



# OSHA INSTRUCTION

U.S. DEPARTMENT OF LABOR

Occupational Safety and Health Administration

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**DIRECTIVE NUMBER:** IRT 03-00-003

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**SUBJECT:** Website Management and Administration Policy

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**DIRECTORATE:** Directorate of Administrative Programs, Office of Technology Assistance

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## ABSTRACT

**Purpose:** This Instruction establishes policies and procedures for the management, development, and maintenance of OSHA's websites to communicate with and provide services to OSHA's customers and internally service OSHA's staff and constituents. The Instruction also establishes the roles and responsibilities of staff who maintain the websites.

**Scope:** OSHA-wide.

**References:** [DOL Enterprise Communications Initiative Policies and Procedures](#)

[DOL Public Website Re-theming Standards](#)

[DOL Section 508 Program](#)

[DOL Web Community Standards for Design, Navigation, and Cross-Functionality](#)

[Federal Laws and Regulations](#) (Digital.gov)

[General Records Schedule 3.1: General Technology Management Records Sections 20 & 40](#) (National Archives)

[General Records Schedule 6.4: Public Affairs Records](#) (National Archives)

[OSHA Directive ADM 03-01-004 \(August 3, 1998\), Revised OSHA Records Management Program](#)

[United States Web Design System](#)

**Cancellations:** None.

**State Impact:** No Impact.

**Action Offices:** National, Regional, and Area Offices.

**Originating Office:** Office of Technology Assistance

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By and Under the Authority of

Douglas L. Parker  
Assistant Secretary

## Executive Summary

With the Occupational Safety and Health Act of 1970, Congress created the Occupational Safety and Health Administration (OSHA) to ensure safe and healthful working conditions for workers by setting and enforcing standards and by providing training, outreach, education, and assistance.

OSHA uses both public-facing and internal websites to support the Agency's mission. This Instruction establishes policies and procedures that govern the administration, management, and technical development and maintenance of OSHA's websites. This Instruction also establishes the roles and responsibilities of staff who maintain the websites.

The OSHA websites are comprised of:

- [OSHA.gov](https://www.osha.gov) (**Public**) – Carries out OSHA's mission to ensure safe and healthful working conditions for America's working men and women.
- [Whistleblowers.gov](https://www.whistleblowers.gov) (**Public**) – Highlights information for employers and employees on more than 20 anti-retaliation statutes OSHA enforces. Maintained by the Directorate of Whistleblower Protection Programs.
- [USEUOSH.org](https://www.useuosh.org)/[EUUSOSH.org](https://www.euusosh.org) (**Public/Project**) – Promotes the common safety and health interests between the U.S. Department of Labor (USDOL), OSHA, and the European Union.
- [Intranet.OSHA.gov](https://intranet.osha.gov)/[Extranet.OSHA.gov](https://extranet.osha.gov) (**Internal**) – Provides resources and information for staff and State Plans.

## Significant Changes

This is a new Instruction.

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I. **Purpose.**

To establish policies and procedures for the management, development, and maintenance of OSHA's websites that communicate with and provide services to OSHA's customers and internally service OSHA's staff and constituents. Also, to establish the roles and responsibilities of staff who maintain these websites.

II. **Scope.**

OSHA-wide.

III. **References.**

- A. OSHA websites must comply with Federal laws and U.S. Department of Labor (USDOL) policies and procedures. The following is a list of resources governing Agency websites.

[DOL Enterprise Communications Initiatives Policies and Procedures](#)

[DOL Public Website Re-theming Standards](#)

[DOL Section 508 Program](#)

[DOL Web Community Standards for Design, Navigation and Cross-Functionality](#)

[Federal Laws and Regulations](#) (Digital.gov)

[General Records Schedule 3.1: General Technology Management Records Sections 20 & 40](#) (National Archives)

[General Records Schedule 6.4: Public Affairs Records](#) (National Archives)

[OSHA Instruction ADM 03-01-004 \(August 3, 1998\), Revised OSHA Records Management Program](#)

[United States Web Design System](#)

IV. **Cancellations.**

- A. None.

