State of Oklahoma

Social Networking and Social Media Policy and Standards

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## Use of Social Networking/Social Media Technologies

1. REASON FOR ISSUE: The Office of Management and Enterprise Services (OMES) – Information Services Division endorses the secure use of approved social networking and social media tools to enhance communication, stakeholder outreach collaboration, and information exchange; streamline processes; and foster productivity improvements. This Standard establishes policy on the proper use of these tools, consistent with applicable laws, regulations and policies.

2. SUMMARY OF CONTENTS/MAJOR CHANGES: This Standard provides mandatory instruction for all State of Oklahoma agencies, as defined by Section 4 of this standard. As such, they apply equally to all state employees, contractors, vendors and all entities that use or whose activities affect official State of Oklahoma social networking and social media sites.

3. RESPONSIBLE OFFICE: Office of Management and Enterprise Services (090) – Information Services Division, State of Oklahoma Chief Information Officer. The most current version of these standards may be found at the Oklahoma Center for Social Networking and Social Media on the [OMES social media web page](https://omes.ok.gov/services/information-services/social-media-networking-policy-and-standards).

4. RESCISSION: None.

5. EXCEPTIONS: Any exception to this standard may be granted only by the State’s Chief Information Officer. This policy may be reviewed and changed at any time with approval of the Governmental Technology Application Review Board (GTARB).

|  |  |
| --- | --- |
| CERTIFIED BY: /s/  Carlos Johnson  Chairman, Governmental Technology Application Review Board  Distribution: Electronic Only | BY DIRECTION OF THE STATE OF OKLAHOMA CHIEF INFORMATION OFFICER: /s/  Alex Pettit  State of Oklahoma  Chief Information Officer |

## PURPOSE

The purpose of this standard is to provide initial guidance for all State of Oklahoma agencies regarding the creation and use of emerging web tools to facilitate collaboration, information sharing social networking and social media. These tools, described in Section 4.0, include (but are not limited to) blogs, bulletin boards, video and photo sharing sites, social networking and microblogging. Collectively, these are often referred to as components of Web 2.0 and social media and can significantly enhance mission effectiveness through collaboration.

State agencies are encouraged to use these technologies to improve communication about the mission of an agency and its programs with the public at large as well as other state agencies.

The Information Services Division of the Office of Management and Enterprise Services shall approve the technologies suitable for use by state agencies and their programs. State agencies, as defined in Section 4 of this standard, will not create, install or implement their own social media, social networking or Web 2.0 accounts or with technology services providers without following the provisions of this standard. In order to be linked on the official State web portal, OK.gov, the social networking or social media technologies of public entities, elected officials and political subdivisions of the State of Oklahoma, must comply with this standard.

## SCOPE

Each state agency is responsible for ensuring its employees’ and vendors’ compliance with the provisions of these standards. These standards are issued by the Information Services Division of the Office of Management and Enterprise Services in accordance with 62 O.S. §34.20.

The standard covers all state agencies, as defined in Section 4.

## INTRODUCTION

The Office of Management and Enterprise Services Information Services Division endorses the secure use of Web 2.0, social media and social networking tools to enhance communication, collaboration, and information exchange; streamline processes; and foster productivity improvements. Agencies are encouraged to use these technologies, consistent with applicable laws, standards and policies. Policy regarding the use of Web 2.0 components on public facing websites is promulgated by the state’s Chief Information Officer.

## DEFINITIONS

**Account Names (user names)** – Typically, the name used to sign in to a social media or social networking site. However, at times the account name mirrors the name given to a collection of content (channel name).

**Avatar** – A computer user's representation of himself/herself or alter ego, whether in the form of a 3-dimensional model used in computer games or a 2-dimensional icon (picture) used on Internet forums and other communities

**Blog (Web log)** – A website where a blog author can post information on a specific topic targeted to a specific audience. A blog, if commenting is enabled, allows registered members of the public (called blog commenters) to post comments about posts by the blog author. Non-state government IT blogs used by state agency staff for research or customer/technology support are not included in the scope of this standard.

**Bulletin Board** – An online messaging system that may also be referred to as a discussion group or board, a message board, or an online forum. On a forum, a registered user can post a message and receive responses to the message on the bulletin board from other registered users. Non-state government IT message boards used by state agency staff for research or customer/technology support are not included in the scope of this standard.

