc.gov/waste.html). Authorizes the addition or deletion of a key topic, as necessary, and coordinates any decision with other offices involved.
3. Delegates the responsibilities listed above only to the deputy office director.

E. Chief Human Capital Officer (CHCO)

Designates staff to work with OCIO to develop and offer training courses for NRC employees concerning the public website, as needed.

F. Office Directors and Regional Administrators

1. Ensure that content on the public website, for which the office or region is responsible, is accurate, current, and complies with the guidance and policies outlined in this MD.
2. Request EDO approval, through the CIO, to add a persistent cookie to the site or use a domain other than www.nrc.gov.
3. If the office or region has web publishing requirements, may request Enterprise Applications Platforms and Services Branch (EAPSB), SDOD, OCIO, to provide services for publishing the respective organization's content on the public website.
4. Meet requirements listed in MD 2.8, "Integrated Information Technology/Information Management (IT/IM) Governance Framework."
5. Request CIO approval, through the intake process for the following:
 - (a) Proposals to add a new IT application, dashboard, file format, or any other new technology to the site; or
 - (b) Proposals to establish a new NRC web domain to be referenced from the site or to be otherwise used for electronic transactions with employees, licensees, Government entities, or others.
6. Ensure that any NRC web page complies with all applicable Federal statutes, regulations, and other Governmentwide requirements, whether an exemption from a provision of this MD is granted.

7. Ensure that those NRC staff designated to work with NRC web content comply with the policy, standards, and procedures in this MD.
8. Ensure that any non-nrc.gov domain sponsored by the office or region meets the objectives in this MD and the requirements for such domains in this MD.
9. Ensure that any non-nrc.gov domain sponsored by the office, or the region is captured, managed, and maintained in accordance with Federal statutes, NARA requirements and guidance, and NRC policies.
10. Ensure that staff reply to each email message received from the public website pertaining to office or regional programs within the agreed-upon time specified in the automated site reply.
11. Appoint for the office or region the NRC web liaison, the alternate web liaison, and those who publish web content. This responsibility may be delegated to another senior executive service (SES) manager.
12. Inform EAPSB, SDOD, OCIO, in writing through the office web liaison (OWL), about office or regional designees of any change to the original list of designees.

G. Chief, Enterprise Applications Platforms and Services Branch (EAPSB), Services Development and Operations Division (SDOD), Office of the Chief Information Officer (OCIO)

1. Implements processes and establishes standards to ensure that content at the site complies with policies and guidance outlined in this MD, including considerations such as usability; accessibility; privacy, including approval of waivers; cookies; clearance for information collection requirements required by OMB; records and information management, as required by the Federal statutes, NARA requirements and guidance, and NRC policy; guidance and regulations, and NRC policy; non-duplication across the sites; and appropriateness of links to non-Government sites. For additional guidance, see Section VII, "References," of this MD.
2. Reviews office requests to use a persistent cookie and recommends to the CIO whether to forward a request to the EDO for approval.
3. Ensure that any non-nrc.gov domain sponsored by the office, or the region is captured, managed, and maintained in accordance with Federal statutes, NARA requirements and guidance, and NRC policies.
4. Reviews the site periodically for adherence to the requirements and achievement of the objectives outlined in this MD and works with the offices to take corrective action, when appropriate.

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5. Obtains stakeholder feedback and measures performance of the site against the requirements and objectives outlined in this MD and works with offices to improve the site, as appropriate.
 6. Keeps up-to-date records of—
 - (a) The NRC OWLs and
 - (b) The publishing authorities of those approved to publish content to the test and production sites.
 7. Manages the implementation of publishing authorities for the site and the processing of requests for publishing content to the site, conferring with OWLs, as necessary.
 8. Approves links from the site to non-Government sites, obtaining advice, as needed, from the Office of the General Counsel (OGC).
 9. Creates and maintains the [NRC Web Publishing Guidance and Resources](#) SharePoint site containing detailed standards, instructions, and other information useful to those involved with content for the site.
 10. Informs the OWLs of changes to content at the internal [NRC Web Publishing Guidance and Resources](#) SharePoint site.
 11. Provides web content maintenance services compliant with this MD that can be used by NRC offices that sponsor content on the site.
 12. Establishes and publishes service levels for web services provided by SDOD, where service levels are published.
 13. Provides services, as approved by the CIO, for publishing content on the public website for an office or a region with minimal requirements (see Section II.A.1 of Handbook 3.14).
 14. Ensures that the web staff replies to each email message received from the public website that pertains to operation of the site within the agreed-upon time specified in the automated site reply.
 15. Assists OPA in performing a user needs analysis to validate any proposed change to the home page that affects the navigation and layout of other areas of the public site.

IV. APPLICABILITY

The policy and guidance in this MD apply to all NRC employees and contractors.