V. **Action Offices.**

A. **Responsible Offices.**

The Office of Technology Assistance (OTA), under the direction of the Directorate of Administrative Programs, is responsible for day-to-day oversight of OSHA's websites.

OSHA's Office of Communications (OOC), under the direction of the Office of the

Assistant Secretary, is responsible for the messaging, design, and branding of OSHA's websites.

**B. Action Offices.**

All National Office directorates, Regional, and Area Offices are responsible for developing content and following the policies and procedures established in this Instruction.

**C. Information Offices.**

The Department of Labor's Office of Public Affairs (DOL/OPA) and the Office of the Chief Information Officer (OCIO) are responsible for ensuring that Agency websites comply with all Federal and Department-established content, design, technology, and security policies. OCIO maintains day-to-day operations of OSHA's websites.

**VI. Federal Program Change.**

This instruction is not a federal program change requiring State Plan adoption or response, but State Plans are encouraged to consider the implications for their content on OSHA's website.

**VII. Significant Changes.**

A. None.

**VIII. Definitions.**

- A. **Content Owner** – Directorates and Regional and Area Offices responsible for the accuracy and currency of information presented on OSHA's websites.
- B. **Director** – As used in this directive, "Director" refers to OSHA's Directors of Directorates and Regional Administrators and Area Directors.
- C. **Extranet** – A designated site for State Plans and On-Site Consultations programs which do not have direct access to the OSHA Intranet through the Department's internal network or a limited access page (extranet) outside of the Agency firewall. This page is not linked or indexed from the OSHA website and can only be accessed with login credentials. Advisory committee members and consultants may be provided access to specific information for review purposes.
- D. **Gatekeeper** – A designated function within an office or organization with the purpose of ensuring that material submitted for publishing on OSHA's website follows all policies and procedures including those for clearance and general publishing. This function is usually assigned to Directors of Directorates and to Regional or Area Administrators, who may assign Web Officer to perform this duty instead.
- E. **Intranet** – A designated site for OSHA personnel. Includes links to internal resources and may include draft information for agency committees, contractors or task forces, other draft documents, restricted databases, and applications under development.

- F. **OCIO Shared Services** – Contract staff who fulfill technical needs including programming for OSHA websites, applications, and Drupal support needs.
- G. **Personnel** – OSHA employees and consultants, State Plans, consultation projects, education centers staff and advisory committee members.
- H. **Section 508** – An amendment to the United States Workforce Rehabilitation Act of 1973, Section 508 mandates that all electronic and information technology developed, procured, maintained, or used by the Federal Government be accessible to people (public and internal) with disabilities.
- I. **Webmaster/Web Content Manager** – The person assigned to ensure that the organization's website is properly managed, and that all policies and procedures for publishing material on OSHA's website are followed. This is an OSHA Federal position and is staffed by the OSHA Directorate of Administrative Programs – Office of Technology Assistance. This individual manages the Webadmin email account, which is the clearinghouse for all website updates.
- J. **Web Content Management System (WCMS)** – A software application, or set of related programs, tied to a database that is used to create and manage digital content. WCMSs are typically used for enterprise content management and web content management.
- K. **Web Officer (WO)** – The person(s), designated by a respective Director, Regional Administrator or Area Director who is (are) responsible for: coordinating clearance for material to be published on OSHA's websites; ensuring that the originating office prepares material for publishing that is in the proper format, including Section 508 compliance/accessibility; and collaborating with the Webmaster. The WO works in close liaison with the Webmaster. WOs may exercise the option to receive authorization to maintain a specified level of web content (i.e., words, images, and links) in the WCMS. This type of work however is not required of Web Officers.

IX. **Roles and Responsibilities.**

A. **OSHA Websites Management Roles and Responsibilities**

The administration of the OSHA websites requires support from many groups and individuals. The primary roles and responsibilities are listed in Appendix A.

B. **OSHA Web Content Management System (WCMS) Roles**

OSHA uses a web content management system to draft, test, and publish content to its websites. There are currently two systems: SitePro and Drupal. SitePro is used for OSHA's internal websites (Intranet/Extranet), and Drupal is used for OSHA's public websites.

