



Intranet Governance Framework Policy

1. Purpose

The WA Country Health Service (WACHS) Intranet Governance Framework Policy outlines the governance structure, roles and responsibilities and resources to support the development, administration and maintenance of the WACHS Intranet (Intranet).

For the Intranet to be effective, there is a reliance on the business's ability to self-govern the Intranet to ensure it meets the business needs in a secure, manageable, and cost-effective way.

The Intranet Governance Framework Policy provides direction or guidance on how the Intranet will be governed to ensure its ongoing viability.

The purpose of this document is to:

- establish a hierarchy for raising new feature updates and new business requirements
- ensure that the Intranet is continually aligned with business objectives and deliver business value
- avoid unmanaged sites and content that is not periodically reviewed for accuracy and relevance by defining a content and site review process
- ensure that content quality is maintained for the life of the Intranet site by implementing content management and review frameworks
- establish clear decision-making authority and escalation procedures so violations are managed, and conflicts are resolved on a timely basis
- ensure that content is retained in compliance with record retention guidelines. There are two main governance areas:
 - Governance of technology – responsibility of Health Support Services (HSS)
 - Governance of content – responsibility of WACHS Communications

This document focuses on content and support governance. As with any governance it is important that a hierarchy is established that allows for issues and concerns to be raised up through the system.

The Intranet is designed to support WACHS employees to perform tasks or find answers to their queries which are primarily related to their work.

It also provides a gateway for employees to access information related to their employment and pay, ICT help, purchasing advice, financial services, WACHS-specific news, information, policies, performance development, learning, tools, templates and more.

All content must be helpful and valuable, be written and developed for the user, and not exist purely to promote a business unit or team. Information published on the Intranet should ensure the user's experience is:

- simple – information is easy to find and understand
- reliable – information is relevant, accurate and current and
- responsive – information meets employee needs.

2. Policy

This document should be read in conjunction with the [Intranet Governance Policy](#).

2.1 Single source of truth

All Content Editors and owners must ensure information has single source of truth for employees regarding services, policies, procedures, forms, resources and official news and communications.

Information and documents must not be duplicated from site to site, rather reference information from the Intranet site by linking to relevant pages or direct linking to documents.

2.2 Content accessibility

Web accessibility is a mandatory requirement of all Western Australian Government websites and applies to internet, intranet, e-learning and extranet information, plus documents uploaded to those websites.

Accessibility ensures all users have equal access to internet information and functionality by:

- allowing people with disability to understand, navigate, interact with and contribute to the internet
- helping people with reduced mobility, vision or hearing impairment, to access the internet
- increasing the overall usability of sites for all users – accessible practices such as consistent navigation, appropriate use of language, user-friendly buttons and descriptive links make sites easier for everyone to use.

To help people with disabilities to get online:

- they require access to technologies that can help them use the web
- web pages must then work with those technologies. For example, a person:
 - who is blind or has low vision may use screen reader software to have web content read to them using a computerised voice
 - with a hearing impairment may rely on captions to understand videos
 - with mobility impairment may use a modified keyboard.

While most computers and mobile devices now come with these features either built-in or freely available to download, such products will only work if websites are built in to allow for easier accessibility. For example:

- a screen reader cannot assist a person who is blind or has low vision by reading out a text description of an image if that description (alternative text) has not been added
- a hearing-impaired person cannot enjoy video clips if there are no captions
- navigation for a person with mobility impairment becomes tricky if the layout of a web page isn't intuitive.

Content Editors and Owners must ensure content meets the following accessibility requirements:

- All images, including charts and graphs, must have a description (a text alternative) to ensure someone unable to see the images will understand their purpose and content.

This description is known as 'alt text'. This text is read out to users using a screen reader or shown in place of the image if the image can't be seen.