V. EXEMPTION FROM PUBLIC WEBSITE REQUIREMENTS

A. Document Availability in ADAMS

Documents available on the public website should be available in the Agencywide Documents Access and Management System (ADAMS) and the Publicly Available Records System (PARS). Exempted from this requirement are links (either direct or by a search engine) to official records of other Federal agencies, institutions, persons, or class of documents that have been granted an exemption by the CIO.

B. Waiver from Specific Provisions for Non-NRC Domains

As described in their roles and responsibilities, office directors and regional administrators may request a waiver from the CIO from specific provisions of these public website requirements for non-NRC domains.

VI. DIRECTIVE HANDBOOK

Handbook 3.14 contains guidelines for the agency's public website program.

VII. REFERENCES

Code of Federal Regulations

36 CFR Part 12, "Creation and Maintenance of Federal Records."

36 CFR 1194.1, "Standards for Section 508 of the Rehabilitation Act":
<https://www.ecfr.gov/current/title-36/chapter-XI/part-1194?toc=1>.

National Archives and Records Administration (NARA)

Guidance on Federal Web Records—

NARA Bulletin 2006-02, "NARA Guidance for Implementing Section 207€ of the E-Government Act of 2002."

"NARA Guidance on Managing Web Records," January 2005, at
<https://www.archives.gov/records-mgmt/policy/managing-web-records-index.html>.

General Records Schedules on the NARA website:
<http://www.archives.gov/records-mgmt/grs.html>.

Nuclear Regulatory Commission

Management Directives—

2.8, "Integrated Information Technology/Information Management (IT/IM) Governance Framework."

3.2, "Privacy Act."

3.4, "Release of Information to the Public."

3.53, "NRC Records and Document Management Program."

12.6, "NRC Controlled Unclassified Information (CUI) Program."

NRC Privacy Policy (<https://www.nrc.gov/site-help/privacy.html>).

NRC Public website: <https://www.nrc.gov>.

Nuclear Material main web page: <http://www.nrc.gov/materials.html>.

Nuclear Reactors main web page: <http://www.nrc.gov/reactors.html>.

NUREG-0910, "NRC Comprehensive Records Disposition Schedule."

Plain Language Action Plan: <https://usnrc.sharepoint.com/sites/oedo-hub/SitePages/Plain-Language-Action-Plan.aspx>.

Radioactive Waste main web page: <http://www.nrc.gov/waste.html>.

SECY-11-0010, "Process for Sharing Computer Safety Codes Developed by the U.S. Nuclear Regulatory Commission with Foreign Counterparts," January 20, 2011 ([ML102300549](#)).

Talent Management System (TMS):
<https://nrc.csod.com/samldefault.aspx>.

Web Publishing Guidance and Resources SharePoint site:
<https://usnrc.sharepoint.com/teams/OCIO-WebTeam/SitePages/Web-Publishing-Resources.aspx>.

Office of Management and Budget (OMB)

OMB Circular A-130, "Management of Federal Information Resources," November 28, 2000.

OMB Memorandum M-00-13, "Privacy Policies and Data Collection on Federal Web Sites," June 22, 2000.

OMB Memorandum M-10-22, "Guidance for Online Use of Web Measurement and Customization Technologies," June 25, 2010.

OMB Memorandum M-17-06, "Policies for Federal agency websites," November 8, 2016.

OMB Memorandum M-23-10, "The Registration and Use of .gov Domains in the Federal Government," February 8, 2023.

OMB Memorandum M-23-22, "Delivering a Digital-First Public Experience," September 22, 2023.

OMB Memorandum M-24-08, "Strengthening Digital Accessibility and the Management of Section 508 of the Rehabilitation Act," December 21, 2023.

Other Documents

21st Century Integrated Digital Experience Act (IDEA):

<https://digital.gov/resources/21st-century-integrated-digital-experience-act/>.

Digital.gov Checklist of Requirements for Federal Websites and Digital Services:

<https://digital.gov/resources/checklist-of-requirements-for-federal-digital-services/>.

U.S. Web Design System (USWDS): <https://designsystem.digital.gov/>.

Web Content Accessibility Guidelines (WCAG): <https://www.w3.org/WAI/standards-guidelines/wcag/>.

United States Code

21st Century Integrated Digital Experience Act (IDEA) (Pub. L. 115-336).

Copyright Law of the United States of America (17 U.S.C. 101).

Electronic Communications Privacy Act of 1986 (18 U.S.C. 2510-2522, 2701-2709).

Energy Reorganization Act of 1974, as amended (Pub. L. 93-438).

Federal Records Act of 1950 (44 U.S.C. 2101).

Paperwork Reduction Act of 1995 (44 U.S.C. 3501, 3502–3520).

Privacy Act, as amended (5 U.S.C. 552 a).

Rehabilitation Act of 1973, Section 508, as amended (29 U.S.C. 794d).