## 1. SitePro

OSHA's SitePro WCMS allows the publishing of content to the internal websites. Roles are used within the SitePro system to allow differing levels of permissions. These roles include:

- Viewer – Allows user to log in and view content.
- Author – Allows user to log in, view content, and create content.
- Editor – Allows user to log in, view content, and edit content.
- Publisher – Allows user to log in, view content, edit content, and promote files through the publishing stages.
- Webadmin – Allows user to log in, view content, edit content, promote/publish files, and archive/delete content.
- System Administrator – Allows user to log in, view content, edit content, promote/publish files, archive/delete content, and create users.

The Publisher, Webadmin, and System Administrator roles are restricted to the Webmaster and OCIO Shared Services.

## 2. Drupal

OSHA's Drupal WCMS joins infrastructure, development code, user interface, and publishing into one product. Drupal is used for publishing content to OSHA's public websites. Users can manage and review content. In addition, the Drupal WCMS has been specifically designed to allow content owners, by role, to implement simple changes. These roles are based on a tiered system that reflects an increase in responsibility and permission and is determined by the Webmaster based on observed skill.

- Tier 1 – Content Editor
- Tier 2 – Web Developer
- Tier 3 – Front-end Drupal Developer
- Tier 4 – Back-end Drupal Developer and Development Operations Team Member

A full listing of the OSHA Drupal WCMS User roles and responsibilities is available in Appendix B.

## X. Website Change Requests.

### A. Submission of Requests

Website change requests are submitted by a WO to the Webadmin email account ([webadmin-oshad@dol.gov](mailto:webadmin-oshad@dol.gov)) and must include the following:

- Complete subject line  
[Priority – due date (if applicable)] Location (PUBLIC/INTRANET/DRAFT (if applicable) – Directorate/Office – Collection/Page (brief description)  
Examples:  
[Expedite Priority] PUBLIC – OOC – Home Page (update image) or  
[Normal Priority – due 8/1] INTRANET – OOC – Communications Page (update copyright information)
- Webpage address (URL) for each page to be updated
- Action/changes for each page (point-by-point instruction)
- Attachments (documents that will be linked to must be 508 compliant). The WO is responsible for checking for 508 compliance however the originating office/staff is responsible for remediating any errors found.

#### B. Prioritization of Requests

The Webmaster processes website change requests on a first-come, first-served basis, according to the priority level the WO provides in the request, as follows:

- Expedite Priority (should be used minimally and for emergency updates only) – same day, within 4 hours of submission
- High Priority (an important update but not an emergency) – within 24 hours of submission or by due date noted
- Normal Priority (most updates) – within 2-4 days of submission or by due date noted
- Low Priority – within 7+ days of submission or by due date noted

#### C. Complexity of Requests

OCIO Shared Services assesses the level of complexity of website change requests and assigns each request to an appropriate technical support tier as follows:

- Tier 1 – Non-technical edits (including simple text, language, hyperlinks, and image changes)
- Tier 2 – Basic technical edits (including some basic coding such as alt/title tags)
- Tier 3 – Advanced website coding, scripting, and styling required
- Tier 4 – Database coding required

**Attention:** In the Drupal WCMS, all offices with Tier 1 designated content on the public website and who elect to use Drupal, must assign staff to maintain (ensure its current and accurate) this content.

#### D. Monitoring of Requests

The Webadmin email box is monitored Monday-Friday from 9AM-5:30PM ET.

Special arrangements should be made 24-48 hours in advance with the Webmaster when a request needs to be processed outside of these days and times. This helps ensure that the appropriate resources are available.

The Webmaster evaluates website change requests for the following:

- Requests that cannot be processed within the expected priority. Webmaster will communicate with the requesting WO.
- Priorities, volume of priorities and impact on turnaround times.
- Requests older than two weeks that need to be reassessed and reprioritized. Webmaster will consult with the requesting WO to reassess and reprioritize, as necessary.
- Pending requests that are complex and require clarity will be reprioritized only after the Webmaster consults with the WO or content owner.

#### XI. **Website Administration Policies.**

With the tiered system (as defined in section X.C above), the processes for implementing changes on OSHA websites are as follows:

- A. OSHA.gov Tier 1  
(changes implemented by a WO)



##### **Step 1: Content Approval – WO**

Designated WO ensures content is approved to be published.