- Don't copy the caption, describe what the image is showing. Keep image descriptions brief, but ensure it explains the image to those unable to see it. Charts and graphs may require longer explanations but keep it as concise as possible.
- All audio and video presented online must include a text equivalent that conveys the same function or information. Equivalents may be in the form of:
 - transcripts for audio and video (autogenerated, and can be edited, in Microsoft Stream)
 - closed captions for videos.
- Don't just paste in a web address (URL) to create a link – create descriptive link text such as 'Visit the Communications page'. Avoid using 'click here', 'read more', 'more', 'PDF download' – these are not useful for people using screen readers, nor for sighted users scanning a webpage.
- Ensure that foreground and background colour combinations provide contrast when viewed by someone having colour deficits or when viewed on a monochrome screen.

2.3 Photography and images

Where possible, Content Owners and Editors are encouraged to use the [WACHS photo library](#) for imagery on their sites and pages. The WACHS photo library can be accessed on any WACHS or WA Health computer.

Outside of the photo library, Content Owners and Editors must only use royalty-free stock imagery on their sites and pages. These can be accessed through the in-built SharePoint Online stock image library using the image web part. Alternately, Content Owners and Editors can download royalty-free stock images from external sites and upload these to the Intranet CMS.

Any photograph taken for the Intranet that includes employees or any other individual must have a completed photo consent form saved within HP Records Manager (TRIM) as per WACHS recordkeeping guidelines. The consent forms can be accessed from the [Communications Intranet page](#).

Images on the Intranet should relate to the content and should not be inappropriate or depict violence of any kind.

2.4 Social media webparts

All other social media channels (LinkedIn, Facebook, YouTube) where official WACHS and/or WA Health accounts exist, it is permissible to highlight this content on the Intranet.

Creation of any official WACHS external social media accounts are managed and governed by the WACHS Communications team. Promotion of these channels on the Intranet is subject to approval by the WACHS Communications team.

The use of social media must be in line with the WA health system's MP 0128/20 [Use of Official Information, Digital Services \(Social Media\) and Public Comment Policy](#).

2.5 SharePoint Online comments

Comments on all sites and pages have been turned off by default and are locked to this setting. This is to ensure there are no unmoderated comments posted to pages.

2.6 Intranet Content Editor training

At such time that content management transitions outside of the Communications Directorate, Intranet Content Editor training will be mandatory for all Content Owners and Editors prior to receiving approval to manage content on their sites.

To request permission to manage a site or page, employees must:

- complete the Intranet Content Editor training
- seek endorsement from the Site Owner (or delegated Tier 4) to publish content on the site
- submit the permission via the [request form](#).

Essential information for Content Owners and Editors – including user guides, training videos, publishing principles and style guides – is also available on the [Intranet](#).

New features and training are communicated through the WACHS SharePoint Content Editors channel on Microsoft Teams. All Content Owners and Editors are invited to the Team.

2.7 Content Owner and Editor onboarding/offboarding

Onboarding (new Content Editor)

An employee must demonstrate the Intranet Content Editor Training has been completed to gain permission to edit content.

Once permission is granted, they become a member of the of the WACHS SharePoint Editors Group for support. Members of the WACHS SharePoint Editors Group should post messages in this channel regarding:

- broken web parts (not displaying or working)
- queries about how to edit/manage content on a page/site
- feedback/suggestions for improvement of systems/processes/the Intranet
- tips or tricks about managing content.

The channel is also used by WACHS Communications and Information Management and Technology (IM&T) to communicate important updates and changes to the Intranet. The channel should not be used for formal requests for fixes or updates.

Side-boarding (moving permissions to a different site)

Employees can request for edit permissions to shift from one site to another with [WACHS Communications](#), provided the request has been endorsed by the new Site Owner.

Communications must ensure offboarding steps are also completed for sites that no longer require management.

Offboarding

When leaving WACHS or changing positions within the organisation/within WAHealth, Content Editors and Owners must ensure that their Intranet role and responsibilities are handed over to an appropriate colleague.

[WACHS Communications](#) must be contacted via the [Hub Request Form](#) to be advised of this change in Editorship or Ownership.

Communications must also ensure that these users are removed from the WACHS SharePoint Editors Group and that their access to edit and manage pages is removed.

2.8 Creating sites and pages

New site and page requests must be submitted through the [Hub Request Form](#) with Site Owner approval, the preferred text and name of the site or page for review by Communications.