**Channel Names (and other official identifiers)** – The name the public sees on a social media or social media site, which identifies your content as your official presence on that site.

**Commenter** – A State of Oklahoma employee or member of the public who submits a comment for posting in response to the content of a social media and social networking presence.

**Comment** – A response to State of Oklahoma agency content submitted by a commenter.

**Contractor** – A supplier, vendor or bidder.

**Copyrighted material** – Materials that may be protected by Copyright Law (for example, a cartoon, article, or excerpt from a book) and may not be publicly circulated without prior authorization from the copyright holder.

**County** – One of the 77 political subdivisions of the State of Oklahoma, a county is the largest administrative body below state government..

**Elected Official – An individual elected to an executive branch state office or an individual who is appointed to fill an executive branch state office who is acting in an official capacity on behalf of their agency.**

**File names** – Name of media files (photos, documents, videos, sound files, widgets, etc.) used by the social media or social networking service to convey information (Flickr and YouTube, for example).

**Microblogging** – Microblogging is a form of blogging that allows registered users to post short updates (140 characters or less) about themselves and their activities. An example of this form technology is Twitter.

**Moderation** – Editorial review of content or comments before the information is posted for public view.

**Municipality –** Amunicipality is an administrative entity composed of a clearly defined territory and its population and commonly denotes a city, town, or village, or a small grouping of them.

**Photo-Sharing Websites** – A photo sharing website gives registered users a method and location to store their digital photos on the Internet and share them with others.

**Podcasts** – A podcast is an audio broadcast that has been converted to an MP3 file or other audio file format for playback in a digital music player or computer. The "pod" in podcast was coined from "iPod," the predominant portable, digital music player, and although podcasts are mostly verbal, they may contain music.

**Post** – A comment made to a social media or social networking page or site. For example, Facebook users can post to another user’s “wall.”

**Social Bookmarking** – Social bookmarking is a method of taking the bookmarks to pre-existing web pages and posting them to popular news sharing websites. The more a particular article has been bookmarked, the higher on the list it appears at the news sharing websites.

**Social Media** - Social media websites or technologies focus on creating and fostering online social communities for a specific purpose and connect users from varying locations and interest areas. Social media websites can offer many different ways for users to share information including video, audio, images, website links, and other content.

**Social Networking** – Tool used to connect people who share common interests or backgrounds through the use of web-based services. Typically, these sites use multiple methods to connect to registered users such as status updates (microblogging), instant messaging, blogs, polls, photo sharing, video sharing, etc.

**State Agency** – Any authority, office, officer, bureau, board, counsel, commission, institution, unit, division, or body of the executive branch of the state government, whether elected or appointed, in their official capacity, excluding political subdivisions of the State. State agency does not include the Oklahoma State Regents for Higher Education, the institutions, centers or other constituent agencies of the Oklahoma State System of Higher Education, the school districts of the State Board of Career and Technology Education and Technology Center, common education schools or districts, or the legislative and judicial branches of Oklahoma state government.

**Tags** – Keywords that help people find content on social media or social networking sites.

**Terms of Service/Use** – Rules by which one must agree to abide in order to use a service. It is generally assumed such terms are legally binding.

**URL (Uniform Resource Locator)** – Web address people type into their browser to access a web page, ftp site, audio stream or other Internet resource, such as http://www.ok.gov.

**Vendor** – A supplier, contractor or bidder.

**Video-Sharing Websites** – A video sharing website gives registered users a method and location to store their digital videos on the Internet and share them with others.

**Virtual Worlds** – Virtual worlds are websites and/or software that allow registered users to create a presence in a simulated community through the use of a graphical identification tool known as an avatar. They can then use the avatar to interact with others in the online world. The virtual world is a computer-simulated environment that attempts to mimic the real world.

**Web 2.0 Technologies** –Commonly characterized as the collection of web tools that facilitate collaboration and information sharing. These tools must be used in a secure environment.

**Wiki** – A wiki is a web-based tool that allows for collaborative development of documents, such as policy or presentations by allowing visitors to add, remove, edit and change content, with or without the need for registration depending on the settings. A wiki also allows for posting links to other web pages in order to connect the information.

## SECURITY

Social media or social networking has potential for information technology security-related issues. In almost every case where an attacker accesses a system without authorization, they do so with the intent to cause harm. The harm caused may range from mild (such as posting unwanted or unofficial information) to serious (such as trying to acquire sensitive or confidential information).