##### **Step 2: Content Change Implementation – WO**

- Implements the changes within the Drupal edit.osha.gov site and saves draft.
- Promotes the page to “Peer Review” status in the Drupal workflow which initiates an email submission to Webadmin indicating there is a record requiring review.
- Subject line must include [Priority – due date (if applicable)] Location (PUBLIC/INTRANET/DRAFT (if applicable) – Directorate/Office – Collection/Page (brief description).

Examples:

[Expedite Priority] PUBLIC – OOC – Home Page (update image) or

[Normal Priority – due 8/1] INTRANET – OOC – Communications Page (update copyright information)

- Email body must include URL of page to be updated (one page per email unless updates are related) and specific instructions on what changes need to be implemented.
- Any documents included for linking to or publishing must be 508 compliant.

NOTE: Although the above is preferred, if an office has not elected to have its WO or alternate use Drupal to implement the changes within the Drupal edit.osha.gov site, the WO or alternate should skip to *Section B. SitePro and Drupal Tier 2-4* below and follow steps 2-6 in that section instead.

**Step 3: Compliance Review (Peer Review) – OCIO Shared Services**

Once the page is promoted to “Peer Review,” OCIO Shared Services creates a ticket in its tracking system and reviews the request for compliance with coding standards as well as USDOL and Section 508 compliance. If revisions are needed, instructions on what must be fixed are passed back to the WO for consideration.

**Step 4: Publishing – OCIO Shared Services**

Once the page passes the compliance review and is approved, it is promoted to the publish status in the Drupal workflow. OCIO Shared Services documents publishing in its tracking system and sends a publishing confirmation to the requesting WO.

- B. SitePro and Drupal Tier 2-4  
(changes implemented by OCIO Shared Services [and Webmaster – Tier 2 only])
- OSHA website changes and advanced scripting or theming that require support from OCIO Shared Services (advanced permissions within the SitePro or Drupal WCMS are required).

Although OCIO Shared Services processes these requests, WO action is required.



**Step 1: Content Approval – WO**

Designated WO ensures content is approved to be published.

**Step 2: Content Change Request Submission – WO**

Designated WO submits a request to the Webadmin email account ([webadmin-OSHA@dol.gov](mailto:webadmin-OSHA@dol.gov)). Upon receipt of the request, the Webmaster reviews the request to ensure it meets the necessary criteria. If approved, the request is

assigned to OCIO Shared Services to process. If the request is incomplete, it will be sent back to the WO for clarification.

**Step 3: Content Change Implementation – OCIO Shared Services**

Upon approval from the Webmaster, OCIO Shared Services creates a ticket in its tracking system and assigns the request to the appropriate support tier. OSHA Shared Services implements, tests, and ensures the change(s) meet the requirements, and then sends the request for internal OCIO Shared Services peer review workflow.

**Step 4: Compliance Review (Peer Review) – OCIO Shared Services**

Upon completion of the content change implementation, OCIO Shared Services completes internal peer review. Once the change(s) receives two passing reviews, OCIO Shared Services sends for final WO approval (if applicable).

**Step 5: Final WO Approval, if applicable – WO**

WO works with content owner and reviews the content change implementation. If it looks and functions as requested, sends an approval in an email to the Webadmin email box.

**Step 6: Publishing and Confirmation – OCIO Shared Services**

Upon receipt of the approval from the WO, if applicable, OCIO Shared Services schedules the content to be published. Once content is published, OCIO Shared Services documents it in its tracking system and sends a publishing confirmation to the requesting WO.

**XII. New Webpage Development and Redesign Policies.**

New webpage development and redesigns are continually needed to support OSHA’s mission and policies. Proper planning and design throughout the project lifecycle are required to ensure resources are planned for, available, and optimized.

As OSHA produces and publishes new pages or redesigns, the following steps must be followed:

**Step 1: Information Gathering**

Prior to initiating new webpage development or any major redesign, directorates, regional or area offices must:

- Ensure new content or redesign has gone through clearance and been approved by their management, directorate/office and/or the Office of the Assistant Secretary, as appropriate or required.
- Identify targeted audience and goals.

