

Websites are Public Records

- Agency **internet** sites provide advice/information to the public about the agency, its programs, and its services.
- Agency **intranet** sites provide advice/information to employees about the agency's policies, procedures, etc.
- They are made in connection with the transaction of public business (RCW 40.14.010).
- Agencies must retain all web content in accordance with approved retention schedules (WAC 434-662-140).
- Electronic records must be retained in electronic format and remain useable, searchable, retrievable and authentic for the length of the designated retention period (WAC 434-662-040).

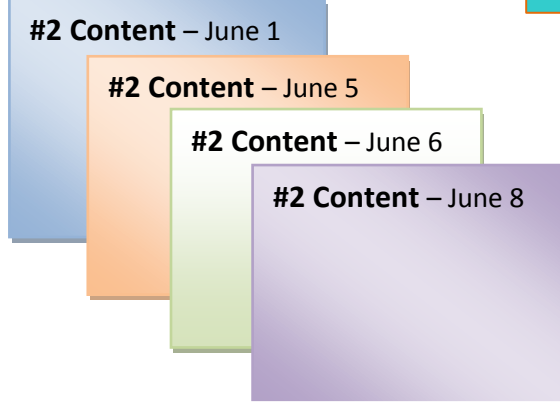
Three components of Website Records:

#1 Design / Architecture

Records documenting the technical design and structure of the website, including the connections between the website and other applications and databases, webpage style templates, etc.

These records are covered by: DAN GS50-06A-03

Applications – Technical



#3 Changes to content

Records documenting the **publishing** of website content:

- Requests and approvals to upload/update/remove content.
- Point-in-time records of web pages (snapshots).

Why document changes?

It is not enough to just know *what* was said (the content). Agencies also need records documenting *when* the information was said, and *when* the information was removed (the context).

Tools/techniques to capture records of changes to website content depend on:

- Size and complexity of website;
 - Level of risk associated with the content;
- and can range from:
- Content Management Systems (CRM); to,
 - A series of email exchanges between content author and agency webmaster.

These records are covered by: DAN GS2010-007

Online Content Management

Database-driven:

- Pulled from agency's database to provide dynamic content for targeted audiences (e.g. location of nearest office based on zip code or IP address).
- Captured into databases via agency website (e.g. web forms.)

Manage the **database** as the agency's primary record, using the appropriate records series based on the function and content of the record.

Secondary copies of agency records:

- Annual reports, plans, policies, etc.;
- Brochures, flyers, etc.;
- Forms (other than web forms).

Manage the agency's primary record, using the appropriate records series based on the function and content of the record, and treat the web version as a secondary copy.

These records are covered by: DAN GS50-02-04
Secondary (Duplicate) Copies

Advice/Information:

- Actual advice/information about the agency, its programs, and its services, not duplicated elsewhere in the agency's records.

Apply the same retention to these records as you would if you provided the same advice/information by letter or email to everyone in your agency's jurisdiction.

Remember: Advice/ information is being provided every day that it is on your website.