

Table of content

RULE 1 « INTRANET FOR ALL STAFF »	3
RULE 2 « SETTING-UP & MAINTAINING A SITE »	5
ANNEX 1 INTRACOMM TRANSFERS	9
RULE 3 « ARCHITECTURE ».....	14
RULE 4 « PRESENTATION ».....	16
RULE 5 « INFORMATICS TECHNOLOGY ».....	20
RULE 6 « MULTILINGUALISM ».....	25
RULE 7 « ACCESSIBILITY ».....	27
ANNEX 2 INSTRUCTIONS FOR INSERTING THE 7 COMPULSORY METADATA.	30
RULE 8 « INTERACTIVITY ».....	31
RULE 9 « LEGAL NOTICE AND NOTICE ON EDITORIAL POLICY »	34
ANNEX 3 PRIVACY STATEMENT FOR A SPECIFIC E-SERVICE.....	36
RULE 10 « QUALITY CONTROL ».....	38

Introduction

This INFORMATION PROVIDERS GUIDE (IPG) is written for the attention of those who publish – or wish to publish - information material on the Intranet of the European Commission, **IntraComm**.

The purpose of common rules for publishing on the intranet is to ensure the users a minimum set of functionalities as well as a certain common look and feel, which will make it easier for them to navigate the site and to exploit the information made available on it.

Therefore – all those publishing on IntraComm must respect the provisions of this guide!

Future changes to the IntraComm IPG will be announced on these pages under the menu point «Updates».

Relationship with the Europa IPG

This IPG follows the same structure as the Europa IPG. The reasons for that are:

- the Europa IPG is very well structured and there would be no point in duplicating the work already done;
- in practice the same webmasters will often be responsible for implementing the rules of the two IPGs. A common structure will hopefully facilitate their work.

However, *the content* of this IntraComm IPG is different from that of the Europa IPG. Some chapter headings have been changed, and all chapters have been partly or fully rewritten. The IntraComm IPG gives a larger degree of freedom for the webmasters to implement their own design and to exploit the full technical possibilities of the standard PC configuration at use in the Commission.

The IPG working group

MEMBERS:

- Gerald MESSIAEN
- Keith MARTIN
- Sonia FUMAGALLI
- Jeppe GENTS

Rule 1 « Intranet for all staff »

1. Rule

IntraComm - at www.cc.cec - is the primary channel for electronic information to all Commission staff.

2. Justification

IntraComm is the Intranet for the entire European Commission and as such is one of its main internal communication tools. It is managed by the Internal Communication Group, DG ADMIN D5. Essential administrative or other useful information for Commission Staff can be made available here for immediate access from office, from home or when on mission.

Most of the content of IntraComm is equally available to the other EU institutions, agencies and other bodies as well as to retired Commission staff.

3. Description

3.1 Relations between local Intranets and IntraComm

There are no clearly defined administrative guidelines governing the implementation and use of Intranets in the Commission. Most services have their own local Intranets, which exist in parallel with the central Intranet, IntraComm.

DGs are encouraged to make local Intranets available to the staff of the other DGs and services in the interest of all.

Local Intranets must include a prominent link to IntraComm on their home page as well as on all other pages where it is useful and relevant. For details on this, please refer to [chapter 4](#).

IntraComm can, in return, link to the local Intranets. And make this link available either to all staff (i.e. for open local intranets) or to the staff of the DG only (i.e. a personalised link for local intranets with restricted access.)

3.2 URLs

URL	Name	Remarks
www.cc.cec	IntraComm	This is the normal address when accessing from the office Old name: EuropaPlus
http://intracomm.cec.eu-admin.net	IntraComm	This is the address when accessing from another EU institution or agency Old URL: http://europaplus.eu-admin.net
https://intracomm.cec.eu.int	IntraComm	This is the address when accessing from home or from on mission. It is also the access address for retired officials Old URL: https://europaplus.cec.eu.int

4. Procedure

Request for the allocation of an address under www.cc.cec

Contact the [IntraComm team](#) and the designated IntraComm webmaster in you DG/Service. Initially you must indicate:

- The purpose and content of the site;
- If information on the site is linked to - or is overlapping - existing content on IntraComm;

- The unit or person responsible for the site.

The IntraComm team will examine the request. Any site that brings added value to IntraComm and which is in accordance with this IPG would normally be granted an address on IntraComm.

Please note that a request for the allocation of an address under "www.cc.cec" can be introduced without any prior knowledge on how to construct an Intranet site. The team of IntraComm will provide help and advice. However, the originating service should be willing to allocate adequate resources – budget and personnel – for the construction and maintenance of the site. See also [chapter 2](#)

Rule 2 « Setting-up & maintaining a site »

1. Rule

Before creating and maintaining a site on IntraComm, you must first plan it.

2. Justification

To ensure all sites on IntraComm are as relevant as possible, the site design and the relevance of its contents must be clear, its navigation and graphical look precisely defined and its feasibility in terms of technical, budgetary and human resources assured.

The performance of the Commission staff partly depends on the internal information tools at their disposal, and a properly managed intranet is part of this.

3. Description

3.1 Creating a new site or subsite

This comprises the following steps:

3.1.1 Contents

You should plan carefully what to put on your site. Planning and structuring the site contents enables you to provide a better service, control the size of your site and choose an appropriate design.

Generally speaking, information published on IntraComm must be of interest to more than just the staff of a single DG or department and must also complement that already on the intranet. The only exception to this rule is the provision of links to local intranets - this is to be encouraged in order to increase transparency and communication between departments.

Writing for the web

When constructing your site, remember that:

- Writing for the web is different from writing for printed publications. In particular, two aspects should be taken into account: reading on screen involves specific constraints as regards text length and format and the path followed by readers is not known in advance, so they should be given the possibility of navigating from one item of information to another.
- There are several guides on the Internet providing excellent recommendations for designing, editing and maintaining a high-quality site.

In addition, particular attention should be drawn to a number of points:

- Directly insert a link from a word to another page and avoid using "click here". Avoid links in the middle of a text. Place them above, besides or underneath the text.
- If a text is particularly long, you are advised to present the document in PDF format, use an appropriate icon and specify size. This will enable users to judge beforehand how long it will take to download.
- Make sure that a downloadable document has a summary or introduction in HTML format so that the user will download the document only if useful.
- Present pages and documents in a context. Create all useful links for a better understanding of the document, to find out more, to widen the scope, to lead on to other sites on similar subjects, etc.
- Do not hesitate to explain the contents of the page or site, its objectives and limits.
- The editing quality of a site is not confined to its original language. It is important to check the quality in other language versions, in particular to verify that the integrity of texts received has not been altered in the course of HTML formatting etc.

3.1.2 Resources

Bear in mind the availability of resources for updating, maintaining and developing your site in the future. Too many projects are started and then later abandoned for lack of resources.

3.1.3 Support

Information Providers Guide

This Guide contains a wealth of essential information on site construction, from design to final publication.

IntraComm team

Contact the site administrator responsible for IntraComm in your DG. He/she will contact us so that we can agree with you all the steps necessary before your site can go online.

You should contact the IntraComm team well before any development work is carried out on your site, so we can help you create and maintain it.

Our services include:

- discussing with you the overall idea behind your project and how it fits into the IntraComm structure, especially as regards the target audience and any overlap with existing sites hosting similar information (to avoid any duplication of resources);
- explaining the rules you must follow (also explained in the IPG);
- coordinating the project together with any other interested departments;
- providing helpful advice and pointers on page design, project promotion, etc.

Data Centre

We can also put you in touch with the **Data Centre** (DG ADMIN/DI/DC) so you can check that your project is compatible with the overall IT architecture of the Commission. - see chapter 5.

3.1.4 Interactive features

Try to give your site at least some interactive features, such as a simple e-mail contact link or departmental mailbox so you can receive messages from visitors to your site. Your IRM (Information Resources Manager) can set up a departmental mailbox for you - see chapter 4 on Presentation and chapter 8 on Interactive features.

3.1.5 Going live

Once you have completed all the above steps and **finished your site, we will check together that all the necessary stages and rules in the IPG have been followed**, including having the site translated into at least one other language (see Chapter 6 on multilingualism) (this is a prerequisite for approval to transfer the test site to the production server - www.cc.cec).

NB for **subsites**, this can be done quickly, our main concern being to avoid duplication of information and to adapt them to the basic structure of IntraComm, if necessary.

When your site is published, we will index it and announce its publication on the IntraComm homepage.

If it is a new site, publishing it via IntraComm is the only possible method.

There are two ways of making changes to your site once it has been published:

- you can have the IntraComm team do this, by sending us requests to have files moved, deleted, etc.
- or (preferably) you can do it yourself. For this you need FTP access.