Typical attacks include the following:

* **Access Privileges** – anyone using the Internet with “administrator” privileges is inviting attackers to permanently invade their computers; and social media or social networking sites have become notorious targets for attackers looking for users that are unsuspecting and unaware of these risks.
* **Cross-Site Scripting (XSS)** – a security vulnerability which allows attackers to insert code into a target user’s web page
* **Identity Spoofing** – usually involves one person, system, or website successfully masquerading as another by falsifying identity-related information and thereby being treated as a trusted user or system by another user or program
* **Malware Downloads** – one of the highest risks associated with social media and social networking is the ability of attackers to exploit known vulnerabilities, allowing them to covertly hide executable programs on unsuspecting users’ computers, which give the attackers the ability to take over the computer and use it for any purpose they desire.
* **Social engineering** – an attack that involves gathering and using personal information about a target in a deceitful manner in order to convince the target to provide the attacker permissions to obtain or access restricted information.
* **URL Spoofing** – an attack in which a legitimate web page is reproduced on a server under the control of the attacker and then a target is directed to this site, thinking that they are on the legitimate site

To reduce some of the risks OMES recommends the following actions with regard to social media or social networking technologies:

* Do not allow users to have “administrator privileges” on state owned computers that access the Internet.
* Each state agency information security officer must review selected technologies, clients and associated plug-ins to identify potential security vulnerabilities prior to their use.
* To maintain security of state agency network usernames and passwords, authorized state agency users must use a username/password combination that differs from their agency network login ID and password.
* Sensitive information such as usernames, passwords, Social Security numbers and account numbers passed via these technologies can be read by parties other than the intended recipient(s). Transferring sensitive information over these technologies is prohibited.
* Many of these technologies provide file transfers. State and applicable agency policies and guidelines pertaining to e-mail attachments also apply to file transfer via these technologies.
* These technologies may make a user's computer vulnerable to denial of service (DoS) attacks. Authorized state agency users should configure their social media or social networking clients in such a way that they do not receive messages from unauthorized users.

Due to the relative vulnerability of social media and social networking sites to security exploits, it is important to be cautious when using these technologies. In order to prevent potential harm, users of social networking sites should minimize the amount of information an attacker is likely to gain from a successful attack.

In particular, because of the importance of proper operation of the State of Oklahoma agency networks and the sensitivity of information stored on state systems within the networks, a state employee should never use a current State agency password as a password on any other site.

If a State agency participates in social networking, the agency should:

* Ensure that authorized state agency employees are made aware of which information to share, with whom they can share it and what not to share,
* Provide security awareness and training to educate authorized state agency employees about the risks of information disclosure when using social media and/or social networking site, and make them aware of various attack mechanisms as described in this standard;
* Educate authorized State agency employees about relevant agency social media, social networking and computer usage policies and privacy controls to help them better control their own privacy in any profile they use for work-related activities and more effectively protect against inadvertent disclosure of sensitive agency information;
* Educate authorized state agency employees about specific social media threats before they are granted access to social media and social networking websites.

## GENERAL STANDARDS

### Ethics and Code of Conduct

As a state employee or elected official, all assigned social media and social networking duties are governed by the State Constitution; Oklahoma statute; the Oklahoma Information Security Policy, Procedures and Guidelines; and agency computer usage policies.

As with other technologies available to state employees and elected officials, social media and social networking technologies are governed by the prevailing ethics rules and statutes. For more information about the Constitutional Ethics Rules governing the ethical conduct of state officers, employees and campaigns, please visit the [Oklahoma Ethics Commission website](https://www.ok.gov/ethics/Resources/Laws/).

### Approval of Technologies

The Office of Management and Enterprise Services maintains an [approved list of technologies for state agencies](https://oklahoma.gov/omes/services/information-services/is/policies-and-standards/social-media-networking-policy-and-standards.html#approved). State agencies may use any technology found on this list. Technologies not found on this list should be submitted to the Office of Management and Enterprise Services Service Desk at [servicedesk@omes.ok.gov](mailto:servicedesk@omes.ok.gov) for review and approval or rejection.

