

How to Create a Simple Website according to Government Web Standards



LK DOMAIN REGISTRY

Your Sri Lankan Identity in Cyberspace

Current Situation



Today, where Information and Communication Technology drives the world at large.

It is a critical need for governments around the globe to utilize digital technologies to extend their services to the public in an effective, efficient and productive manner to accessible to all citizens of the society.



Need for Government Web Standards and Guidelines

It is a need for governments around the globe to utilize digital technologies to extend their services to the public in an effective.

Guidelines for Developing Sri Lanka Government Websites describes a comprehensive set of standards recommended by ICTA for developing, implementing, maintaining, updating and managing government websites which ensure to all government websites are of high standard.



Guidelines for Developing Sri Lanka Government Websites

Refer guidelines from:

<https://www.icta.lk/icta-assets/uploads/2022/03/Guidelines-for-developing-Sri-Lanka-Government-Websites-4.0.pdf>



Guidelines for Developing Sri Lanka Government Websites

This document consists in 3 sections:

Section 1 - Requirements of a Government Website

Senior Officials and Decision Makers of Government Organizations

Section 2- Technical Standards

Web Developers

Section 3 - Operational Standards

Webmasters (designated person/team responsible for the maintenance of a website and keeping its content relevant and up-to-date.)



The Objectives of a Government Website?

- Inform citizens of the functions and services carried out by the organization.
- Provide accurate, relevant, current and easily accessible content.
- Allow citizens to interact with your organization - obtain information, services, build relationships and make payments without physically travelling to the office.
- To give equal access to information to all communities in the country (the website should be available in all 3 languages - Sinhala, Tamil, and English).



Types of Websites

- Informational website - These are created for the sole purpose of providing information online. This is the most basic type of website an organization could have.

Ex: www.gic.gov.lk



Types of Websites

- Interactive websites- These websites have all relevant information and allows users to interact with the organization through the website.

Ex: www.immigration.gov.lk



Types of Websites

- Transactional websites - These websites apart from being informative and interactive, allows users to conduct transactions through a financial institutions website and facilitate transactions.

Ex: www.slt.lk



Types of Websites

- System of Record websites - These websites maintain the official version of data.

Ex: www.eta.gov.lk



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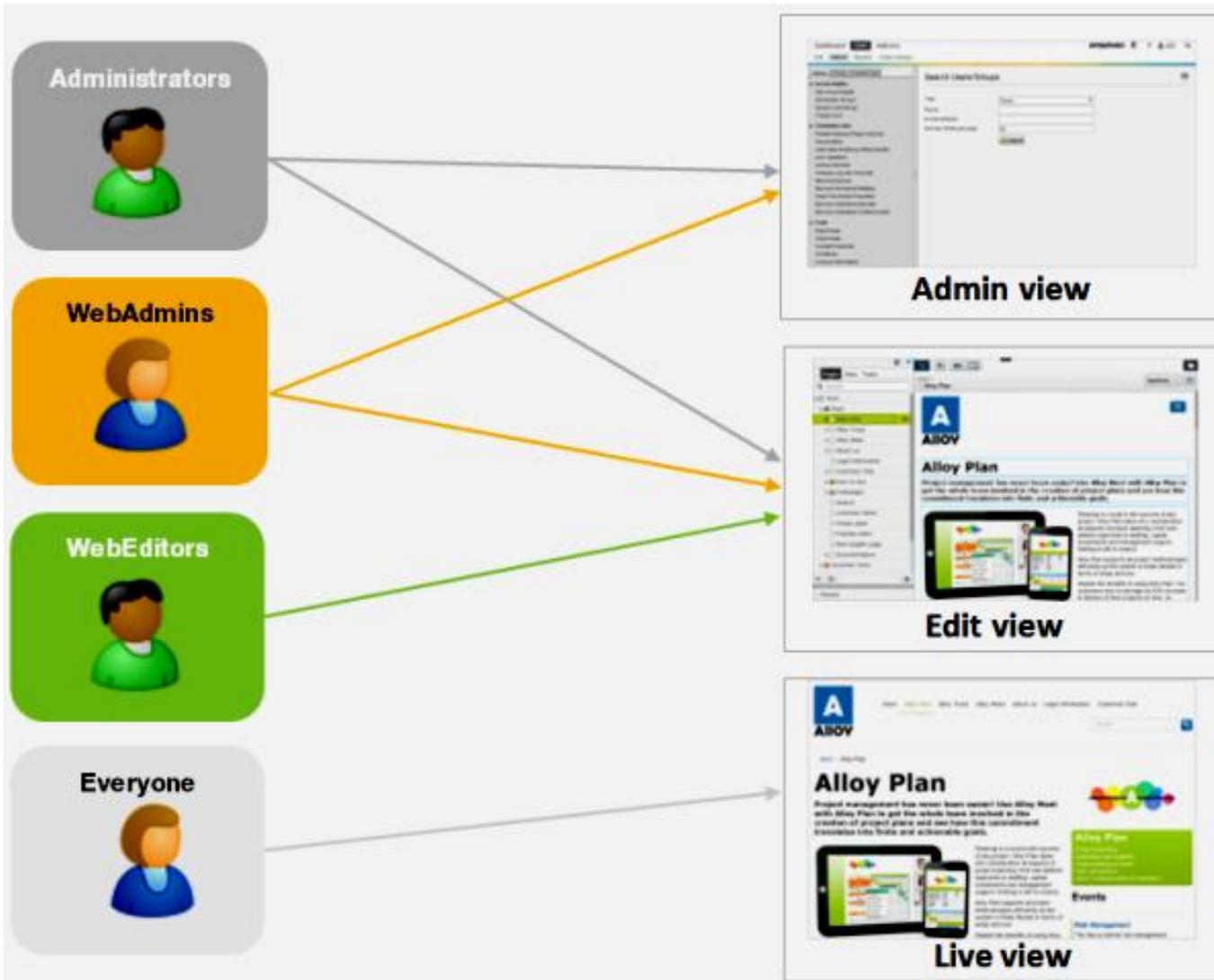
How to build a Website?