Applying for FTP access

When your site goes live, the IntraComm team sends an application for access to the Data Centre on your behalf. For this, you need first of all to contact the web administrator in your DG who is responsible for IntraComm. He/she will then tell us the URL of the site for which FTP access is being requested and

the name of the person to whom that access is to be given. Thereafter only designated staff are authorised to request updates of the folders on the site. (See Annex 1)

Practicalities of data transfer

The "staging" (or "test") version of the IntraComm web service can be accessed using a web browser at <http://www.cc.cec:8081/>. Behind this address hides a "reverse proxy server" that forwards all incoming HTTP requests to the appropriate (test) web servers, and that returns the corresponding responses from those web servers to the requesting browsers. The FTP server that is to be used to update information on the IntraComm staging server is located at intracomm.staging.cc.cec.eu.int. This FTP server is configured with detailed access control definitions for each information provider.

Example:

A member of the Commission's Internal Communication Network has been assigned the task of maintaining the web pages under <http://www.cc.cec:8081/home/icn/>. Since these pages are to be made accessible to the IntraComm surfers without any access controls, the Data Centre's web team has configured the FTP server at "intracomm.staging.cc.cec.eu.int" to grant the ICN webmaster user ID "icnwebm" write-authorisation to the directory /public/htdocs/home/icn and its contents.

He has the right to directly request updates to the production version of his pages under <http://www.cc.cec/home/icn/>

He does so by uploading a ".request.update" file in the directory /public/htdocs/home/icn on the staging server.

At the appropriate time the automatic update procedure will copy the listed files and/or sub-directories from /public/htdocs/home/icn on the "staging" server to /public/htdocs/home/icn" on the "production" server.

The results of this action will be written into a file /public/htdocs/home/icn/.request.output.

The procedure for updating the production site can be found at <http://www.cc.cec/Publishing/update.htm>

NB Although site administrators are authorised to publish any number of pages under the directory to which they have access, this does not absolve them from the obligation to also consult the [IntraComm team](#) for new subsites.

3.1.6 New site announcement

When a new site or subsite is put online:

- the IntraComm team informs the web administrators by posting an announcement on the ICN site (Internal Communication Network) and sometimes also by sending an e-mail to the administrators of the other IntraComm sites and the DG intranets and to the IT correspondents in the other institutions;
- users are notified via a notice in the "What's new?" section.

3.2 Maintaining a site

The following are the rules for proper maintenance of your site:

3.2.1 Regular updates

Make sure you keep your site up to date by regularly checking that the information on it is the most recent available.

Checking links

You should regularly check that the links both within IntraComm and to external servers are still valid. You can use the Linkbot programme to find any broken links. Also bear in mind that an intranet based on a local server may be accessible from certain Commission workstations only. Before creating any links to intranets of this type, check their accessibility.

3.2.2 Changed/deleted URLs - informing administrators and redirecting users

Changes to URLs should be kept to a minimum. If they prove unavoidable, however, you should proceed as described below.

Every time you change or delete URLs, key files or e-mail addresses, you must inform the IntraComm team, which will post a notice on the ICN site and sometimes also send an e-mail to the administrators of the other IntraComm sites and the DG intranets and to the IT correspondents in the other institutions. You must also create redirection pages to avoid unnecessarily annoying users with "Page not found" messages.

Relocating sites

When an entire site is moved to a new address, the site address is changed on the server. Then, when users enter the URL of the old homepage or any of its subpages, they are automatically redirected to the new location. If you want to have this procedure carried out, tell us and we will put you in contact with the appropriate staff in the Data Centre.

Redirecting individual pages

Since the web server can only handle a limited number of automatic redirections, individual pages must be redirected as follows: on the old page insert a link to the new address together with a standard message informing users of the change of location.

3.2.3 Keeping users informed

Even if you are not changing links or publishing a new site or subsite, you must inform users of new additions to your site. There are various ways of doing this, for example by creating a "What's new?" page on your site or posting a notice on the bulletin boards.

3.2.4 Archiving

When you archive a site or subsite, you must inform us in advance so we can give all interested parties the opportunity to make a local copy for themselves. As soon as you notify us we will publish a message on the ICN site and send an e-mail to the administrators of the other IntraComm sites and the DG intranets and to the IT correspondents in the other institutions. We also advise you to always make a local copy of any sites that you archive.

3.3 Publicising new features on your site on special sections on IntraComm

IntraComm also provides a service for passing on any messages you send it to the whole Commission staff. This is done using the sections on the IntraComm homepage titled "What's new?" and "Notice board".

Simply send us a title, a brief description of the contents in either English or French and the associated links. Note that the title must be between 20 and 80 characters long, and the text between 200 and 500. It is best to inform us a day in advance of any new features you wish to publicise on IntraComm. Note that the "What's new?" section is limited to information of a more "institutional" nature - announcements of new sites, administrative information, Commission decisions, etc. The "Notice board" section, on the other hand, contains extra-curricular information such as announcements by the institutions' sporting and cultural associations, exhibitions, talks, etc.

To ensure your message reaches the right audience, send it to the appropriate mailbox:

- 1) What's new? - intracomm-news@cec.eu.int
- 2) Notice board - cd-loisirs@cec.eu.int

Annex 1 IntraComm transferts

(This annex is currently only available in french)

1. Les outils de transfert

Il existe plusieurs mécanismes de transfert qui ont évolué en fonction des technologies et de l'architecture des serveurs du Data Center. On peut distinguer trois moyens principaux:

1.1 Outil FTP classique

Tels que WS FTP Pro, Smarterm, etc... adaptés pour :

- un grand nombre de fichiers/librairies,
- une sélection importante,
- pas de production immédiate.

1.2 Outil Staging Manager

Le programme de gestion central accessible par le navigateur IE.5 est adapté pour :

- un nombre limité de fichiers/librairies ou un fichier compressé (format .zip),
- la création automatique du fichier .request...,
- déclencher la production immédiate. (exit procédure JACO fin mars 2003)

1.3 Procédure ou programme

Toute procédure contenant des commandes système ou programme informatique qui supporte les instructions de transfert FTP est adaptée pour une production intensive ou à intervalles réguliers (ex: actualités). Ce moyen doit pouvoir effectuer les opérations suivantes :

- la sélection et le transfert FTP des fichiers,
- la création et le transfert du fichier .request.update,
- [la commande http: URL, login, password en cas de production immédiate]

Une ancienne procédure instaurée dans le passé par le Data Center est toujours en exploitation pour un nombre limité de sites. Elle est appelée à disparaître au profit de cette dernière solution.

2. L'outil "Staging-Manager"

2.1 Outil pour la mise à jour des sites EUROPA et IntraComm

L'outil Staging-Manager offre aux DG toutes les fonctions nécessaires pour la gestion de leurs sites sur EUROPA et IntraComm :

- transfert des fichiers vers l'environnement de staging,
- vérification,
- planification,
- déclenchement des mises à jour,
- suivi des mises à jour vers l'environnement de production,
- synchronisation des sites staging et production.

Il est donc destiné à **l'ensemble des gestionnaires de sites EUROPA et IntraComm**.

Ce programme, construit par le Data center, utilise uniquement le protocole http pour se connecter au serveur et ne fonctionne qu'avec le browser standard Commission (MS Internet Explorer 5 et supérieur) et n'est pas opérationnel avec d'autres browsers (Netscape, etc...).

Il est d'abord conçu pour déclencher les transferts en production immédiats en remplacement de l'ancienne procédure '**Jaco**', mais il offre également les fonctions de transfert et de management classiques.

Bien que la plupart des améliorations demandées à l'issue de la phase-pilote aient été intégrées, le Staging-Manager ne permet pas de charger plus d'un fichier local sans sélection individuelle : cet outil est donc justifié pour un petit nombre de fichiers. Pour le transfert d'un nombre plus important de fichiers, le Staging-Manager propose de charger l'ensemble sous forme d'un fichier .zip et de le décompresser automatiquement.

Les outils FTP classiques demeurent l'alternative indiquée pour un transfert important de fichiers.

Le Staging-Manager affiche aussi la comparaison des fichiers et répertoires entre environnement staging et production, ce qui permet à chaque gestionnaire de synchroniser et assainir ses contenus.

Les permissions (read ou write) sont identiques à l'accès FTP attribué aux gestionnaires dans leur environnement 'staging' particulier : ils peuvent éditer le fichier .request.update ou .request.delete et déclencher une mise en production (MEP) s'ils disposent des droits adéquats.

Pour rappel, toute demande ou modification d'accès doit être transmise à ADMIN INTRACOMM PERMISSIONS qui en assurent l'administration.

Désormais, les MEP sont traitées en parallèle (jusque 20) pour accélérer les performances et limiter les files d'attente. La visualisation des MEPs en cours et des archives est également disponible.

La version 2.03 de l'outil Staging-Manager est accessible à l'adresse

<http://europa.staging.cc.cec.eu.int:8888> ou

<http://intracomm.staging.cc.cec.eu.int:8888>

Nous vous invitons à découvrir d'abord les fonctions de l'outil qui sont décrites dans la page d'aide. Pour éviter de fausses manoeuvres au départ, il est préférable de créer un nouveau répertoire temporaire pour y tester les différentes fonctions, pour ensuite le supprimer.