Page names should be short and to the point. They should not include symbols or numbers. Acronyms can be used if it is widely recognised or if the name of the page is extremely long.

Once the form has been approved, the Communications will create the page and provide the requestor with edit access. For new sites, Communications will provide the request to IM&T and HSS who will be responsible for creating the new site. The process for new sites is longer, please allow up to four weeks for new site creation.

A new site or page will not be accessible until the requestor has published the page. The requestor will need to advise Communications when the site is ready for viewing so that it may be added to the navigation panes.

Collaboration sites

Unlike the previous WACHS Intranet which had allowances for collaborative secured sections with restricted access, the new WACHS Intranet does not support this functionality.

Those wishing to establish a secured space for sharing documents and information are required to use Microsoft Teams (MS Teams). MS Teams is a WACHS approved collaboration application, allowing users to communicate virtually via text chat, video and voice call; share documents, and plan tasks.

For assistance with establishing a Team, visit the [MS Teams Intranet page](#).

SharePoint Online team site

When creating an MS Team, a SharePoint Online team site (team site) is automatically created. The team site is an essential component of MS Teams and is required for the document management within MS Teams. The team site cannot be deleted, but also doesn't have to be utilised if the Team chooses not to.

With the team site, employees can create intranet-style site which can only be accessed by the members of the Team.

2.9 Sharing, security and updates

Sharing documents

By default, all sites, files, and folders within the Intranet can easily be shared by Site Members (Content Owners and Editors). This feature has been disabled on all site collections associated with the Intranet to remove edit access for anyone who receives a shared document. Visitors to the Intranet can also easily share these with other users by copying and pasting the URL link.

External sharing (outside of WA Health)

External sharing of content with users outside of WA Health is disabled and not available.

Internal sharing (within WA Health)

All pages on the Intranet are available to everyone across the WA health system to view. If users need to share content with colleagues, provide the user with the URL to the site, page or document.

Folder and file level security

WACHS does not apply security at the folder or file level in SharePoint Online.

SharePoint Online application development and updates

SharePoint Online application features and new web parts will be deployed in accordance with Microsoft's software releases.

3. Roles and responsibilities

Responsibility for the Intranet sits with WACHS Communications, as Intranet Owners. Responsibility for content on Intranet sites remains with the relevant Executive, or their approved delegate (Site Owners).

The **System Administrator** is responsible for:

- managing future upgrades/patches/changes to the application.

The **Intranet Owner** is responsible for:

- managing changes to navigation
- managing changes to the homepage
- assisting Content Owners and Editors with content, including page layout, branding, design, text and other web parts
- web accessibility compliance
- consistent branding
- content governance
- uploading news and announcements
- approving edit and removing access requests

- approving new content requests (sites and pages)
- approving deletion of content requests
- accountable for the Intranet, including overseeing content reviews to assess accuracy, quality and usefulness
- data retention, archiving and purging activities in accordance with the Intranet Owner's requirements and recordkeeping policy
- creating and managing content in accordance with Intranet Publishing Standards and Style Guide and applicable policies
- quarterly content review and management
- logging all Intranet edits and requests
- approving/rejecting content edits
- authoring and publishing content
- if delegated by the Site Owner, approving Content Editor edit access
- managing the creation/deletion of sites and pages.

The **Site Owner** is responsible for:

- sponsoring and owning the site
- the content of the site and meeting the business needs of the organisation
- data retention, archiving and purging activities are being executed in accordance with Intranet governance requirements and recordkeeping policy
- approving Content Editor edit access
- approving the creation/deletion of new sites and pages.

The **Content Editor** is responsible for:

- creating and managing content in accordance with Intranet Publishing Standards and Style Guide and applicable policies
- uploading approved content into the live Intranet environment
- undertaking WACHS Intranet online learning and any updates/refresher sessions as required
- logging all site edits and requests.

The **User** is responsible for:

- viewing Intranet sites and pages
- providing feedback on user experience.

Relevant permissions are assigned to each role to enable employees to undertake different functions for the Intranet. In rare circumstances, employees may be assigned multiple roles at one time, e.g. Site Owner and Content Editor and for different sites.