U.S. NUCLEAR REGULATORY COMMISSION DIRECTIVE HANDBOOK (DH)

DH 3.14

**U.S. NUCLEAR REGULATORY
COMMISSION PUBLIC WEBSITE**

DT-24-04

Volume 3: Information Management

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EXECUTIVE SUMMARY

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- Reflect changes to organizational roles and responsibilities.
- Remove references to records policy in Directive Handbook 3.14, Section IV.B, relating to record retention and the website recordkeeping system, which can be found in MD 3.53, "NRC Records and Document Management Program."
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I. INTRODUCTION

A. General

The U.S. Nuclear Regulatory Commission's (NRC) public website is an important tool for stakeholder and staff use for obtaining information and conducting business. The Office of the Chief Information Officer (OCIO) manages the public website in coordination with all NRC offices and regions. The Enterprise Applications Platforms and Services Branch (EAPSB), Information Technology Services Development and Operations Division (SDOD), OCIO, will inform office web liaisons (OWLs) when any guidance is updated.

B. Roadmap

1. This handbook provides public website requirements for the <https://www.nrc.gov> domain, as well as other NRC-sponsored (non-nrc.gov) web domains, including—
 - (a) The process for developing and publishing content,
 - (b) Accessibility standards and guidance,
 - (c) The privacy policy,
 - (d) The use of web addresses in NRC public documents,
 - (e) The roles and responsibilities of NRC staff who participate in developing and publishing content,
 - (f) The process for screening and authorizing material for the site,
 - (g) Scientific codes, and
 - (h) Training.
2. Detailed information and instructions for developing and publishing content at NRC's public website are available on the Web Publishing Guidance and Resources SharePoint site (<https://usnrc.sharepoint.com/teams/OCIO-WebTeam/SitePages/Web-Publishing-Resources.aspx>). In addition, the site has a glossary, training material, and tables containing the names of the individuals who hold the web roles in each office and the members of the web staff and their roles.

II. WEBSITE PUBLICATION PROCESS

A. Centralized Web Services

1. OCIO provides centralized web services, including publishing web content, validating proposed changes, performing user analysis, and other information technology (IT) functions for offices and regions with minimal requirements (see Section X, "Glossary," for a definition of minimal requirements). For all web service requests,

OCIO will determine if additional analysis is required and whether the proposed change will affect the navigation and layout of other areas of the public website.

2. Additional information on NRC's web publication process is available on the [Web Publishing Guidance and Resources](#) SharePoint site.

B. NRC Public Website (NRC and Non-NRC Domains)

The NRC public website includes content hosted at several internet domains.

1. Content Hosted at the NRC Domain

Staff involved in the development of content hosted at <https://www.nrc.gov> must follow the [NRC Website Requirements and Standards](#) section of the [Web Publishing Guidance and Resources SharePoint site](#). The standards describe the web content development and publication process in detailed steps: initial authorization and screening, preparing, formatting, and publishing. These steps are summarized in this handbook, Exhibit 1, "Web Content Development and Publication Process"; Exhibit 2, "Initial Authorization of Web Content"; and Exhibit 3, "Screening Content for Web Publication." For formatting and publishing content, offices may use either OCIO services or have their own office staff format and publish the content, as explained in more detail at the above SharePoint site.

2. Content Hosted at Non-NRC Domains

Staff involved in the development of content hosted at non-NRC domains must follow the instructions in Exhibit 2, "Initial Authorization of Web Content," and Exhibit 3, "Screening Content for Web Publication." NRC web standards may not be applicable for non-NRC domains, which are usually developed following a different process for preparing, formatting, and publishing. Separate requirements for these domains are available for download at the [NRC Website Requirements and Standards](#) SharePoint site. These requirements are designed to be independent of the preparation, formatting, and publishing process. These requirements may be modified only if the sponsor requests and receives a waiver from specific NRC provisions from the Chief Information Officer (CIO).

III. ACCESSIBILITY STANDARDS AND GUIDANCE

A. Federal Accessibility Policy and Standards

1. All web software and electronic content (i.e., documents) must comply with Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended, and the associated Standards for Section 508 of the Rehabilitation Act, available at Title 36 of the *Code of Federal Regulations*, subpart 1194.1 (36 CFR 1194.1) (<https://www.ecfr.gov/current/title-36/chapter-XI/part-1194?toc=1>). The 508 standards incorporate by reference the Web Content Accessibility Guidelines

(WCAG) 2.0 (<https://www.w3.org/TR/WCAG20/>), including Level A and Level AA Success Criteria and Conformance Requirements.

2. In response to OMB Memorandum M-23-22, “Delivering a Digital-First Public Experience,” in addition to the accessibility standards required by Section 508, the NRC’s policy is to apply the most current WCAG version (currently 2.2) to websites and web applications, where possible.

B. Office-Specific Requirements

For guidance on how OWLs are to apply Section 508 and WCAG 2.0 standards to NRC web pages, please see Section III.C of this handbook and the NRC web standards SharePoint site, “[Web Publishing Guidance and Resources](#).”