Le support de l'outil est assuré par le Data Center via le HelpDesk Central.

3. Spécifications techniques pour le transfert en production

Introduction

3 types d'accès sont alloués aux gestionnaires d'un site en fonction de leurs rôles:

1. FTP: transfert/suppression de fichiers/répertoires du site sur le staging server,
2. transfert en production à l'heure planifiée,
3. transfert en production immédiat.

Le Webmaster de chaque DG transmet à ADMIN INTRACOMM PERMISSIONS les demandes d'accès pour les gestionnaires de tous les sites de sa DG.

Le transfert des fichiers (pages, documents, images...) depuis le serveur local vers le staging server requiert uniquement le droit FTP (1.)

Le staging server sert à vérifier les mises à jour avant le transfert en production !!!

Le mécanisme de transfert en production

Le transfert en production s'applique aux fichiers/répertoires du staging-server indiqués dans les fichiers **.request.update** ou **.request.delete** placés à la racine du site, pour être copiés ou supprimés sur le serveur de production.

Ce fichier en format texte contient des noms de répertoires ou fichiers terminés par un caractère de fin de ligne.

Les exemples indiqués ci-dessous s'appliquent à un transfert en production du site

/intracomm/public/htdocs/home/

Le chemin des fichiers est exprimé depuis la racine du site.

Exemple de fichiers ou répertoires corrects

objet à transférer	Contenu de .request.update
page d'accueil	menu_fr.html
annonce d'une rubrique	publish/100397_fr.html
page d'accueil d'un sous-site	life/index_fr.html
répertoire entier	icn/
image	img/banner_intracomm_fr.gif

Exemples de fichiers ou répertoires incorrects

type d'erreur	Contenu de .request.update
---------------	----------------------------

caractère ou espace placé devant le nom du répertoire	/life/index_fr.html */life/index_fr.html 1) life/index_en.html /public/htdocs/home/life/index_fr.html http://www.cc.cec/home/life/index_fr.html
chemin d'accès incomplet ou erroné	life /index_en.html (<i>espace</i>) liffe/index_en.html (<i>erreur de frappe</i>) lifel (/ en fin de répertoire) lifelindex_fr.html (\ au lieu de /)
fichier/répertoire inexistant	Tout fichier/répertoire absent du staging-serveur au début du transfert en production
commentaire	signatures, messages, commentaires, etc...

Production planifiée ou immédiate.

Les transferts en production sont **déclenchés** par défaut tous les jours à 13:00 et 22:00 h.

Dans certains cas particuliers, le Webmaster peut demander la modification de cet horaire à l'équipe **ADMIN INTRACOMM PERMISSIONS**.

Les fichiers .request... doivent être prêts et corrects avant l'heure planifiée pour le transfert en production !

Le transfert **immédiat** en production est autorisé en cas d'urgence au moyen de la fonction 'save and execute' de l'outil Staging Manager.

Les transferts en production consomment des ressources et dégradent les performances des serveurs.

En cours de journée, ils sont limités à 10.000 fichiers d'une taille totale de 200 Mbytes par site.

Après 20:00 h, il n'y a plus de limite.

Attention! l'affichage (au travers du reverse-proxy) des pages transférées fraîchement en production peut atteindre jusqu'à **15 minutes** et retarder momentanément le résultat de l'opération !

Responsabilité des transferts en production

Les gestionnaires autorisés à transférer en production se sont engagés à respecter :

- le contrôle des pages au niveau du staging-serveur avant le transfert vers le serveur de production.
La [règle 10 de l'IPG](#) propose une liste assez complète des divers points à contrôler,
- le [contrôle du transfert correct](#) dès réception du rapport de production avec le cas échéant, rectification des erreurs pour un transfert correct,
- la limitation des transferts immédiats aux cas d'urgence et pour un nombre limité de fichiers.
En cas d'abus, le D.C. informera l'équipe EUROPA,
- la synchronisation entre le contenu des sites staging et production, désormais possible au moyen de l'outil Staging Manager.

Noms de fichiers, suffixes et caractères interdits

Certains noms et extensions de fichiers spécifiques ne sont pas transférés en production. (voir [liste complète](#) de ces noms)

De plus, certains caractères sont interdits car ils sont utilisés par les systèmes d'exploitation des serveurs du Data Center, (voir [caractères interdits](#))

L'utilisation de ces caractères empêche le fonctionnement correct des programmes de gestion et de maintenance des serveurs.

Contrôle des transferts

Chaque transfert en production se termine par la création d'un fichier .report placé à la racine du site. Ce rapport est envoyé par e-mail aux destinataires choisis par le Webmaster de la DG.

Il est important de lire chaque rapport pour s'assurer que l'opération s'est correctement déroulée. Les dernières lignes du rapport indiquent le statut du transfert :

- **"Errors"** : le transfert a complètement échoué,
- **"Warnings"** : vérifier les détails et corriger si nécessaire,

- **nnn bytes** : taille des fichiers transférés.

Les avertissements (Warnings) mentionnent généralement la non-exécution de certains transferts. Il est important de vérifier qu'il ne s'agit de fichiers indispensables pour la cohérence du site.

Quatre exemples concrets :

- Transfert correct: ni erreur, ni avertissement, et nnn octets copiés.

Total bytes copied : 541955

no error.

no warning.

- Transfert correct: mention d'un fichier non-transféré; vérifier s'il n'est pas indispensable en production.

Warning File not copied : north_korea/nav/_vti_cnf/north_korea_nav.htm

[...]

Total bytes copied : 242601

no error.

1 warning(s) during update.

- Transfert échoué : 1 seule erreur entraîne l'abandon.

Error : can not read news_corner/speech12_en.htm, file not found.

Too many errors (1). No file copied or deleted

1 error(s) during update.

no warning.

- Transfert rejeté car la date des fichiers du staging serveur est plus ancienne que le serveur de production. Aucune erreur détectée mais 0 octet transféré.

Total bytes copied : 0

no error.

no warning.

Documentation et support

Les références techniques décrivant la publication sur les serveurs web de la Commission au Data Center est disponible à l'adresse <http://www.cc.cec/Publishing/index.htm>.

En particulier :

"Updating the Production Sites" <http://www.cc.cec/Publishing/update.htm>.

"Sample .request.update file" [Updating the Production Sites](#)

Une assistance technique en cas de difficultés lors des transferts est disponible auprès de l'équipe Webdesk du Data Center. Documenter le problème pour le soumettre à leur intention via le helpdesk local.

4. Access request for transfers to IntraComm

The IntraComm Team at DG ADMIN D5 is in charge of granting access rights to IntraComm servers :

Ftp-access

Makes it possible to upload files/folders from your own development/environment (local disc, shared disc or development-server at your DG) to the staging-server of IntraComm (<http://www.cc.cec:8081>).

Permission to make scheduled transfers

Makes it possible to place .request.update and/or .request.delete-files commands, for lists of files to be transferred from the staging to the production server, or to be deleted from the production-server.

Updates typically take place at 13h00 and at 22h00 every day.

Permission to make immediate updates

Makes it possible to place the .request.update and/or .request.delete files commands and to execute the transfer immediately (via the "save and execute" function of the staging-manager (the former "JACO" procedure).

In order to request access rights, the **DG webmaster** should send an application to ADMIN INTRACOMM PERMISSSIONS giving the following information (please copy + paste the following text to your mail and fill in) :

1. URL(s) for which access is asked for :
/intracomm/public/htdocs/...
2. CUD-login(s) or token(s) Id of the person(s) who should get FTP-access to the staging-server of IntraComm:
...
...
3. CUD-login(s) or token(s) Id of the person(s) who should get the possibility of making updates on the production-server.
...
...
4. CUD-login(s) or token(s) Id of the person(s) who should get the possibility of making immediate updates on the production-server
...
...
5. Please indicate the e-mail addresses of the persons who should get the automatically generated transfer-reports:
...@cec.eu.int

Rule 3 « Architecture »

1. Rule

The site must be integrated into the overall structure of the IntraComm site.

2. Justification

Designing your site in line with the overall structure of the IntraComm site ensures that all the information is presented in a consistent manner and helps users navigate the intranet.

3. Description

3.1 Categories of sites

The IntraComm site contains general information (administrative information, interinstitutional procedures, staff representation, etc.), news (press digests and cuttings, news agency services, events diaries, etc.) and provides direct access to many other services. The site also provides access to the intranets of those DGs and departments that wish to provide it.

Most subsites on IntraComm are maintained directly by the Directorates-General and their departments.