Where direct edit access needs to be provisioned, units must demonstrate a business-critical need for circumventing the Hub Request Form process.

Site Owners are to ensure that a maximum of two Content Editors are approved per page/section unless extenuating circumstances can be demonstrated.

In the event that edit access is provisioned, the Site Owner remains responsible for the integrity of content, with the same approval and quarterly audit processes to be undertaken.

4. Monitoring and Evaluation

4.1 Monitoring

Monitoring of the effectiveness of the framework and policy and the implementation of key requirements will be carried out through ongoing audit activities undertaken by WACHS Communications in conjunction with the WACHS Executive.

Intranet pages are to be reviewed quarterly for currency and accuracy by relevant leads in conjunction with the Online Communications Coordinator. Each review is to establish whether the appropriate governance requirements have been met in the creation and amendment of pages, including timely recording of changes and appropriate delegation of approvals. At the time of review, the page content is to be evaluated for relevance, currency and ease of use and compliance with this policy.

The Online Communications Coordinator will coordinate this process.

4.2 Evaluation

Prior to formal review of this policy, the Online Communications Officer will evaluate compliance and effectiveness in order to inform potential changes in future iterations.

An overview of all quarterly audits will be used to identify trends and provide recommendations, where applicable.

Communications is to provide progress reports and relevant statistics to Executive upon request.

5. Compliance

This policy includes mandatory requirements under the [State Records Act 2000](#) (WA).

Failure to comply with this policy may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Integrity Policy Framework](#) issued pursuant to section 26 of the [Health Services Act 2016](#) (WA) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

WACHS staff are reminded that compliance with all policies is mandatory.

6. References

- Government of Western Australia “Website Accessibility Policy.” Accessed 2 June 2023 <https://www.wa.gov.au/accessibility>
- W3C “Web Content Accessibility Guidelines (WCAG) 2.0.” Accessed 2 June 2023 <http://www.w3.org/TR/WCAG20/>
- Government of Western Australia “Digital Services Content Writing Guide”. Accessed 2 June 2023 <https://www.wa.gov.au/government/publications/digital-services-content-writing-guide>

7. Definitions

Term	Definition
SharePoint Online	The Content Management System used by WACHS for the WACHS Intranet site
Intranet	An internal computer network for sharing information, tools and other services, usually behind a firewall or closed network not accessible to the general public.
HealthPoint	HealthPoint is the WA Health network of intranet systems providing Health Service Providers with individual, but interconnected intranets.

8. Document Summary

Coverage	WACHS-wide
Audience	All WACHS staff
Records Management	Non Clinical: Corporate Recordkeeping Compliance Policy
Related Legislation	State Records Act 2000 (WA)
Related Mandatory Policies / Frameworks	<ul style="list-style-type: none"> • MP 0145/20 WA Health Information Storage Policy • MP 0051/17 WA Health System Language Services Policy • MP 0128/20 Use of Official Information, Digital Services (Social Media) and Public Comment Policy • WA Health Communications Policy Framework
Related WACHS Policy Documents	<ul style="list-style-type: none"> • Corporate Recordkeeping Compliance Policy • Intranet Governance Policy
Other Related Documents	<ul style="list-style-type: none"> • Intranet Publishing Standards and Style Guide
Related Forms	<ul style="list-style-type: none"> • WACHS Hub Request Form
Related Training Packages	Nil
Aboriginal Health Impact Statement Declaration (ISD)	ISD Record ID: 2480
National Safety and Quality Health Service (NSQHS) Standards	6.04
Aged Care Quality Standards	NA
National Standards for Mental Health Services	NA

9. Document Control

Version	Published date	Current from	Summary of changes
1.00	26 Sept 2023	26 Sept 2023	New Policy

10. Approval

Policy Owner	Chief Operating Officer
Co-approver	N/A
Contact	Manager Strategic Communications
Business Unit	Communications
EDRMS #	ED-CO-23-313901

Copyright to this material is vested in the State of Western Australia unless otherwise indicated. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the provisions of the Copyright Act 1968, no part may be reproduced or re-used for any purposes whatsoever without written permission of the State of Western Australia.

This document can be made available in alternative formats on request.