### Terms of Service/Terms of Use Agreements

The Oklahoma Constitution prohibits state agencies from entering into an agreement, indefinite in term and uncertain in amount, indemnifying an entity from possible future claims which might arise from the use of a product. In addition, the Oklahoma Constitution prohibits limitation of liability clauses in all state contracts, whether for goods or services. Further, a limitation of liability clause which creates an unfunded contingent liability is void as against public policy.

The State of Oklahoma Attorney General has issued three opinions dealing with these two issues. The opinions are 01-002, 96-007, and 06-011.

The terms of service or terms of use agreements of many social media and social networking technologies contain both an indemnification and limitation of liability clause. State agencies are prohibited from using vendors that employ these clauses as a condition of use of their technology.

State agencies may implement only those social media and social networking technologies posted on the [OMES website](https://oklahoma.gov/omes/services/information-services/is/policies-and-standards/social-media-networking-policy-and-standards.html#approved).

### Applicable Standards

All social media, social networking technologies shall adhere to the following standards:

* [Oklahoma Information Technology Accessibility Standards](https://oklahoma.gov/content/dam/ok/en/odot/documents/cio/documents/isd-itas.pdf).
* [Oklahoma Information Security Policy, Procedures and Guidelines](https://oklahoma.gov/content/dam/ok/en/omes/documents/InfoSecPPG.pdf).
* Agency-specific social media policy
* Agency-specific computer usage policy

### Additional Guidance Documents

* Oklahoma Social Networking and Social Media Guidelines
* Oklahoma Social Networking and Social Media Methodology

### Agency Social Media Policy

Any Oklahoma State Agency may use approved social networking, social media and Web 2.0 technologies for purposes chosen by the agency; however, only after the agency submits an internal social media policy to OMES for review. After OMES has approved the policy, the agency may use approved technologies.

State Agency policy should include governance over the use of social networking, social media and Web 2.0 technologies in an unofficial capacity on state time. This policy should include the agency policy for restricting access to the technology (if applicable) and parameters for acceptable personal use by employees during normal business hours. The policy should be specific to general employee use, but general enough to allow for the use of future approved social networking, social media and Web 2.0 technologies.

A [sample agency social networking/social media policy template](https://oklahoma.gov/content/dam/ok/en/omes/documents/Social_Media_Policy_Template.docx) is available on the OMES website.

### Ownership and Moderation

The content used by each state agency on social media and social networking technologies shall be the sole responsibility of the state agency producing or using the technology.

State agencies shall clearly indicate that they maintain social media and social networking technologies used by the agency. State agencies shall prominently display contact information including at a minimum:

* Agency address
* Agency main telephone number
* Agency general information e-mail address, if available

Comments and articles submitted to a state agency social media and social networking website or technology shall be moderated by an authorized staff member trained and assigned by the state agency creating or maintaining social media and social networking presence.

Oklahoma state agencies should not have direct involvement in the creation and use of social networking technologies for employee or internal communications, especially if the technology is viewable by the public or implemented in a public environment. However, a group or network created by agency employees without the direct involvement of a state agency permissible using technologies in a public environment.

### Authors

Only authorized state agency employees will post content on behalf of a state agency on the official state agency social media and social networking website, whether being hosted by the state or by an external vendor.

### Posting of Content

Content postings will reflect the state agency’s stated goals for using the technology and should enhance the state agency’s communication efforts.

Information should be relevant and timely and should not be designed to raise partisan questions, issues, or promote a political agenda or campaign.

Content should be clear, concise and relatively informal without being unprofessional. Individual content posts should be stand alone in nature, allowing for the posting to be topic or category oriented and tagged appropriately for search engines and site navigation.

Any content that violates the commenting section of this standard may be edited, revised or removed, if necessary.

### Commenting

While state agencies are encouraged to use commenting features of social media and social networking technologies, agencies may disable this functionality if they so choose. When commenting functionality is used, all comments must be moderated by an authorized staff member trained and assigned by the state agency creating or maintaining the agency’s social media or social networking presence.

State employees and elected officials of the executive branch acting in an official capacity on behalf of an agency shall act in accordance with applicable policies governing official public communications. If you are not authorized to speak to traditional media on behalf of your agency or the State of Oklahoma, then you should not speak in an official capacity for your agency or the State of Oklahoma in any social media and social networking comment.