There are 6 categories of site:

- informational sites: Personnel & Administration, info ADMIN, the Quick Way, etc.
- database sites: SG Vista, Commission directory, Telephone Book, etc.
- news sites: Online Press, Press reviews, Notice Board, etc.
- service sites: IRMS, SYSTRAN, etc.
- specialised fora: ICN, Europa-Info, etc.
- sites posted by Directorates-General and departments

3.2 Integrating sites into the IntraComm structure

Each site must be fitted into the general structure the IntraComm site.

You should therefore:

- keep to the IntraComm directory structure and file naming conventions, make sure every folder contains a file called "index.html" and add the metadata needed by the search engines to work efficiently;
- create links to existing sites on IntraComm and Europa (such as the Guide des Services, EUR-Lex, Rapid, etc.) to avoid information overlap and contradiction and facilitate site administration;
- give your site sufficient navigation features, as required of IntraComm sites - for example, display the navigation path followed by the user at the top of each page. See [Chapter 4](#) on Presentation.

4. Logical architecture

The contents of IntraComm are organised logically within a hierarchical structure, the highest level of which consists of ten categories:

1. News/Press
2. The Administration & me
3. Management & Planning
4. Focus on ...
5. Commission/Legislation
6. DGs & Services
7. Institutions & Agencies

8. Info Sources & Tools
9. Who's who
10. Life

5. Files and folders

5.1 Lower case for file and folder names

You should use only lower case for file and folder names, to avoid compatibility problems between different platforms (UNIX, DOS/Windows, etc.)

5.2 Suffixes designating the language

File names should consist of a basic name in English and a suffix denoting the language of the document. The suffix is separated from the basic name by an underscore. You must use the ISO language codes (2 letters) for the suffix ([ISO 639](#)).

E.g. http://www.cc.cec/home/icn/about_fr.html

5.3 Entry files

Every folder should contain a file called "index.html" as its point of entry. This enables users to return to the entry page of a document by simply deleting the end of the URL.

For example, if the user enters the URL <http://www.cc.cec/home/icn>, the web server will take him/her to the page <http://www.cc.cec/home/icn/index.html>. If there is no "index.html" file in this subfolder, the user will be taken to a page listing all the files in the folder "/home/icn/".

You can use other file names for this file instead of "index.html", for example "index.htm", "home.html", "home.htm", "default.html", "default.htm", "index.cfm".

Rule 4 « Presentation »

1. Rule

Every page on IntraComm must contain a number of required navigation features.

2. Justification

Ensuring the graphical look of IntraComm is as uniform as possible will help users identify more easily the environment in which they are navigating. This chapter is intended as a guide on how to design the graphical look of pages on IntraComm. It includes the mandatory template to use when creating new pages for IntraComm.

3. Description

3.1 Planning

While it may be easy, you should not be tempted to improvise the design of HTML pages as you go along. It is much better instead to stick as much as possible to an operational plan, devised in advance, that lays down and identifies the characteristics of the different features of each page (standard structure, titles (size, colour, position, etc.), navigation (position, number, type, etc.)).

3.1.1 Why use templates ?

Ideally, you should prepare a model (template) specifying a standard page layout as soon as you start the initial planning for your site. This will help you fix the general layout for all pages (or a particular group of pages), the look of titles and subheadings (size, layout, etc.), and the location of pictures (logos and other images), links and the navigation bar, for example.

3.1.2 Readability and visibility of information on the site

When creating a HTML page, bear in mind the following recommendations:

- keep to the standard screen resolution (800 x 600 pixels) and ensure that all the information visible on a page is not truncated when it is printed;
- avoid overlong texts - users should not have to scroll down more than four screens;
- make sure the whole page is readable, with well spaced text and a font that is easy on the eye (Arial, Verdana and Helvetica are the most common). Note that any fonts you use that are not installed on the user's computer will automatically be replaced by a default font. To ensure that your pages can be easily handled by any web content management tool that may be used, we recommend that you use style sheets (CSS) to determine how the page contents are displayed. Styles can be applied in different ways in the HTML code itself. However, we recommend that you group together all your styles in a central file for the following reasons:
 - with a central file you can change the formatting of your text without having to go into each page separately;
 - it ensures that all your pages look the same;
 - the code is compact and can be memorised by the browser - it does not therefore have to be loaded separately for every page on your site that is viewed;
 - information providers will find a style sheet at the following address :
<http://www.cc.cec/home/style/intracomm.css>
- use bold or italics to highlight parts of the text - underlining should be avoided since underlined text signifies a hyperlink;
- give your text a sufficiently distinctive colour in relation to the screen background (avoiding light text on a dark background which can be hard to read in printed form);
- include an overview of the site structure in the homepage, so visitors can tell at a glance what they can find on the site;

- be consistent with the layout and visual identity of each page on your site;
- avoid overloading your site with too many graphical features or animations with long download times, and err on the side of simplicity in selecting images

4. The standard template

The complete version of the template is mandatory and contains the following features :

Header :



>> [IntraComm > DGs & Services](#)

The navigation features within a particular subsite or all pages on a particular subject are linked to the header, which denotes the visual identity of the pages in question. The picture above shows the buttons "What's new?", "Search", "Index", "Contact" and "Help", as well as a toggle switch for the different language versions. The header equally includes a standard reference to the disclaimer, the confidentiality notice and the general privacy statement (see [Chapter 9](#)). The second navigation feature is the link(s) to higher levels of information. They are situated just below the header and must be in text form for reasons of readability and user-friendliness. They are an easy way for users to return to pages higher up the hierarchy.

The graphical look of the default template can be adapted to match the page contents (see pictures below), without changing the location of the navigation features.



>> [IntraComm > Internal Communication Network](#)



>> [IntraComm > DGs & Services > DG EAC on IntraComm > Visits Service of the Commission](#)

Footer



The bottom of each page must contain the in-site navigation features and a link back to the top of the page. It must also contain without fail:

- the name of the person or group responsible for the page contents (here we recommend you insert a link to the unit description in the Guide des Service);
- the date and time the page contents were last updated.

4.1 The template features explained

Title



Every page must contain a title. Titles have the following functions:

- they clearly identify the page;
- they are displayed in the results pages when you run a search;
- they are used to identify pages saved as Favourites in the Favourites list.

Titles are used both to identify and to search for pages.

N.B. Note that, by title, we mean the title entered between the <title> tags in the HTML code and not the title entered in the metadata (see [Chapter 7](#) on metadata). However, these titles must be identical. Titles should be short and to the point. Avoid overlong titles as these may well be truncated. Also avoid using special characters such as &, @, \$, £, etc. Titles must be in the same language as the page.

Banner heading

As described in the previous point, banners help establish the graphical identity of a site or part of a site.

- images used for the banner should not exceed 700 pixels in size
- banners must be in the same language as the page

We can help any department that does not have the necessary software to personalise banners on pages they are creating.

Choice of language

If more language versions are available, they should be linked to through images or icons on the body of the page. Language buttons FR and EN are contained in the standard header. For more details on multilingualism, refer to [Chapter 6](#).

Vertical navigation

The top of each page must contain a link to higher levels of information, beginning with a link to the IntraComm homepage, and the title of the site or subsite in question (NB the title being the logical title of the site or subsite rather than the name of the folder where the files are stored). These links must consist of at least two levels of navigation. Information providers can include more levels depending on the needs of the site. For reasons of readability and user-friendliness, these navigation features must be in text form:

>> [IntraComm](#) > [level x](#) > page x

These links must point to higher levels in the same language version as the page itself.

Other tools

Each page must contain a link identifying the person or group responsible for its contents. A "Contact" button or link enables the user to contact these people using an electronic form or an e-mail.

Pages must also contain a link to the IntraComm search engine. A link to the subject index is, however, optional.

Other navigation features can also be added to the site, such as a link to a news page, if one is available. For all the navigation buttons on your site, make sure you specify whether they refer to IntraComm as a whole or just to the page or subsite in question. For example, the "Search" button can be linked either to

the IntraComm search engine or to an internal search engine for your subsite. You can differentiate between the two by using the tag <alt> (e.g. "Search on this site" or "Search on IntraComm").

Date of last update

You must indicate on each page the date on which its contents were last updated, unless this has already been entered in the metadata (see [Chapter 7](#) on metadata).

4.2 Application

In the [toolbox](#) you can download the standard version of the template in English and French, together with all the associated visual elements.

Rule 5 « Informatics technology »

1. Rule

The technology used in IntraComm pages must conform to the capacity and capabilities of the standard Commission internal server and client PC configurations.

2. Justification

Compatibility with internal Commission server platforms and PC configurations ensures access for all internal users, but it must always be kept in mind that this does not guarantee access to **all** users (other Institutions, officials at home or on mission, retired officials, etc.).

Where access to external users is essential, no assumptions can be made concerning the target users' technical capabilities and so a "lowest common denominator" approach must be taken, as for EUROPA internet pages.

3. Description

3.1 Environment

The Data Centre, ADMIN/DI/DC, hosts IntraComm on behalf of the **Internal Communication Group, ADMIN/D5**, using web servers and database servers run on UNIX compatible systems. The technical details are described in a separate document.