C. Web Content Accessibility Guidelines (WCAG)

1. The [WCAG Guidelines and Success Criteria](#) are organized around the following four principles, which lay the foundation necessary for anyone to access and use Web content. Anyone who wants to use the Web must have content that is—
 - (a) Perceivable - Information and user interface components must be presentable to users in ways they can perceive. This means that users must be able to perceive the information being presented (it can't be invisible to all their senses).
 - (b) Operable - User interface components and navigation must be operable. This means that users must be able to operate the interface (the interface cannot require interaction that a user cannot perform).
 - (c) Understandable - Information and the operation of user interface must be understandable. This means that users must be able to understand the information as well as the operation of the user interface (the content or operation cannot be beyond their understanding).
 - (d) Robust - Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies. This means that users must be able to access the content as technologies advance (as technologies and user agents evolve, the content should remain accessible).
2. If any of these are not true, users with disabilities will not be able to use the Web.
3. Under each of the principles are guidelines and success criteria that help to address these principles for people with disabilities.

D. Other NRC Applications of Federal Accessibility Standards

See MD 3.53, “NRC Records and Document Management Program,” for additional records management requirements related to maintaining electronic content accessibility.

IV. RECORDS POLICY

This section applies to all of the NRC's information resources created by program offices and posted as web content. The NRC's information resources are considered agency records that document changes to the NRC's organization, functions, policies, decisions, procedures, and actions. All records content referenced at the public site must be available in the public Agencywide Documents and Access Management System (ADAMS). Duplicate material should not be posted to the public site. Links to existing public ADAMS records should be included as applicable on public site web pages.

A. General Records Policy

1. All Federal public websites must comply with existing laws and regulations related to the management of public web records, including National Archives and Records Administration (NARA) Bulletin 2006-02, "NARA Guidance for Implementing Section 207(e) of the E-Government Act of 2002."
2. See MD 3.53 for the NRC records and document management policy.

B. Specific Records Policy

The content owner or office is responsible for the recordkeeping, in accordance with the following:

1. Records Related to websites that must be maintained.
 - (a) Web management and operations records including—
 - (i) System software (e.g., web Content Management System),
 - (ii) Software documentation (e.g., software licenses, user manuals),
 - (iii) Log files that document website activity (e.g., hits per day, keywords used for searches, most visited pages), and
 - (iv) Site management and operations documents (e.g., reports or statistics about log file information, approvals for website activity or content, updating procedures).
 - (b) Web content records including—
 - (i) The content pages that compose the site, inclusive of the markup language and codes (e.g., HTML, XML) used to create the structure (e.g., headings, paragraphs) of the website,
 - (ii) Textual and audiovisual files,
 - (iii) Contextual hyperlinks to other sites or pages, and

- (iv) Screen shots or snapshots used to capture the look and content of the site at specific times.

2. Responsibility for Website Records

- (a) The office posting and maintaining the web content is responsible for designating a Records Liaison Officer (RLO) to capture the record copy into the ADAMS. If your office is posting and maintaining web content already captured in ADAMS, your documents can be considered convenience copies and handled as non-records, but these copies must not be maintained longer than the official copy in ADAMS.
- (b) When more than one office is involved with creating, posting, and maintaining web content, the offices must work together as a team to establish procedures for capturing and maintaining the records. The office that maintains the website is responsible for the site management and operations records.
- (c) OCIO is responsible for administrative records related to the overall design, maintenance, structure, and operation of the NRC public website and NRC intranet.

V. PRIVACY POLICY

A. Applicability of Privacy Policy

This section applies to all NRC public web domains (<https://www.nrc.gov> and non-nrc.gov domains). NRC's web privacy policy is embodied in NRC's Privacy Policy, available at <https://www.nrc.gov/site-help/privacy.html>.

B. Subsite-Specific Privacy Policies

1. Some areas of the public website may require privacy statements that go beyond our general privacy policy. Examples include statements associated with data submitted through the site that will become part of a Privacy Act Systems of Records or information submitted through the site that will become a public record (e.g., comments on rulemakings).
2. Privacy statements covering these cases must be coordinated with the OCIO Privacy Act Officer and the OCIO web staff before inclusion at the site.

VI. WEB ADDRESSES IN NRC PUBLIC DOCUMENTS

A. Citation of Web Addresses

1. Generally, in citing web addresses at a site, the closer the address is to the homepage (that is, the higher the level of the page at the site), the more likely it is to be stable because lower-level pages undergo change or have content posted on an

ad hoc basis more frequently than higher-level pages. Therefore, when citing web addresses in documents that will be publicly available official records, use the addresses of high-level pages that serve as entryways to the location of the information being cited. For example, rather than citing the address of a specific document, meeting notice, or agenda, cite the NRC Library, the Documents for Comment page, or the Public Involvement page, as appropriate. Provide the title and date to help the reader find the cited information.

2. At other times, however, the citation of a very specific web address is encouraged. For example, specific addresses should be used to make it easy for stakeholders to find a document that is being posted for comment for a fixed period of time. In these cases, the web address has a limited period of validity.

