



**PALM BEACH COUNTY
PLANNING, ZONING AND BUILDING DEPARTMENT
ZONING DIVISION**

POLICY AND PROCEDURES

FROM: Jon MacGillis, ASLA, Zoning Director

SUBJECT: Design and Maintenance of Zoning Internet and Intranet Web Pages

PPM #: ZO-O-036

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ISSUE DATE

12-20-20

EFFECTIVE DATE

12-20-20

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PURPOSE: To establish procedures for zoning staff regarding the design and maintenance of the Internet and Intranet Web pages for the Zoning Division.

BACKGROUND: The Zoning Internet and Intranet Web pages are maintained by Zoning Director and Staff through the Information Service System (ISS) Department.

The Customer Service Manager (CSM) is the designated zoning web coordinator. The CSM reviews the Zoning Web pages on a bi-weekly basis and makes suggestions for updating information and archiving documents by bringing these changes to Section Head bi-weekly meetings for discussion and approval. Requests for changes may also be provided by staff through their Section Supervisors upon reviewing the main web page and the section page related to their section then submitting any changes or updates to the CSM. The Zoning Director shall approve all updates and changes to the Web pages, as required.

PROCEDURES: The following procedures are established for staff when requesting changes and processing updates to the Zoning Web pages:

A. Reviewing Zoning WEB pages:

The CSM reviews all items on the Internet and Intranet web pages and makes suggestions on the necessary changes by discussing same at the bi-weekly sectionhead meeting. Examples of items reviewed are:

- Periodically verify that all links are in active status;
- Review for outdated or obsolete documents, missing or broken links, and those time sensitive information;
- Key Topics of Interest column, these are news releases or public notices issued periodically (may be added to archive if outdated);
- Archives – maintain in yearly format;
- Updating key resources links and quick links on the Home page;
- Review Section pages for outdated or obsolete documents and other updates, coordinate with relevant section;
- Update PZB Meetings Calendar with important zoning hearings and meetings schedule;

- Zoning Frequently Asked Questions (FAQ), coordinate with PI section for updates on a yearly basis;

B. Coordinating with CSM on updates:

- 1) All Zoning Web requests for updates to the Internet and Intranet pages shall be coordinated with the CSM by the Section Supervisors. If large files or multiple documents are being uploaded, refer to C.7. below.
- 2) Attach the PDF document to be added to the web in the email, include the URL link (if existing on web page already) and a snippet of the proposed location. Documents to be posted to the web must be ADA compliant (American with Disability Act (ADA)); use Adobe Pro to create PDF and ADA compliant the documents. Refer to instructions posted to the Intranet page, ADA and PDF Instructions, here: <https://pbcportal.pbcgov.org/PZB/ZonPDF/ADA%20and%20PDF%20Instructions%20for%20Staff%20Reports.pdf>
- 3) If a new Web page is requested, Section Supervisor will provide a mockup of the proposed page in MS Word or meet with the CSM to create a mockup of the proposed new webpage, look and content.
- 4) All new pages or major changes to the Zoning Web pages shall be approved by the Zoning Director prior to implementing.

C. Coordinating with ISS on updates:

- 5) The CSM will verify that all documents to be posted to the web meets the ADA requirements. Refer to instructions in Section B.2 above.
- 6) The CSM will prepare via email the request to ISS for posting, which will identify the exact web page, specific URL links, a brief description, specific instructions, snippet of the section being modified, location of document / files if not attached, as necessary.
- 7) If multiple documents or large files are being uploaded, then place the files or documents in this folder X:\WEB\Zoning and include this path in the email. Place documents in the existing folders on X:drive, if there is no appropriate existing folder a new folder may be created.
- 8) All documents must be in PDF format and all audio or visual files must be converted to MP4 format.
- 9) ISS-Web Services Team will process the request and coordinate any issues with the CSM, and send confirmation when complete.
- 10) The CSM will notify the initiating section to review the update and verify that all information and documents posted are correct. CSM will also verify and send email response verification to ISS.



Director

Supersession History:

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