The Data Centre has set up two environments. The *production environment* is accessible to all users. The *test environment* is accessible only to information providers and can be used to upload and verify content, links and scripts before having them copied to the production environment.

Changes to the production environment are executed according to the procedures set out in this IPG, [chapter 2](#)

The target user configuration is :

- browser type: MS Internet Explorer (version 5+) or Netscape Communicator (version 4.7)
- JavaScript capability : yes (but may be disabled by user choice)
- frames capability : yes (but should not be used for IntraComm sites)
- 800 x 600 colour monitor
- Plug-ins available : (see [Product List](#))

For a description of standard reference configurations, see the [Informatics Architecture](#).

3.2 General Rules

1. Use standard templates where available and appropriate
2. Use standard images where available and appropriate
3. Use standard software listed on the Commission's official Product List
4. Follow all the rules and procedures described in this Information Providers Guide

3.3 Detailed Rules

3.3.1 Identification

!DOCTYPE

The current version of HTML officially approved for use on IntraComm is HTML 4.01 Transitional.

Although the !DOCTYPE tag is not strictly required for any HTML page, it is recommended as it has many advantages :

- it specifies to a browser that the code is HTML, that the DTD (Document Type Definition) is an official W3C public DTD, and it specifies the HTML version

- this identification is also essential for any quality control and/or verification procedures
- Usually the !DOCTYPE is inserted automatically by HTML-editors and authors give little or no thought to its accuracy or usefulness. Care must be taken that the !DOCTYPE tag accurately reflects the status of the HTML which follows.

Recommendation for the !DOCTYPE tag :

```
!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
```

This is the HTML 4.01 Transitional DTD, which includes presentation attributes and elements that W3C expects to phase out as support for style sheets matures. The Strict DTD should be used when possible, but it is very strict, and use of the Transitional DTD gives more flexibility in the transition from previous HTML versions to 4.01.

META DATA

See chapter 7

3.3.2 Presentation

Text and fonts

- do not use embedded fonts - they add to the overheads of the page and there are browser compatibility problems
- always declare the character set in use
for Latin characters use ISO-8859-1 META HTTP-EQUIV="Content-Type"
CONTENT="text/html;CHARSET=iso-8859-1"
for Greek pages use ISO-8859-7
META HTTP-EQUIV="Content-Type" CONTENT="text/html;CHARSET=iso-8859-7"

Links

Links may be implemented in different ways :

- **Text**
a link may be attached to a word or phrase
 - links must be underlined to distinguish them from other text, except when they are part of a list or otherwise indicated to be a link
- **Image**
a link may be attached to an image
 - the image must not have a border to indicate a link, use BORDER="0"
 - the image must have a descriptive ALT text in the language appropriate to the page
- **Image map**
several different links may be attached to different areas of an image
 - image maps must be client-side
 - the image must not have a border to indicate a link, use BORDER="0"
 - the image must have a descriptive ALT text for each link area in the language appropriate to the page
- **JavaScript**
several means of specifying links may be embedded in JavaScript
 - a text alternative must be provided for the same links (this also improves indexing by search engines which may not be able to see inside scripts)

The HREF attribute of links may be specified in several ways :

- absolute URLs of the type "http://www.xxx.com/things/index.htm". This is the format for external links only. For internal links this format must not be used as it destroys the independence of the test and production environments by crossing over between them.
- relative URLs of the type "../index.html". This is the preferred method within IntraComm.

- relative to root of the type "/index.html". This is particularly useful to return to higher levels of IntraComm or other sub-sites and also to reference standard images, because the HREF value remains the same at whichever level it is used (it may, however, cause some difficulties when testing locally on a PC).

Other requirements for links :

- Links must always be to a page in the same language as the source page. Where this is not possible because the destination page does not exist in the appropriate language, this should be indicated.
- Links should always be to pages/sites which are accessible to the same audience as IntraComm itself. Clearly indicate where this is not possible.
- Where links are made to other IntraComm sites, care must be taken to follow any rules established by the owners of those sites.
- **Do not duplicate information, link to the existing source in all cases**

Images

- always use standard IntraComm images when available :
 - the images must be used from the standard libraries (important : do not make local copies)
 - the language version appropriate to the page must be used
- When standard images are not available, create new images or use existing ones:
 - always use .gif or .jpg formats
 - to allow a transparent background use .gif format 89a
 - for animation use .gif format 89a
 - keep image sizes as small as possible
- all images must have the alternative text attribute (ALT) set in the same language as the page
- all images must have HEIGHT and WIDTH attributes set
- always use BORDER="0"
- do not use large background images
- care must be taken to respect the copyright restrictions on images

3.3.3 Structure

FILE FORMATS

The following file formats are recommended for use on IntraComm :

- **HTML files**
filetype ".html" or ".htm"
- **PDF files**
filetype ".pdf"
This platform independent format has become a standard on the internet with the necessary reader included in the Commission's standard configuration, and available free of charge to others
- **IMAGE files**
filetype ".gif", ".jpg"
(The ".png" format is not yet fully supported by all browsers)
- **ZIP files**
filetype ".zip"
This is also an industry standard for grouping and compressing files for download
- **SOUND and Video files**
Formats must be compatible with the Commission's standard plug-ins (see [Product List](#))

Always indicate the file type and the file size

Frames

The general rule is : no frames.

Frames can be quite useful if used in the right manner, usually for retaining an index or a header on a page, but quite annoying if you want to bookmark a page or print out a page. There may be further

problems when individual frames become directly accessible via a search engine, without the presence of the full frame context.

The special rule is : under "special circumstances" frames may be allowed with prior authorisation of the IntraComm Team. There is a big emphasis on PRIOR.

The "special circumstances are" :

Where the use of frames significantly improves access to, or maintenance of, information *without compromising the other rules* of this IPG. This may be through :

- improved navigation
- retention of an index, or other reference, always visible on screen. This may be particularly significant on large complex sites
- concentration of fast-changing information into a frame for regular and fast updating (news, for example)

Authorisation is considered on a case-by-case basis.

When authorised, the following constraints still apply :

- a NOFRAMES version must be available. It does not need to be a complete second version of the site as this would imply duplication of effort but it is not enough to allow "Sorry, you can't access this site because you don't have frames" – a NOFRAMES alternative must be provided
- the WAI guidelines for the use of frames must be followed
- automatic breakout when linking outside the frameset is essential
- automatic (re)construction of a frame context should be used where possible

3.3.4 Multimedia

Sound and video

Sound and video add to the richness of IntraComm pages but excessive use can overload the server and/or the user's connection and result in an unacceptably long download time. Sound and video should only be used to convey information, not simply for entertainment.

Plug-ins

Pages and documents on IntraComm must not require the use of a "non-standard" plug-in. (See the Product List for standard plug-ins)

3.3.5 Dynamic web pages, scripting, CGI, ...

Active X

Must not be used because it is platform dependent.

Java

Java is a very versatile and powerful platform independent tool, and its use is allowed on IntraComm with the following restrictions :

- it is not used simply for flashy tricks, but adds real value to a site
- its use must not be vital to the functioning or navigation of the site
- all possible server side security concerns are investigated and resolved
- pure Java is used (to remain platform independent)
- when development tools automatically generate Java code, it should be checked for "purity"
- the standards for presentation and content described in this IPG are maintained and respected

DHTML

Dynamic HTML is HTML which can be modified even after it has been loaded into a browser. It is a concept which has been enabled by a number of inter-acting technologies, including JavaScript, VBScript, the Document Object Module (DOM), layers, and Cascading Style Sheets (CSS).

There are certain difficulties in its use :

- different implementation in different browsers
- the habit of some users to disable JavaScript which may be vital to the functioning of the DHTML

DHTML techniques are recommended for use on IntraComm only with the following restrictions:

- they are not used simply for flashy tricks, but add real value to a site
- their use must not be vital to the functioning of the site
- it is not used as the sole base for navigation
- it degrades gracefully for users who do not have (or choose not to have) the necessary capabilities in their browsers
- it is implemented for and tested for compatibility with all different browsers

Javascript

The use of JS is subject to certain restrictions :

- it is not used simply for flashy tricks, but adds real value to a site
- its use must not be vital to the functioning or navigation of the site
- do not use for functions which already exist in another form ("Back" for example)
- always check for browser compatibility
- the standards for presentation and content described in this IPG are maintained and respected

Examples of adding real value are :

- improving navigational options
- validation of form input
- checking and routing according to the user configuration

In all these cases alternative non-JS solutions must also be available and the JS must degrade gracefully. (See also part 7 on WAI accessibility.)