B. Web Addresses in Long-Lived Documents

1. For public documents that are expected to be referenced and relevant for long periods (e.g., NRC regulations, regulatory guides, and NUREG-series publications and brochures), use only the following web addresses (URLs):
 - (a) The NRC Library, at <https://www.nrc.gov/reading-rm.html>.
 - (b) The NRC Homepage, at <https://www.nrc.gov/>.
 - (c) Public Meetings and Involvement, at <https://www.nrc.gov/public-involve.html>.
 - (d) Documents for Comment, at <https://www.nrc.gov/public-involve/doc-comment.html>.
 - (e) ADAMS Public Documents pages at <https://www.nrc.gov/reading-rm/adams.html>.
 - (f) Electronic Submittals, at <https://www.nrc.gov/site-help/e-submittals.html>.
 - (g) Site Index, at <https://www.nrc.gov/site-help/index-az.html>.
3. Office directors and regional administrators may request a waiver in writing (email) from the CIO for any URLs not cited above.
4. The OCIO web staff will publish redirection pages for any of these pages if their addresses change. For links that reside permanently on the public website homepage (e.g., License Fees or Public Meeting Schedule) or in the site index, state that the link is found on the homepage at <https://www.nrc.gov> or in the site index, which is accessible at the top of every page.

C. Web Addresses in Short-Lived Documents

For documents in which a web address will be needed for a brief, finite period (e.g., a *Federal Register* notice concerning a document or program available for comment, a news release) use the specific address and, if possible, the specific period the document will be available at that address (e.g., 60 days).

D. Web Addresses Used in Other Documents

For routine correspondence, memoranda, and other documents not previously mentioned, the staff should generally use the seven addresses listed above. Use specific web addresses sparingly because redirected pages will not be posted if these addresses change.

VII. OFFICE WEB STAFF AND THEIR ROLES AND RESPONSIBILITIES

A. General

Each office sponsoring content for a website shall designate a staff member as an OWL. Among other responsibilities, the OWL assists OCIO in maintaining a list of the sponsors and providers of the content sponsored by that office. Some offices designate staff as content publishers, while others use OCIO services to publish at <https://www.nrc.gov> or other processes to publish at non-NRC.gov domains. An overview of the roles and responsibilities of office staff involved in web processes is shown in Exhibit 4, "Overview of Roles and Responsibilities of Office Staff." Responsibilities of the office staff, content sponsors, content providers, and content publishers are described below.

B. Content Sponsor

The content sponsor performs the following functions.

1. Acquires a basic understanding of the web content publishing process.
2. Authorizes initiation of a process to add or remove a page, a subsite, a document collection, or a document for comment, ensuring that material meets the overall site objectives specified in this MD.
3. For non-NRC domains, ensures that contracts include NRC web requirements and that responsible project officers enforce these requirements, see non-NRC domains on the [Web Publishing and Guidance Resources](#) site.

C. Content Provider

The content provider is the subject matter provider who initially drafts proposed content to be added, revised, or deleted and performs the following function.

1. Ensures that all requested site updates comply with Section IV, "Records Policy."
2. Obtains initial authorization from the content sponsor as specified in Exhibit 2, "Initial Authorization of Web Content."
3. Screens content as specified in Exhibit 3, "Screening Content for Web Publication."
4. Prepares content in accordance with requirements on the [Web Publishing and Guidance Resources](#) site.

5. Submits content (usually a Microsoft Word file, not a.pdf file) for review by a web editor and works with the editor until the revision meets web standards and is satisfactory to the content provider (this requirement is not applicable for changes of less than a paragraph).
6. Submits edited material to the OWL.
7. Reviews completed material at the staging site.
8. Obtains final approval from the content sponsor to deploy content reviewed at the test site before requesting deployment of the content to the public website.
9. Applies current, published content quarterly, or whenever it is revised, to be certain it remains appropriate and that all links are still operable.

D. Content Publisher

The content publisher performs the following functions.

1. Obtains approval from the content sponsor and OWL to be the publisher for a specific content area or areas in accordance with web publishing practices of the office.
2. Completes appropriate training.
3. Obtains publishing rights from OCIO for specific content areas.
4. Formats content in accordance with the requirements on the [Web Publishing and Guidance Resources](#) site.
5. Deploys content to the test site.

E. Office Web Liaison (OWL)

The OWL performs the following functions.

1. Completes appropriate web training.
2. Provides OCIO with the names of content sponsors and providers.
3. Assists the content sponsor and the content provider as needed throughout the process.
4. For each publishing request, verifies—
 - (a) Required initial authorization as specified in Exhibit 2.
 - (b) Content screened as specified in Exhibit 3.

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- (c) Content prepared in accordance with requirements on the [Web Publishing and Guidance Resources](#) site, including review by the web architect, as necessary, except for changes of less than a paragraph.
 - 5. Submits the publishing request in accordance with the publishing standards on the [Web Publishing and Guidance Resources](#) to the OCIO web staff.
 - 6. After verifying that the content provider reviewed the formatted content and the content sponsor reviewed and authorized its publication, submits an email request to the OCIO web staff to deploy content to <https://www.nrc.gov>.