- Review website analytics, if applicable.
- Identify existing content associated with the topic to determine validity and duplication.
- Identify and layout new content.
- Schedule a meeting with the Webmaster and OOC to discuss ideas and establish a plan, including a timeline.

## **Step 2: Project Planning, Requirements Gathering, and Initial Design**

For new webpage development or any major redesign, the Webmaster and OOC evaluate the concept and assist in the creation of a mock-up/design based on what was requested by the content owner to ensure new development or redesign falls within website policy guidelines. They also help, as needed, identify where the content fits best within the overall website structure.

Lastly, the Webmaster evaluates the mock-up for technical requirements to ensure they meet USDOL and OSHA design standards, requirements, and guidelines.

A requirements and resource package is developed by the content owner and submitted by the WO into the Webadmin box to be evaluated for the level of technical effort (support) needed to complete the webpage development or redesign.

**Attention:** If the requirements change after the initial level of technical effort has been provided, resource adjustments will be required and need to be approved before project begins.

## **Step 3: Implementation of Design, Draft Creation, and Review**

Upon approval from the Webmaster, OCIO Shared Services develops a draft product.

Upon completion of the draft, OCIO Shared Services sends the draft product through their internal peer review workflow to ensure all technical standards have been met. Once completed, OCIO Shared Services provides the WO, Webmaster, and OOC a link to the draft product for review.

**Attention:** Upon completion of the draft product, no further design changes will be accepted. Any further design changes require a requirement re-evaluation and cost.

## **Step 4: Final Testing, Approval, and Publishing**

A formal user acceptance testing (draft final review) is conducted by the WO and content owner. Any technical issues or bugs are addressed and fixed by OCIO Shared Services.

With the product in a final state, the content owner ensures the appropriate approval is received before publishing.

Once approval is received, OCIO Shared Services schedules the publishing of the product. OCIO Shared Services ensures the files are published successfully and function as expected.

### XIII. **Content Review and Removal Procedures.**

#### A. Annual Review

Under the direction and guidance of the Webmaster, content owners through their WO will be provided a list of webpages and files (documents, images) under their jurisdiction to use to conduct reviews of their content. Content owners will be provided one list for Intranet webpages and files and a separate list for Public webpages and files for each review cycle. Review cycles will typically be annually, and content owners may stagger the review cycles for the internal and external pages, so they do not occur at the same time. In some cases, due to the number and content of the pages, content owners may request extensions of review cycles up to but not exceeding 24 months. When an extension is requested, the content owner is responsible for tracking which pages are being reviewed and which review cycle they are in as they may overlap.

**Attention:** Content owners may also notify their WO sooner, if they know content should be removed per the listed criteria (below) rather than waiting for the semi-annual review.

Each content owner will identify webpages to be removed based on the following criteria:

- **Accuracy** – Is content accurate and does it reflect current policy, messaging, regulations, and guidelines?
- **Legal** – Is the content available to satisfy legal requirements?
- **Duplication** – Is similar content available on another page(s)?
- **Utility** – Is the page being accessed by OSHA’s stakeholders? Use webpage analytics or other data, as applicable, to discern value.

Occasionally, the Webmaster, OOC, and OCIO Shared Services may also recommend pages for deletion. The Webmaster and/or OOC will work with content owners and their WO to ensure appropriate justification is provided if a webpage is to be retained on the website.

#### B. Removing Webpages

Once a webpage is designated for removal, navigation to the page must be redirected or removed. The removal of a webpage is dependent upon the completion of all adjustments to the navigation.

### XIV. **Records Management.**

The overarching requirements for managing website records are covered in two General Records Schedules issued by the National Archives and Records Administration.

[General Records Schedule 6.4: Public Affairs Records](#) covers records about public affairs functions within Federal agencies. Public affairs involve communications and information exchanges between the Federal Government, citizens, and stakeholders in direct support of citizen services, public policy, and national interest.

[General Records Schedule 3.1: General Technology Management Records](#) covers records created and maintained by Federal agencies related to the general management of technology. It includes records related to developing, operating, and maintaining computer software, systems, and infrastructure improvements; complying with information technology policies and plans; and maintaining data standards.