State of Oklahoma agency content and comments containing any of the following forms of information should not be allowed for posting:

* Comments not topically related to the particular content being commented upon;
* Profane language or content;
* Use of harassing language or tone;
* Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation;
* Obscene sexual content or links to obscene sexual content;
* Solicitations of commerce;
* Conduct or encouragement of illegal activity;
* Information that may tend to compromise the safety or security of the public or public systems;
* Content that violates a legal ownership interest of any other party;
* Promotion or opposition of any person campaigning for election to a political office or promoting or opposing any ballot proposition; and
* Disclosure of information which an agency and its employees are required to keep confidential by law or regulation.

Content or comments of this nature found on a state agency’s social computing technology site, should be edited, revised or removed from the site. Only comments that comply with this standard should be approved for posting by approved state agency staff.

Communications made through the social media or social networking technology’s e-mail and messaging system will in no way constitute a legal or official notice or comment to the State of Oklahoma or its agencies or any official or employee of the State of Oklahoma for any purpose.

### Copyright

Links to Oklahoma government social media or social networking technologies are welcomed. Unless a copyright is indicated, Oklahoma government social media or social networking technologies are in the public domain and may be copied and distributed without permission. Citation of the governmental entity as the source of the information is appropriate.

If a copyright is indicated on a video, photo, graphic, or other material, permission to use these materials must be obtained from the original source prior to use.

### Right to Remove Content/Discontinue Use of Technology

The Office of Management and Enterprise Services reserves the right to restrict or issue a request to remove any content that is deemed in violation of this standard or any applicable law.

### Open Records Act

All content, comments and replies posted on any state agency social media or social networking technology are subject to the Oklahoma Open Records Act. Information disseminated using these technologies is subject to being re-printed in newspapers, magazines or online in any other web or web media format.

### Records Retention

Social computing content created or received by state agency personnel – whether during work hours or on personal time, and regardless of whether the communication device is publicly or privately owned – may meet the definition of a record as defined by State statute, when the content is made or received in connection with the transaction of the official business of the agency [67 O.S., §203(a)] and should be retained as required.

## 7.0 USER ACCOUNT STANDARDS

### Account Standards

State agencies using social media or social networking technologies must submit all pertinent account information to the agency’s security representative. This includes (but is not limited to) employee name and user name to manage the site, page, social media or social networking technology.

If an employee responsible for maintaining content of a site, page, social media or social networking technology leaves the state agency, his/her access to the technology shall be removed pursuant to the Oklahoma Information Security Policy, Procedures and Guidelines.

Changes to user account information must be provided to the state agency information security representative using the previously detailed process.

### Account Names

#### Overview

Government organizations adopting elements of social media or social networking technologies must consider many factors when establishing accounts on social media or social networking services and when developing in-house social media or social networking products. These standards provide guidance for state agencies to ensure trust and integrity are communicated and to ensure brand consistency is achieved.

When establishing an account on an existing social media or social networking technology, the account name shall reflect the state agency's name and convey an official status, leveraging the brand attributes of authenticity and trust.

* Many state agency sites have .gov web addresses. Without this visual cue, communicating authenticity requires careful thought. The burden is on the site user to establish the validity, authorship, timeliness and trustworthiness of what they find.
* State agencies and agency programs must use different naming conventions that will be established by the Office of Management and Enterprise Services. Other acceptable naming conventions are included in this standard for those entities, individuals, or political subdivisions who wish to be linked from the official State web portal, OK.gov.
* Select a name that reflects your agency name

#### General Standard

* Account names should remain consistent across social media or social networking technologies
  + Not all social media or social networking technologies allow the same number of characters in account names
  + Not all social media or social networking technologies allow the use of special characters in file names/paths
  + Examples of name variations due to constraints (Library of Congress):
    - Website - [www.loc.gov](http://www.loc.gov)
    - Flickr - library\_of\_congress
    - YouTube – libraryofcongress
    - Twitter - librarycongress
* State agency account names should be entered as lowercase text (for example: omes)
  + Mixed case account names are acceptable for programs, individuals, municipalities and counties
* All state agencies shall include either the letters “ok” or the word “oklahoma” in the account name.
  + This text should appear at the beginning of the account name.
  + Any exceptions to this standard must be approved by the State’s Chief Information Officer before use.
* Passwords must conform to those standards detailed in the Oklahoma Information Security Policy, Procedures and Guidelines
  + For security purposes, passwords will be different for each state agency social media or social networking account