There are many approaches you can take to create a website. But the most simplest way is,

Using a Content Management System!



What is a Content Management System (CMS)?



- A content management system (CMS) is an application that is used to manage content, allowing multiple contributors to create, edit and publish

Some popular content management system software



What makes a Good Website

- Well-designed, functional and has the right content
- Optimized for Mobile
- Contact and location information provided
- Has clear calls to action
- Optimized for Search and social media



Language

- All content on all government websites should be in all three languages: Sinhala, Tamil and English.
- Should also be Unicode compliant.
- If the original content is created in one language, the content in the other two languages should also be written/translated and uploaded within seven (7) days.
- Important and critical content should be made available in all three languages simultaneously.



Usability

- The ease with which users can interact with a website is its usability.
Ex: Some sites are visually effective but difficult to navigate, which makes it difficult for users to find the information they are looking for.
- Users should be able to grasp the functioning of the site immediately after scanning the home page within a few seconds at most.



Accessibility

- Making available the web content for a wide range of users including those who are differently abled and have special needs.
- A considerable portion of the population have special needs such as impaired vision and hearing, motor difficulties and cognitive disabilities, among others.
- Since a large number of people are accessing the websites using mobile devices, accessibility should include facilitating all types of mobile device (from low end to sophisticated high end devices) users as well.