OSHA follows a Records Management Program that ensures there is adequate documentation for OSHA policies, decisions, organization, functions, procedures, and essential transactions. See ADM 03-01-004 [ADM 12-0.4A] [Revised OSHA Records Management Program](#).

To support Records Management, any changes to the OSHA websites are documented in the system of record. At the time of this publication, the system used is DOL JIRA, a task-based tracking system which is updated and maintained by OCIO Shared Services.

**Appendix A**  
**Roles and Responsibilities for Management of OSHA’s Websites**

<b>Role</b>	<b>Who</b>	<b>Responsibilities</b>
Content Editor(s)	Approved and trained designated Federal OSHA staff	Performs content changes within the WCMS systems.
Content Oversight	Office of the Assistant Secretary (OAS) Office of Communications (OOC) Webmaster	Provides guidance and direction for all website content.
Content Owner/Approver	Directorates Regional Offices Area Offices	Includes WO and subject matter experts (SMEs) for the Agency. Responsible for the accuracy and currency of information posted on websites. Provides approval and ensures any additional required approval has been received before content is published to the websites.
OCIO Shared Services	OCIO Contract Staff	Helps with day-to-day operations as well as development and maintenance of websites. Also evaluates the technical complexity for each web request and provides the necessary support.
Webadmin	Webmaster OCIO Shared Services	Oversees the Webadmin email account ( <a href="mailto:webadmin-oshad@dol.gov">webadmin-oshad@dol.gov</a> ), which is the clearinghouse for all website requests.
Webmaster	Designated Federal OSHA staff	Responsible for day-to-day operations of website activities. Reviews website requests to ensure that they meet the required Federal, Department and Agency laws and policies, and approves requests to OCIO Shared Services to process.
Web Officers (WO)	Designated Federal OSHA staff	A liaison (or stand-in gatekeeper) for directorate/office, regional or area office website projects. Ensures that requests submitted to Webadmin meet the necessary approvals and submission requirements for publishing on websites.

## Appendix B

### Web Content Management System User Roles

Note: All users must sign the Benefits.gov Azure Rules of Behavior, receive a Drupal user account, and receive training prior to being granted permission to review or edit content.

Level	Drupal Role	Designated Staff	Permissions	Minimum Training
Drupal User	Web Security	Security Staff	Read-only access to review content	Peer-to-peer training on: - Logging in to Drupal - Using the Drupal User Interface (UI)
Drupal User	Web Services Customer	Content Reviewer	Read-only access to review content	Peer-to-peer training on: - Logging in to Drupal - Using the Drupal UI
Drupal User	Web Officer (Optional)	Web Officer (Optional)	Read-only access to review content. Approve/promote to publish desk. Reject and send back for editing.	Peer-to-peer training on: - Logging in to Drupal - Using the Drupal UI
Tier 1	Support Tier 1	Content Editor  Directorates, Offices or Regions assign staff to this role.	Non-technical edits such as language, hyperlinks, and image changes.  NOTE: This user cannot publish website content.	Peer-to-peer training on: - Logging in to Drupal - Using the Drupal UI - Using selective content types
Tier 2	Support Tier 2	Webmaster and designated content owners only	Basic technical edits, alt/title tags, etc., and publish website content.  Basic web developer coding skills required.	Peer-to-peer training on: - Logging in to Drupal - Using the Drupal UI - Using selective content types
Tier 3	OCIO Shared Services	OCIO Shared Services	Advanced coding required. Conduct peer review for content drafts. Publish website content.	Advanced web developer skill level

<b>Level</b>	<b>Drupal Role</b>	<b>Designated Staff</b>	<b>Permissions</b>	<b>Minimum Training</b>
Tier 3	OCIO Shared Services	OCIO Shared Services	Advanced coding required. Conduct peer review for content drafts. Publish website content. Create/unlock accounts.	Advanced web developer skill level with permissions to create accounts
Tier 4	Drupal Administrator	OCIO Shared Services	Full developer responsibilities. Advanced coding. Conduct developer peer review. Publish website content. Create/unlock accounts.	Drupal developer, front-end developer, or back-end developer skill level