Dynamic contents

The use of static pages is preferred, but dynamically generated content is allowed with the following restrictions :

- only official web development products in the Commission's [Product List](#) are used
- alternatively, CGI scripts written in Perl 5 or other compiled programming languages may be used (there may be problems testing CGI because of access restrictions to the [cgi-bin library](#))
- only database products in the Commission's [Product List](#) are used
- the standards for presentation and content described in this IPG are maintained and respected

Rule 6 « Multilingualism »

1. Rule

The site should normally be at least bilingual, French and English

2. Justification

Not every member of staff is capable of reading both French and English. However, almost all staff is able to communicate fluently in one of these two languages.

Thus, information necessary for all staff must be made available in both languages. On the other hand, useful information and that of a « nice to know » nature can be disseminated in just one of the two languages.

An example: In an EC delegation, a local agent handling mission accounts, should have access to administrative instructions relating to missions in both English and French, and thus having a genuine choice between the two languages

3. Description

3.1 Multilingualism

Principle

General information and administrative instructions should be published in English and French.

Specialised information or news-related information may be published in only one of these languages.

3.1.1 General information and administrative instructions

The first levels of any site or sub-site should be available in the two languages mostly used within the Commission. Likewise, reference material, general information and instructions of an administrative nature, that all staff are supposed to read or consult when necessary, should be in EN and FR.

This applies to the following pages/information/documents:

- The home page of a site or sub-site
- Stable information of long lasting interest
- Administrative instructions and messages

However, it is often best to publish as soon as one language version is ready and then subsequently add the alternative version, rather than to postpone publication, awaiting the availability of both language versions.

3.1.2 Specialised information and news-related information

Specialised information and news-related information need not necessarily to be disseminated in two languages.

This includes the following pages/information/documents:

- Technical information
- Information for a restricted audience, e.g. Minutes of meetings
- Newsletters and on-line journals
- Timetables, events, conferences

3.1.3 Mixture of languages on the same page

As a general rule languages must not be mixed on one and the same page

However, internally in the Commission, documents in mixed languages are often seen as a compromise between mono-lingualisme and bi-lingualism. Thus, when it is well justified this rule may be set a side for specific types of information.

This includes the following pages/information/documents:

- Newsletters and on-line journals, e.g. « Commission en direct »
- Noticeboards
- « What's new » pages

3.2 File-naming conventions

See [chapter 3](#), Architecture, on how to indicate the language version in a file-name.

Rule 7 « Accessibility »

1. Rule

The IntraComm site must be accessible for all Commission staff as well as for selected key partner groups.

2. Justification

IntraComm is first and foremost a working tool and an information channel for Commission staff in active service. This working tool is available for the entire staff whether working in their offices, from home or on mission. It must be available for staff in Commission workplaces throughout the Union and for staff in its delegations.

IntraComm should – as far as possible - also be accessible for staff with physical handicaps.

Most parts of IntraComm are also available to the staff of other EU institutions, agencies and bodies as well as to different groups of non-active Commission staff, i.e. retired officials, officials on leave, persons on a survivor's pension, etc.

3. Description

Three aspects of accessibility are dealt with here below:

- Access permissions, i.e. what should be accessible for whom
- Guidelines on accessibility for disabled users
- Use of meta data for search and retrieval of information on the site

Technical requirements for access are dealt with in [chapter 5](#)

3.1 Access permissions

3.1.1 Types of users – types of access

The URL to use for access is different for different user groups – active Commission staff, pensioners and staff of other EU-institutions. An overview is given in [chapter 1](#).

Staff accesses from home or on mission

The responsibility for instructing an official on how to connect to IntraComm from outside the EC premises rests with each local IRM. However, [a guide on how to connect can be consulted on IntraComm](#).

Access from other EU Institutions/agencies/bodies

Any EU institution/agency/body wishing to access IntraComm must be integrated in the data transmission network, known by the acronym TESTA II. This is a European secure network, and part of the EU financed project on the "Interchange of Data between Administrations".

Most EU Institutions and agencies are connected to TESTA II, and their staff will therefore have access to the IntraComm site.

3.1.2 Password protected sub-sites

For staff accessing IntraComm from their place of work, information on IntraComm is normally made available without the request of login and password. However, login and password protected areas can be created if an information provider wants to publish information with access only for a restricted group of Commission staff. Request for such a protected area must be send to the [IntraComm Team](#) through the Webmaster of your DG.

3.1.3 Access for Commission staff only

Information providers might, for reasons of confidentiality, copyright issues or other imperative reasons, want to prohibit access to certain directories on their sub-site by users outside the Commission i.e. other EU Institutions, agencies or bodies. This can be done by including an /i/ in the URL/pathname.

Example: <http://www.cc.cec/home/dgserv/sg/i/college/index.cfm>

Attempted unauthorised access will generate the following message:

The page you are trying to access has been classified as "For Internal Use Only". This means that only Commission staff in active service are allowed to view this page.

A small number of pages on the Intranet of the Commission are restricted for Internal Use Only. This is due either to rules on copyright or because of the sensitivity of the information contained in these pages. We regret any inconvenience this denial of access may cause to you and hope that you still find useful and satisfactory the considerable amount of information available to you.

3.1.4 Personalised access – your IntraComm profile

Demand for a more personalised access to IntraComm information requires the user to identify himself when accessing IntraComm for the first time or when changing profile information. The introduction of such identification serves the sole purpose of offering personalised information, eg. information specific for the user's domain of work (access to specific work tools) or place of work (access to local intranet).

3.2 Accessibility for disabled users

The Commission has committed itself to the application of the guidelines on WAI (Web Accessibility Initiative), priority level 1 for both the Europa Server and for its Intranet IntraComm. The purpose of implementing the WAI guidelines is to make it possible for staff with physical handicaps - such as visually impaired staff - to exploit the information published on IntraComm.

Detailed description of the WAI guidelines can be found in the [Europa IPG, chapter 7](#)

Courses in WAI may soon be offered to webmasters and other interested staff

Applying the WAI guidelines is not only required, but it makes good sense. Many of the measures prescribed to improve accessibility for disabled people equally improve accessibility for non-disabled people.

3.3 Use of metadata

3.3.1 Why metadata

Metadata is data that describes the content of a web document. It is essential for the management of web content. Combined with controlled subject indexes, it equally allows the web user to search thematically for information on the intranet.

Developing a web site without metadata is like having a library without an index system.

Metadata provides information for:

- Specification of the character set to be used.
- Identifying a document formally (title, reference, format, language, etc.)
- Identifying who is responsible for a document (author, publisher, e-mail address)
- Management and administration purposes (expiry date, relations to other documents, etc.)
- Identifying the content of a document (subject classification, document type, description, etc.)

3.3.2 Metadata on IntraComm

IntraComm uses the metatags defined by the Dublin Core Working Group and endorsed by the W3 consortium. However, only a subset of the tags – those defined below – are mandatory. For the full list of Dublin Core metadata, see "[Dublin Metadata Core Element Set](#)".

Besides this compulsory metadata, the information provider may introduce other metadata considered necessary for management purposes (e.g. "DateAlarm", "WritePermission", "Version"). However, it is forbidden to include in the metadata any information relating to the firms involved in designing, producing and updating web pages for IntraComm.

PDF and Word documents must equally be tagged by filling in the "properties"-form (under 'File' > 'Properties') for each document. For the relevant HTML metatags the equivalent tags in PDF and Word are listed in the [Annex 2](#)

To generate metadata, and particularly to find the right subject classification code(s) and the right "type" code, a metabuilding tool has been developed for use on both IntraComm and Europa. This [Metabuilder](#) is developed to help the webmaster generate metatags in the transitional period until a similar tool integrated in the Web Content Management System becomes available

3.3.3 Compulsory metadata

On IntraComm, 7 meta tags are compulsory:

"Title", "Author/Creator", "Type", "Classification", "Description", "Date", and "Language"

It should be noted, that compared with the compulsory metatags on Europa, IntraComm do not exact the presence of metadata "Reference" and "Keywords". However, the metadata "Date" is compulsory, which is not the case on Europa.

Instructions for inserting metadata is enclosed as [Annex 2](#).

Annex 2 Instructions for inserting the 7 compulsory metadata.

Each descriptive element has a NAME attribute and a CONTENT attribute in the following format:

<META NAME="Title" CONTENT="The Commission Reform Site">

All meta can have multiple values, except "Title", "Type", "Description" and "Date". The syntax for listing multiple values is always the same, i.e. separation by comma's.