F. Roles and Process for Authorization and Screening

The roles and process for initial authorization and screening are given in Exhibit 1, “Web Content Development and Publication Process.”

VIII. SCIENTIFIC CODES

A. Posted on NRC Public Website

With approval of the cognizant content sponsor, the staff may arrange with the OCIO web staff for scientific computer codes to be posted on the NRC public website for accessing or downloading. This posting will be based on—

1. Consideration of user need,
2. Quality control of the codes,
3. Availability of adequate code documentation,
4. Security issues, and
5. Impact on efficient operation of the site.

B. Alternative Method of Public Access to Scientific Computer Codes

1. As an alternative to posting scientific code, the staff should consider providing public access to scientific computer codes through the Oak Ridge National Laboratory Radiation Safety Information Computational Center, which is an ongoing distribution and support channel for many NRC scientific computer codes.
2. All [computer codes](#) are distributed in accordance with the Commission Policy on Computer Code distribution, as specified in SECY-11-0010, “Process for Sharing Computer Safety Codes Developed by the U.S. Nuclear Regulatory Commission with Foreign Counterparts.” The procedure to distribute computer codes as part of a user group program (categorized as “bin 3b”) requires a Non-Disclosure Agreement. Questions on NRC computer code should be sent to the NRC’s Office of Nuclear

Regulatory Research at Safetycodes.resource@nrc.gov. See “Distribution Practices for NRC-Developed Computer Codes.”

IX. TRAINING

The NRC Web Team provides guidance to staff, content providers, OWLs, and publishers to ensure the public website complies with the policy and guidance in this MD.

X. GLOSSARY

Access Board

The U.S. Access Board’s website (<https://www.access-board.gov>) states the Board, “is a federal agency that promotes equality for people with disabilities through leadership in accessible design and the development of accessibility guidelines and standards.” Created in 1973 to ensure access to federally funded facilities, the Board is now a leading source of information on accessible design. The Board develops and maintains design criteria for the built environment, transit vehicles, telecommunications equipment, medical diagnostic equipment, and information technology. It also provides technical assistance and training on these requirements and on accessible design and continues to enforce accessibility standards that cover federally funded facilities.

The Board is structured to function as a coordinating body among Federal agencies and to directly represent the public, particularly people with disabilities. Twelve of its members are representatives from most of the Federal departments. Thirteen others are members of the public appointed by the president, a majority of whom must have a disability.

Under the 1998 amendment to the Rehabilitation Act that established Section 508, the Access Board is assigned the responsibility for developing and keeping up to date the Standards for Section 508 of the Rehabilitation Act (36 CFR 1194.1), which are also incorporated into the Federal Acquisition Regulations (FAR). These Section 508 Standards were most recently revised in January 2018.

Capital Planning and Investment Control (CPIC)

Manages the NRC’s enterprisewide development and operations program, which provides contract resources for developing and maintaining applications systems within a structured methodology. Provides guidance, analysis, and technical assistance to offices throughout NRC to support development of personal productivity tools and small databases. Provides a Secretariat function for the IT Business Council (ITBC), including scheduling meetings, developing agendas, coordinating briefings and presentations, and taking minutes.

Cookie

A file placed on a web user's hard drive by a web page to store information about the user's access to or use of the site, usually without the user's knowledge. Typically, a cookie is used to tailor content displayed to a particular user based on the user's historic use of the site.

Deploy

To transfer web pages and related files to a website.

Hyperlink

An element in an electronic document that links to another place in the same document or to an entirely different document or website. These elements are usually underscored and appear in a color that contrasts with both the text and the background.

Information Technology (IT) Infrastructure

Hardware, software, services, equipment, and components necessary to support local and enterprisewide technology requirements, including desktop systems, customer service, network components and services, telecommunications components and services, operational support, and maintenance.

Intranet

A computer network that uses internet protocol technology to share information, operational systems, or computing services within an organization.

Minimal Requirements

This term refers to program office requirements of less than 8 hours per month, averaged over the fiscal year, for contract support of web publishing functions that do not warrant the administrative burden needed to fund a separate task order for onsite web publishing support through the Office of the Chief Information Officer (OCIO) contract for web publications. In this case, Enterprise Applications Platforms and Services Branch (EAPSB), Services Development and Operations Division (SDOD), OCIO, will fund the requirement on behalf of the sponsoring program office as part of an EAPSB, SDOD, OCIO, task order. EAPSB, SDOD, OCIO, determines the specific threshold on a case-by-case basis in consultation with the applicable office web liaison (OWL).

Non-NRC Domain

A primary web address other than <https://www.nrc.gov> that is created or controlled (i.e., funded) by the NRC and linked from a page at <https://www.nrc.gov>.

NRC Domain

The primary web address is <https://www.nrc.gov>.