**State Agencies**

* Acronym (for example: okdhs, okdot, okdps, okhca)
  + Avoid the use of acronyms, unless confident that the agency's acronym is easily recognizable, or naming constraints force an abbreviation.
* Name (for example: oklahomanursing, okcommerce, oklahomahousing, okforestry, okemermgmt)
  + Use a name that is as specific as possible, but still indicates that it is the official program

**Programs**

* Acronym (for example: OklahomaWIC)
  + Avoid the use of acronyms, unless confident that the program’s acronym is easily recognizable, or naming constraints force an abbreviation.
* Name (for example: InsureOklahoma, OKTobaccoStops)
  + Use a name that is as specific as possible, but still indicates that it is the official program

**Individuals**

* Position Name (for example: okltgov, okgov, okattgen, oktreasurer, okcio)
* Business Name (for example: RepFirstnameLastname, GovFirstnameLastname)
  + Use this naming convention for official state business
* Personal Name (for example: SteveJones**)**
  + Create these accounts for political campaigns or non-state business use.
    - Creating these accounts helps:
      * Protect your personal brand
      * Prevent misleading information from being posted by someone else

**Municipalities/Counties**

* Municipalities must be designated as cities, towns or counties in Oklahoma
* Name (acceptable naming conventions include: cityofokc, CityofShawneeOK, OklahomaCountyOK, BeaverCoOK)
  + Use a name that is as specific as possible, but still indicates that it is an official program

#### Account Profile Information

Create a complete agency specific profile, indicating the agency and a description of the content. Do not use acronyms in the profile data.

Account profiles should not include any personally identifiable information. Limiting personally identifiable information can help prevent identity theft and hackers from getting information that could be used in efforts to use social engineering to gain access to confidential information.

State agencies must prominently display contact information including at a minimum:

* Agency address
* Agency main telephone number
* Agency general information e-mail address, if available
  + When posting an e-mail address, agencies must not use any e-mail address that serves as a login or account name for any social media or social networking technology.

#### Linking

Linking provides a path for the public and other state agencies to access the content on an official agency website and social media or social networking technologies. To maximize the exposure of the social media or social networking content the following standards must be employed by state agencies:

* Provide a link to your agency’s social media page from the social media or social networking technology
  + If the content is the official outreach of a subset of your agency (such as the newsroom or a program), link to the relevant page of that subset.

## 8.0 SOCIAL MEDIA PAGE

In order to help citizens better communicate with state agencies, agencies should provide a central point of access for all social media or social networking technologies on the agency website. In creating a social media page, agencies must use the following standards:

* The page must be located at <http://siteurl/socialmedia/>
  + Exceptions to this standard must be approved by the state’s Chief Information Officer.
* The page must be divided into 2 sections
  + Web 2.0 and Communications on Agency Sites
    - This section should include links to technologies on the agency website, such as online subscription services (RSS, e-mail subscription), photo galleries, video galleries, podcasts, widgets or blogs)
  + Web 2.0 and Communications on Non-Government Sites
    - This section should include links to technologies on social media or social networking websites, such as Twitter.
* The page must lead with the following introductory text:

“The [insert agency name] is using social networking and social media technologies and websites to provide you with information in more places and more ways.

Below is the list of tools and sites that [insert agency name] uses to provide up-to-date information. If a technology is not on this list, it is not presently being used by the [insert agency name]. If you think something is missing, or if you have any questions, contact us.”

## APPENDIX A

### Version History

The version numbering is as follows:

* The initial version is .01
* Once the deliverable has been accepted, it becomes version 1.00
* After the baseline (v1.00), all subsequent minor changes should increase the version number by 0.01

| Version Number | Change Request Number  (*if applicable*) | Accepted Date | Author | Summary of Change |
| --- | --- | --- | --- | --- |
| 2.0 |  | 9/12/2011 | Douglas Doe | Cleanup language and revision to Preface section to accommodate legislated social media approval process; added definition of elected official; clarified use in an official capacity on behalf of an agency. |
| 2.1 |  | 8/20/2012 | Douglas Doe | Updated hyperlinks in document. |
| 2.2 |  | 7/25/2013 | Douglas Doe | Changed references to OSF to OMES |
| 2.3 |  | 9/30/2019 | Jake Lowrey | Links updated. |
| 2.4 |  | 6/22/2023 | Jake Lowrey | Links update; formatting tightened. |
|  |  |  |  |  |