Metadata	Explanations	Example for page: http://www.cc.cec/home/ipg/chapter07_en.html	PDF equivalent
1. Title*	Identical with the title in the title tag <TITLE></TITLE>. The title should be in the language of the document (including accents etc.)	<META NAME="Title" CONTENT=" Rule 7 - Accessibility">	Title
2. Author/Creator*	Identifier of the entity which is responsible for the content of the page. For DGs and services the format should – whenever relevant – be COMM/[DG acronym]/[directorate]/[unit]. The official list of acronyms for DG and Services should be used. Other bodies should use their name in a uniform way on all their documents	<META NAME="Creator" CONTENT="COMM/ADMIN/D/5">	Author
3. Classification*	The topic of the resource such as defined in the <u>Common Taxonomy for Webpages</u> (IntraComm and Europa). The topic is represented by a 5 digit code.	<META NAME="Classification" CONTENT="33500,33140">	
4. Type*	The category of the resource, such as defined in <u>the list</u> shared with the Europa IPG	<META NAME="Type" CONTENT="49">	
5. Description*	To identify the origin of the document, content must start with « IntraComm -». Then a sentence or two describing the content or, alternatively, a list of free keywords separated by semicolon. The search engine will include this description when displaying its result list	<META NAME="Description" CONTENT="IntraComm - Information Providers Guide (IPG) chapter 7 accessibility; access permissions; guidelines on accessibility for disabled users; use of meta data for search and retrieval of information ">	Subject
6. Date	Date of creation or last important update of the content The format is according to ISO 8601, i.e. yyyy-mm-dd	<META NAME="Date" SCHEME="ISO8601" CONTENT="2004-01-15">	
7. Language *	ISO 639-1 language code of the document, made up of two lower-case letters. Normally only <u>ISO 639</u> codes for English: en and French: fr will be relevant	<META NAME="Language" CONTENT="en">	

* = Meta tag also compulsory for documents on the Europa Server

Rule 8 « Interactivity »

1. Rule

Websites ought not to be mere one-way platforms for posting information - visitors should also be able to react to the information they find there.

2. Justification

If readers of a paper publication have the opportunity to react by writing a letter to the author, then information providers should take advantage of Internet technology to enable visitors to interact with their site by personalising the page presentation, asking questions, giving feedback, replying to questionnaires or discussing issues with other users.

3. Description

User interaction on IntraComm can be divided into two categories:

Interaction with the site creators :

- personalisation
- online consultation
- feedback mechanisms

Interaction with other users : fora

Before initiating an interactive service, you must first assess how many staff will be needed to implement it.

The technical details of all interactive functions are covered in [Chapter 5](#).

3.1 Interaction between users and site creators

3.1.1 Personalising webpages

In this way, users can adapt the parameters so that the information is presented in a way that best matches their profile: this entails changing colours, font size, screen width, the order in which data is displayed, type of information displayed, etc.

3.1.2 Feedback mechanisms

Mailto

The easiest way to obtain feedback from users is to include an e-mail address in your webpages. Each page published on IntraComm must include a "Contact" link to a mailbox (see [Chapter 4](#)). The advantage of using a group mailbox instead of a personal mailbox is that you are not affected by changes of staff or internal organisation. However, you are not permitted to create a link simply to the general IntraComm "Mailbox" page.

Tips on maintaining a mailbox

See the code of [Good Administrative Behaviour](#)

- **Reply as soon as possible.** If it is going to take you slightly longer to prepare your reply, you should at least send a receipt confirmation informing the user that you will reply to the query as quickly as possible. Do not forget that when corresponding by e-mail users expect to receive replies much more quickly than by traditional mail.
- Whenever you can, include in your replies the relevant **URLs which the user can consult** to find all the information he/she needs.

- **If you are going to be absent**, avoid setting up an automatic reply for the mailbox explaining your absence. Group mailboxes should never be left untended - it is precisely one of their advantages that they can be maintained by your replacement when you are not in the office.
- **If you do not know which person/department to forward a query to**, you can send the mail to the IntraComm management team.

"Mailto" is a very easy and convenient way of allowing users to send e-mail. It opens a mail window with the destination address entered by default. Exactly how it does this varies considerably according to the local configuration of a user's system.

- A browser can have its own built-in e-mail system.
- A browser can have an integrated link to an e-mail client from the same family of products.
- A completely independent e-mail client can be configured to intercept all "mailto" links encountered by a browser.
- There may be no link to an e-mail client, or no e-mail system at all.

In the first three cases the exact implementation of "mailto" may be very different, and in the last case it will not work at all.

For these reasons, some constraints have to be applied.

Requirements:

- Use the format HREF="mailto:Aaa@cec.eu.int" where Aaa is the registered name of the intended recipient
- Check the exact e-mail address in the Commission's address book
- Use only functional mailboxes instead of the address of an individual official (If it is specifically required to use a personal mailbox then obtain the agreement of the recipient).

Restrictions:

- use the format "mailto:Aaa@cec.eu.int?subject=xxx" only when really necessary - it may not always work
- avoid the use of other parameters such as "cc=xxx" and "bcc=xxx".

Mailform

If you want the information on your site to be well-structured, it is advisable to use special forms designed for gathering information.

(see <http://www.cc.cec/Publishing/mailform.htm>)

The answers can be processed automatically and stored in a database for purposes of statistical analysis.

Mailform is a programme provided by the Data Centre which you can use to create complex multilingual forms.

For the complete summary of Mailform functionality and examples, go to

<http://www.cc.cec/Publishing/mailform.htm>

JavaScript can be used to validate the data entered in the form.

The person or group responsible for the page content must be identified on each page. Mailform can be activated by a "Contact" button or link. Users can use this function to contact the person(s) responsible for a page using an electronic form. They can also use mailto, albeit with the limitations described above.

Online questionnaires

Online questionnaires are used to canvass users' opinions on a given subject, such as satisfaction with the site or any other issue.

Before launching an online survey, you must determine its objectives (what do you want to know?) and ensure you will have the necessary technical resources (to set up the form for completion by users, maintain the answers in a database, etc.) and human resources (to process the answers to open questions, etc.).

Results of surveys give an indicative, non-scientific impression of tendencies among users. They cannot be used to deduce precise information about IntraComm user profiles and behaviour. Users reply on a voluntary basis and are therefore not necessarily a representative sample of all users - (unlike with opinion polls). Surveys cannot replace more systematic tools such as statistical analysis of website hits, they can only complement them. Their role is to give users a chance to express their views.

3.2 Interaction between users

Visitors to a website share a common interest in the site content. They can use the Internet to communicate with one another about the content.

3.2.1 Fora

Forums give users the opportunity to carry out such discussions - they can post messages here which other users can read and reply to.

See: <http://forum.europa.eu.int/>

You can create a forum with the CIRCA product.

See <http://forum.europa.eu.int/Public/irc/opoce/irc/home>

4. Technology

Cookies

The use of cookies is allowed with certain restrictions.

It is important that IntraComm should follow the Commission's guidelines on privacy and data protection and reassures users that cookies are not being used in any intrusive way.

The use of cookies on IntraComm is therefore allowed only with certain restrictions :

Cookies can only be used without explicit permission if they are limited to the current session.

In the exceptional case where a cookie must be stored beyond the current session, explicit permission must be obtained, including an explanation of why it is necessary and the expiry period must not exceed one year. Furthermore the exact information which will be gathered must be listed and an assurance given that it will not be used for any purpose other than the one stated.

If refused, the cookie must not simply try again indefinitely, nor must access to the site be refused.

Rule 9 « Legal notice and notice on editorial policy »

1. Rule

The legal notice covering the disclaimer, the confidentiality notice and the general privacy statement must be inserted at the top of every page.

A notice on editorial policy should be included on pages where it is relevant and publishing rights for third party material must be ensured.

2. Justification

As people other than Commission staff members have access to IntraComm the Legal Service of the Commission is of the opinion that the requirement for a disclaimer is the same on IntraComm as on the EUROPA Server. Furthermore, the information provided on IntraComm cannot be considered to be in the Public Domain and therefore a notice on confidentiality is required as well. Finally, as the European Union is committed to user privacy, the EU policy on the protection of personal data must be ensured. Thus, all IntraComm pages must carry a disclaimer, a confidentiality notice and a general privacy statement.

3. Description

3.1 Standard reference to the disclaimer, the confidentiality notice and the general privacy statement

The standard text given below in English and in French must be placed at the top of every page without exception. The standard text links to the page http://www.cc.cec/home/about_en.html for the English version and to the page http://www.cc.cec/home/about_fr.html for the French version.

Do not make local copies of the texts - always link to them.

The full version of the IntraComm templates (FR and EN versions) include the standard text here below as well as the links to the texts behind.

EN

IMPORTANT: [Disclaimer , Confidentiality Notice and rules on Privacy Protection](#)

FR

IMPORTANT: [Clauses de confidentialité et de non-responsabilité et règles de protection de la vie privée](#)

3.2 Notice on editorial policy

Information providers who provide links to external sites or publish information such as letters to the editor, event calendars, small adds etc, might need to establish an editorial policy in relation to this.

The IntraComm Team proposes the following text on editorial policy:

Editorial policy

The aim of this site is to enhance access for Commission staff to information useful for their everyday life in the Commission.

Our policy is not to publish messages, or to link to external web-sites, that are clearly racist, sexist, homophobic or can otherwise be reasonably judged to cause general offence, or seek to undermine the work of the European Communities.

Unless there are good reasons to the contrary, our policy is not to publish messages or to link to religious or party-political internet sites.