Persistent Cookie

A file that lasts a fixed period of time, possibly for a year, and records a user's activity at a website. Using this type of cookie at a Federal website without special approval could potentially violate laws enacted to safeguard a citizen's right to privacy. Use of this type of cookie at NRC's website is prohibited unless the Executive Director for Operations (EDO) approves its use as required by the Office of Management and Budget (OMB) OMB Memorandum M-10-22, "Guidance for Online Use of Web Measurement and Customization Technologies."

Platform for Personal Privacy Preferences (P3P)

A protocol that enables websites to express their privacy practices in a standard format that can be retrieved automatically and interpreted easily by user agents (e.g., web browsers). P3P user agents will allow users to be informed of site practices (in both machine- and human-readable formats) and to automate decision making based on these practices when appropriate. Thus, users need not read the privacy policies at every site they visit.

Post

To electronically contribute content to an NRC website by transferring files directly to the site. Posting authority is limited to the OCIO web staff and the OCIO web contract staff and is granted by OCIO to other select NRC staff.

Public Website

All web pages controlled by NRC that are accessible from <https://www.nrc.gov>.

Publish

To (1) add, modify, or delete specified computer files and directories in the NRC's web content management system and (2) deploy content from the system to the NRC's test public website for review and approval.

Publisher

For the NRC public website, an individual who has both the right and responsibility to publish.

Section 508 Program

Coordinates NRC compliance with Section 508 of the Rehabilitation Act. For more information see <https://usnrc.sharepoint.com/teams/Section508AccessibilityGuidance>.

Sensitive Unclassified Information

Material that includes official use only information (e.g., predecisional, privacy, proprietary). Note that no Classified or Safeguards Information is posted to NRC's public website.

Session Cookie

A file that stores information about a user's activity during a visit to a website but expires when the user leaves the website. This type of cookie is allowable at a Federal website without any special approvals.

User Agent

Text string that helps identify the browser, its version, and operating system.

Web page

A non-embedded resource obtained from a single Universal Resource Identifier (URI) using HyperText Transfer Protocol (HTTP) plus any other resources that are provided for the rendering, retrieval, and presentation of content.

Web-based Software Application

An electronic system comprising a body of dynamically managed and/or rendered content and the technology required to manage, render, and serve it across the internet. This system includes any associated data files, storage mechanisms (database servers), business logic (software applications such as a content or personnel management application), display logic (including streaming media servers, web servers, template files, and any associated software modules or scripts), and any resulting rendered content including but not limited to any web pages, images and other binary files, system-generated email, and streamed media.

Website

A body of web content available from a single point of access (a homepage), maintained (sponsored or coordinated) by a single private or public entity, and typically (but not necessarily) hosted at a single Internet domain.

Exhibit 1 Web Content Development and Publication Process

Lead Role	Assisting Roles	Process	Output
Content Sponsor	Office Web Liaison (OWL), Office of the Chief Information Officer (OCIO) Web Staff, Content Provider	Initial authorization of the process to add or remove a page (including a scientific code), a subsite, a document collection, or a document for comment, ensuring that material meets the overall site objectives.	Authorization to begin the process.
Content Provider, OWL	OWL, OCIO Web Staff	Screening of draft material for web suitability (covers copyright, Office of Management and Budget information collection requirements, persistent cookies, accessibility requirements, privacy, sensitivity, links to non-government sites, uniqueness among NRC-sponsored sites, etc.).	New or revised material that has been screened for web suitability.
Content Provider	OCIO Web Staff	Prepare/Revise draft material to ensure that it is written in plain language, conforms to the design principles that have been adopted for the public website (covers organization of content, navigation, how to provide information for site glossary and finding aids, etc.), and is accessible (has alternate text for images, etc.).	Revised material (usually a Microsoft Word file) in a form that can be readily used by the content publisher to begin formatting.
OCIO Web Staff or Contractors, Office Content Publisher	OWL, OCIO Web Staff and Contractors	Formatting (conversion) prepared content into hypertext markup language (HTML), using standard software, templates, format, navigational standards, and file-naming conventions. Ensures accessibility.	Formatted material (HTML) ready for publishing.
OCIO Web Staff or Contractors, Office Content Publisher	OWL, OCIO Web Staff, Content Sponsor and Content Provider	Publishing (transfer) of formatted content to the site content management environment, deployment of content to the test environment, review, and testing (including automated and manual accessibility testing) of the content, final approval of nonroutine changes* by the content sponsor, and deploying of approved content to the public website.	Completed material published to the public website or material deleted from the site.

*Initial and final authorization are not required for non-substantive changes (e.g., punctuation) or routine, repetitive types of changes or additions to existing document collections, tables, lists, or other similar material (e.g., news releases or Commission papers).