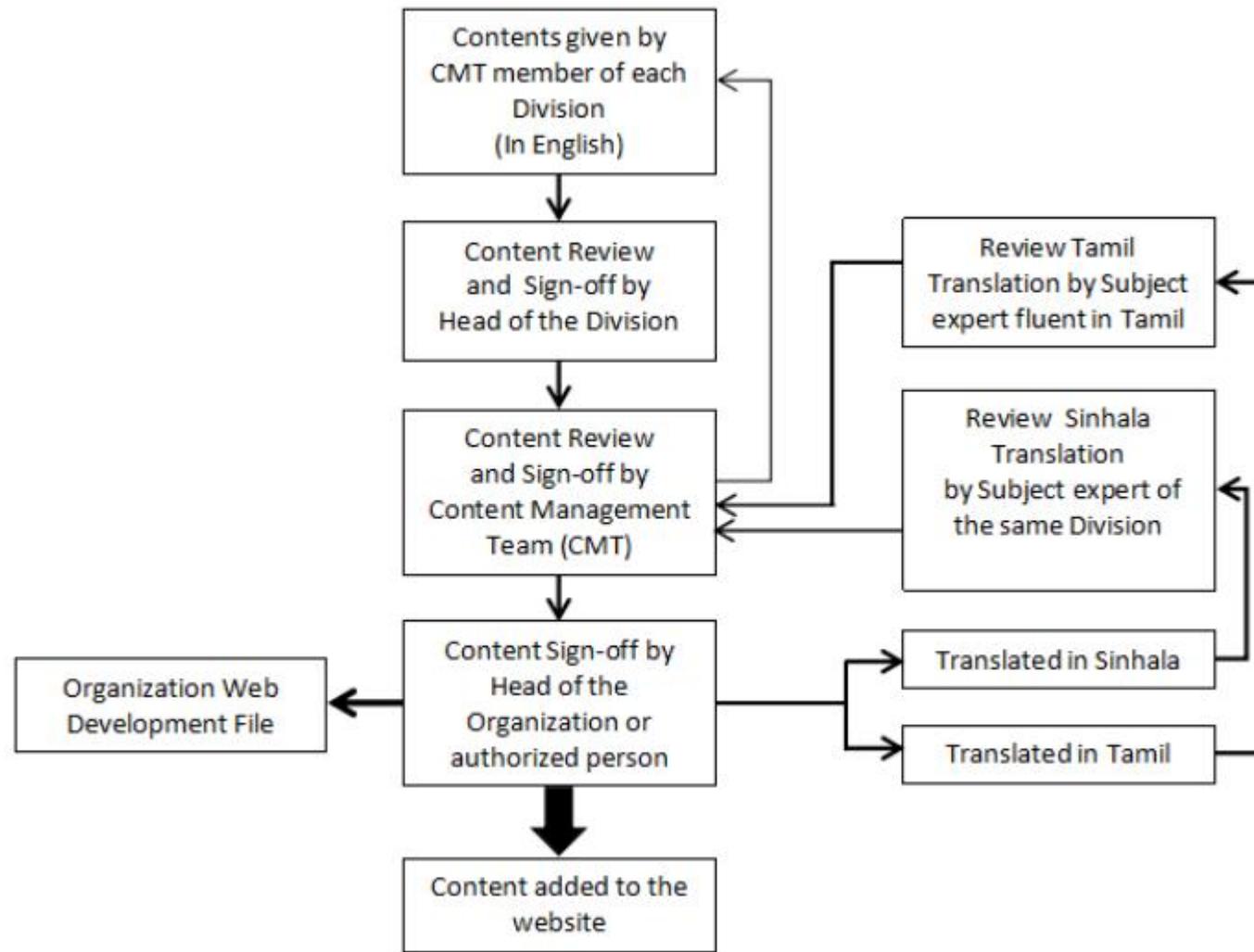


Content Management Team

- Each organization should appoint a Content Management Team (CMT) for the development, content management, translation and maintenance of the website.
- It is headed by the Chief Digital Information Officer (CDIO), who would be a second level head of the Organization.
- The CMT should take full responsibility for keeping the website active, up-to-date and relevant with all current information



Content Management Team



Domain Names and Hosting

To register a gov.lk domain for your organisation, please follow the instructions at

<https://www.icta.lk/digitizing-gov/gov-lk-domain-registration/>



Security of the Website

The Technical Guidelines for Web Application Security developed by the Sri Lanka Computer Emergency Readiness Team (SLCERT) should be followed in the design, development, maintenance and decommissioning of the website.

<https://cert.gov.lk/documents/Draft%20Website%20Security%20Guidelines%20for%20Government%20Organizations.pdf>



Promoting Government websites

- It is vital that website is promoted among the public and awareness is created.
- Hence it is mandatory that the Government Organization carry the URL of the website in all hard copy communications (letterheads etc.), all social media channels of the organization, business cards and email signatures.
- The site should also be included in the government web portal and steps should be taken to ensure that it appears at or near the top of search engine results for expected queries by citizens.



Promoting Government websites

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இலங்கை அரசின் அதிகாரப்பூர்வமான இணைய நுழைவாயில் வரவேற்கிறோம்
Welcome to Official Web Portal of Government of Sri Lanka



සිංහල தமிழ் English

ICTA ideas actioned

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அரசாங்க தகவல் நிலையம்
Government Information Centre

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