We equally aim at avoiding the presence of links to commercial sites unless we have reason to believe that the general or public service interest of the site prevails over its commercial nature.

Thus, we reserve the right to deny publication of a message or a link to an external site.

Reference to this text can be made from either selected pages or from every page on a sub-site.

3.3 Rights for third party material

All third party material published on IntraComm has to be checked for the necessary rights. If the material is not the property of the Commission, it should not be published or should be removed immediately.

3.4 Specific privacy statements

All IntraComm e-services which collects personal data, or data that can be used to identify an individual, must define a specific privacy policy statement for that particular service. A prominent link to the specific privacy statement must be added to the page or form used for the collection of personal data. This will ensure users the possibility of reading the specific privacy statement before encoding their personal data. A skeleton privacy statement for a specific e-service is enclosed as annex 3.

Remember to notify the [Data Protection Office](#) of e-services which collects personal data.

4. Procedure

- Add the standard text with the link to the disclaimer, the confidentiality notice and the general privacy statement at the top of every page
- Check that you have the necessary publishing rights for any third party material
- Link to the notice on editorial policy from the pages where it is relevant
- Define a specific privacy statement for each e-service which collects personal data

5. Tips and tricks

For further questions related to legal issues you can contact the following persons:

Disclaimer and all related legal issues : Niels-Bertil.Rasmussen@cec.eu.int

Data Protection : The Data Protection Officer, Dieter.Koenig@cec.eu.int

Annex 3 Privacy Statement for a specific e-service.

1. The Specific e-Service

This section will give a general description of the service offered

2. What personal information do we collect, for what purpose and through which technical means?

Identification Data

This section will describe in detail all personal data that is collected by the service and explains why it is collected. Examples are identification data of the person (name, address ...), preferred language, professional occupation, etc. For each information item it should be indicated whether its input is mandatory or optional.

If there exists a legal basis for the collection of personal data, it should be mentioned.

Additional information of a personal nature in relation to the service

This section will list all the possible additional information of a personal nature that the service collects and how it relates to the service offered. As an example, a mailing list service may inquire about the domains of interest of the person in order to send focused newsletters.

Technical information

This section will explain what technical means are used to allow the service to work correctly. Examples are cookies, log-records, technical comments, etc. It must clearly be explained

- why these techniques are used,
- which options the user has (to accept or reject the use of them),
- what are the consequences of the user's choice.

3. Who has access to your information and to whom is it disclosed?

This section will explain who has access to the personal information that a user has provided and how it is processed. It is not necessary to give a list of individual names; a general reference to the services concerned is acceptable. Please bear in mind that access to personal data should be limited to only those who need to know (not for an incompatible purpose). If the information collected is passed on to third parties, it must be explained under which circumstances (not for an incompatible purpose and not for direct marketing) and constraints this will happen. In particular, the user should keep the possibility to object to it on-line, at any time and in an easy manner.

Please bear in mind that the absence of any information will be considered as the controller undertaking not to communicate the information collected.

The EU should not share data with third party for direct marketing.

This section will furthermore explain the purpose of the data collection.

4. How do we protect and safeguard your information?

This section will explain on a general way the measures taken to protect the data given by the user against possible misuse by internal or external persons, companies or services. It will describe the protection mechanisms (password protection, encryption, use of certificates ...) used while storing or transmitting the information. Please bear in mind that the protection mechanisms must follow the rules described in Regulation 45/2001, in particular articles 22 and 23.

5. How can you verify, modify or delete your information?

This section will explain how the user can have access to his/her data and how he or she can modify or

even completely delete it (if the processing is unlawful). It should also specify any delay necessary for processing the requested modification.

If necessary, particular attention must be drawn to the impact that certain modification requests may have. For example, in case of use of a central register the user should be warned that a request for deletion of his personal data may have unwanted side-effects such as the deletion of services other than the one in question.

6. How long do we keep your data?

This section will explain how long the personal data provided by the user is kept in the service's database. In particular it will indicate any automatic removal of the data (e.g. after a given time) or any temporary preservation of it following a request for removal (e.g. in order to avoid mistakes).

This section should also indicate the lifetime of any technical information stored either on the user's equipment or on the server.

7. Contact Information

This section will indicate how the user may ask questions or post complaints about the service with respect to the use of his/her personal information. A precise indication of the identity and the contact address of the responsible person or service (i.e. the controller, see art. 2, litt. d of the above Regulation) must be given. Reference must be made to the general privacy statement for an explanation on the possibilities of appeal in case of conflict.

Rule 10 « Quality control »

1. Rule

Sites and information disseminated on IntraComm should be subject to regular quality controls

2. Justification

Online publishing shall meet the same quality criteria as traditional publishing in printed form.

Disseminating on the web has two advantages:

- High visibility
- The possibility – and obligation – to always supply up-to-date information

Quality control should therefore be stringent and regular, both at technical and editing level.

3. Checklist

<u>Chapter 2: Setting up and managing a site</u>	
Setting up a new site	Check that the content of your site is of interest to a larger audience and that the information is not already present somewhere else on the intranet
	Check that you have adequate resources not only to set up the site but also to keep it up to date
	Have you read and followed the IntraComm IPG?
	Have you contacted the <u>IntraComm team</u> before developing you site and worked in close contact with them?
	Have you had the needs of the users in mind all along the developing process? Have you done a usability test?
	Check that you have a « contact » button on every page. This button should either link to a suggestion box or to a Mailto address. You might ask your IRM (<u>Information Resources Manager</u>) to create a generic mailbox for you
	Have you asked for FTP access to the relevant URL's for the people who will be in charge of updating the site? Request for FTP access should be forwarded to the <u>IntraComm Team</u> through the DG Webmaster
Managing a site	Check regularly that information on your site is up to date
	Check regularly that both external and internal links are all valid (you might use Linkbot for this)
	Have you informed the <u>IntraComm team</u> of all changed or deleted URL's?
	Have you made correct redirections from changed or deleted URL's?
	Have you created a « What's new » (or something similar) to notify users of novelties on your site?
	Do you archive relevant sites and pages before removing them from the active site?
	Publishing an announcement on the home-page of IntraComm: Do you send messages in due time and according to the subject of one of the two mailboxes at your disposal?
<u>Chapter 3: Architecture</u>	
	Check that directory names are in English, that file names and directory

	names are all in small letters and that the naming convention for language versions are respected
	Check that each directory contains a file « index.html » - or one of the valid alternatives - as entry point for that directory
<u>Chapter 4: Presentation</u>	
	Decide if, for the presentation of your web pages, you want to use the minimum version, or, if you will follow the full version. In the latter case, you should download it from the toolbox.
	Check if you have included the following navigation/service utilities on all your pages: The two-step path, « Contact» , « Search» , date of last update of the content and links to other linguistic versions if relevant.
	Check the coherence of your design (use of CSS), the readability of your content in more than one browser (preferably Internet Explorer and Netscape).
<u>Chapter 5: Informatics technology</u>	
	Have you ensured that all parts of your site can be accessed with the standard PC hardware and software in use at the Commission?
	Consider if there is a need for ensuring access for other users with a less sophisticated PC configuration
	Have you included the right !DOCTYPE and declared the character set in use on all pages?
	Are your internal IntraComm links all relative links? Do your internal links respect the language versions?
	Have you respected copyright restrictions on images etc.?
	Have you respected the general rule : No frames?
	Check that you have only used javascript and dhtml techniques where they add real value to your site and not simply for flashy tricks
	Check javascripts for browser compatibility
	Check that you have followed the "Technical guidelines for Publishing on the Web Servers at Admin-DI-DC"
<u>Chapter 6: Multilingualism</u>	
	Check that you have followed the guidelines for multilingualism. That is, the recommendations on which type of material should be in both EN and FR, which type of material can be presented in one language only and which type of material can be presented in mixed languages
<u>Chapter 7: Accessibility</u>	
	Check if there is a need for restricting access to selected pages on you site. Remember that IntraComm is also available for non-active staff and staff of other EU-institutions and agencies
	Is the site compatible with the WAI guidelines , priority level one? Is it Bobby-approved ?
	Have you – as a minimum - tagged all the web pages with the seven compulsory metatags: Title, author/creator, classification, type, description, date and language?
<u>Chapter 8: Interactivity</u>	
	Does your site offer interaction between the users and you and/or between the users themselves?
	Have you allocated resources for the handling of interactive services: To manage the letterbox? To handle mailforms and on-line enquiries?
	Does your use of cookies respect the restrictions set up in this IPG?

<u>Chapter 9: Legal notice and notice on editorial policy</u>	
	Does the legal notice appear on every page?
	Does the legal notice appear in the correct language?
	Have you checked the link to the page with the legal notices?
	Do you have all necessary rights for publishing the material?
	Check if there is a need for linking selected – or all – pages to the notice on editorial policy
	Have you defined and linked to a specific privacy statement for each e-service which collects personal data