Exhibit 2 Initial Authorization of Web Content

Action Requiring Authorization	Authorizing Official
Adding or removing a page (including a scientific code), a subsite, a document collection, or a document for comment*	Designated content sponsor (office director, regional administrator, or Senior Executive Service manager)
Adding a new web-based application, a new medium, or other technology new to the site (accomplished by the CPIC process)	Chief Information Officer (CIO) if less than \$500,000, EDO if equal to or greater than \$500,000
Creating or acquiring a new NRC web subsite on a domain other than https://www.nrc.gov	CIO

*Initial authorization is not required for non-substantive changes (e.g., punctuation) or routine, repetitive types of changes or additions to existing document collections, tables, lists, or other similar material (e.g., news releases or Commission papers).

Exhibit 3 Screening Content for Web Publication

Type of Content	Requirement	Law, Regulation, or Policy	Who Can Advise	Who Must Approve
All Content	<p>Do link to existing content, where available</p> <p>Do not post or link to duplicates of documents already available in the NRC Library or elsewhere at the NRC Public website</p>		OCIO Web Staff and OWL	OCIO Web Staff and OWL
All Content	Ensure that it is accurate, current, and complete		Content sponsor	Content sponsor
All Content	Ensure that it does not contain any sensitive unclassified information	Handbook 3.14, Sec. V.B.	OWL, then the Enterprise Applications Platforms and Services Branch, and Office of Nuclear Security and Incident Response, with any questions that cannot be resolved at the office level	Content sponsor
All Web pages/applications and electronic content	Ensure that it is Section 508 standards conformant and complies with NRC accessibility guidance. Otherwise, a Section 508 general exception is required.	MD 3.14, Sec. VII References	OCIO Web Staff, OWL, or Section 508 Program	OCIO Web Staff, OWL, or Section 508 Program

Type of Content	Requirement	Law, Regulation, or Policy	Who Can Advise	Who Must Approve
Official Agency Record Filed in ADAMS	Submit ADAMS accession number	MD 3.14, Sec. VII References	ADAMS Help Desk	Chief, EAPSB, SDOD, OCIO (Exceptions only)
Copyrighted Material	Obtain permission from the copyright owner	Copyright Law, 17 U.S.C. 101	Director of DRMA, Office of Administration	Copyright Owner
Survey or other collection of information	Obtain an Office of Management and Budget (OMB) clearance	Paperwork Reduction Act and 5 CFR Part 1320	Chief, FOIA, Library, and Information Collections Branch, OCIO	OMB
Persistent cookie at the public website	Obtain approval to use a persistent cookie		OCIO Web Staff	EDO
Changes to the public website homepage	Obtain approval to add, delete or move (updating links on homepage to content controlled by other offices does not require OPA approval)		Office of Public Affairs	OPA
Spotlight link on the public website homepage	Obtain approval to add or delete a spotlight item		Office of Public Affairs and OEDO Assistant for Communications	OPA
Collecting information about individuals that could be part of a Privacy Act System of Records	Obtain approval and display special Privacy Act statement	Privacy Act 5 U.S.C. 552a(e)(3) and Handbook 3.2, Sec. IV.C	NRC Privacy Act Officer	NRC Privacy Act Officer
Exception or addendum to the site-wide privacy policy or disclaimer	Obtain approval		Office of the General Counsel (OGC)	Chief, EAPSB, SDOD, OCIO
Link to non-Government site; use of logo or other commercial material	Obtain approval		OCIO Web Staff	Chief, EAPSB, SDOD, OCIO

Type of Content	Requirement	Law, Regulation, or Policy	Who Can Advise	Who Must Approve
Scientific codes	Ensure that code meets criteria for posting in Section VIII of this handbook and contributes to overall web objectives		Project officer and OWL	Content sponsor

*NOTE: Documents at the public website should also have an ADAMS accession number.

Exhibit 4 Overview of Roles and Responsibilities of Office Staff

Designee	Responsibility
Content Sponsor (programmatic content owner)	<ul style="list-style-type: none"> • Authorizes initial process to add or remove a page (including a scientific code), a subsite, a document collection, or a document for comment, ensuring that material meets the overall site objectives. * • Authorizes deployment of the formatted content from the test site to the public website (https://www.nrc.gov).*
Content Provider (subject matter provider responsible for the content)	<ul style="list-style-type: none"> • Initiates authorizations and screens, prepares, and reviews web content. • Obtains final approval of content on the test site from the content sponsor as required.
Content Publisher (web technician)	<p>Formats and publishes web content consistent with this MD and the requirements at https://usnrc.sharepoint.com/teams/OCIO-WebTeam/SitePages/Web-Publishing-Resources.aspx, including accessibility standards.</p>
Office Web Liaison (office coordinator and assistant for web publishing)	<ul style="list-style-type: none"> • Verifies that web publishing requests are consistent with this MD and the requirements at https://usnrc.sharepoint.com/teams/OCIO-WebTeam/SitePages/Web-Publishing-Resources.aspx. • Submits requests to office staff authorized to publish web content or to the OCIO Web staff.

*Initial and final authorization are not required for non-substantive changes (e.g., punctuation) or routine, repetitive types of changes or additions to existing document collections, tables, lists, or other similar material (e.g., news releases or Commission papers).