Lingnan University

Website Development Policy

Revision History

Version	Prepared By	Approved By	Date	Revision
1.0	Jeff McDonell, ITSC		Aug 2008	Initial version
1.1	ITSC		Dec 2019	
1.2	ITSC	TLISMB	23 Jan 2020	
1.3	ITSC	ISMB	28 Feb 2022	Add Section 3 and minor changes in other sections

Website Development Policy

1. Objective and Scope

Lingnan University Websites refer to websites created by Faculties, Departments, Administrative Units, Research Centres and other academic staff, and are stored on the Lingnan University Web servers, Departmental servers or any other University-owned servers.

This policy is to establish management direction for Faculties, Departments, Administrative Units and Research Centres when developing the departmental website.

2. General Principles

2.1   Faculties, Departments, Administrative Units and Research Centres should support the University branding and maintain a consistent 'look and feel' across all University websites, so that users will experience a degree of familiarity from one page to the next (namely. Header/Footer, University Logo, Navigation, structure, etc.) These websites should also have a consistent but unique 'look and feel' across their websites.   University header/footer should be adopted for the website construction.

2.2   Information Technology Services Centre (ITSC) of Lingnan University supports all academic and administrative departments to publish their websites. In providing this service, departments are requested to nominate a webmaster to be responsible for the content of the website to ensure the website so developed will comply will all the University policies that are still effective, where applicable, under Policies and Guidelines (https://www.ln.edu.hk/itsc/policies-and-guidelines), in particular, the Web Publishing Guidelines in Annex 1.

2.3   Each Faculty, Department, Administrative Unit and Research Centre must designate a person who will work closely with ITSC and take responsibility in developing departmental websites.

2.4   Departmental websites shall be maintained by their respective webmasters. Approval for content and site reviewing is the responsibility of Deans, Directors and Department Heads.

2.5   Website must be reviewed on a regular cycle. At no time should websites be out of date for more than 3 months in duration. Information must be maintained in a timely and up-to-date manner and specific items, such as spelling and grammar, must be verified. When reviewing websites, it is the duty of the webmaster to ensure that no website takes more than 12 seconds to download.

2.6   The University web server must never be used for sending, displaying or publicizing links to materials which are offensive or illegal in any way or which may cause injury to another person. Materials containing pornographic or indecent material or external hyperlinks to these content are prohibited in all Lingnan University websites. The department is entirely responsible for all displayed content on its website and must ensure that it complies with Lingnan University published policies and guidelines.

2.7   The web servers at Lingnan University is only available to staff who have Lingnan accounts with prior permission from their Department Heads. The web server facilities should only be used for educational use only. These web server resources are limited and are shared by each and every member of the University, so all users should refrain from acts that waste resources and other IT bandwidth. Editorial changes to website content should only be made with the permission of the 'owner' of the website. Since this service is a part of building the university's image both locally and internationally, the aforementioned users are required to comply with Lingnan University regulations for publishing websites on the Internet.

3. Hosting of University Websites

3.1 All official websites of Faculties, Departments, Administrative Units and Research Centres must be hosted in Lingnan University web servers as part of the branding requirements and to ensure the security of the data in the websites.

3.2 For other project specific websites, ITSC strongly advise all Department Heads to host them in the University webservers which provide a more secure and sustainable environment. If Faculties, Departments, Research Centres and Administrative Units

still find it necessary to host their websites outside the University network, the domain name (e.g. this is the current University domain name htttps://www.ln.edu.hk) must include elements like "LN" or "Lingnan" so that the public can easily identify the website as belonging to Lingnan University. If this is not possible owing to the technical limitation of the hosting site, a redirection URL containing "Lingnan" or equivalent in the domain name should be provided.

4. Security Measures

4.1   All Lingnan University websites should implement vigorous security measures to protect the data and information stored on the web server. Protection of Cyberattack and data loss prevention should be taken into consideration in the design of the web page.

5. Ways of Developing Departmental Websites

There are currently two ways of developing departmental websites:

1. Lingnan University Content Management System (CMS)
   - It is free to be used by all Departments, ITSC will assist in the set up and provide appropriate training.
   - University branding's look and feel will be adopted.
   - All CMS maintenance and upgrades will be managed by OCPA/ITSC.
   - The respective department will be responsible for all the website content.

2. Outsourcing or developing the website by the Department (home-grown)
   a. Departments can choose to develop their own websites either by their own staff, student helpers or external vendors. These are home-grown websites.
   b. The department should be responsible for all the resources and funding for initial set up and on-going (annual) maintenance.
   c. For home-grown websites, the department should set aside a lump sum for future maintenance such as patch upgrades in compliance with the quarterly server vulnerability scanning exercise stated in the IS Security policy (https://www.ln.edu.hk/secure/f/upload/39069/InformationSecurityPolicy.pdf), especially for those websites developed using Open Source Content Management System such as WordPress, Joomla and Drupal, etc. The department should also be responsible for allocating sufficient manpower resources for doing such patch upgrades.

d. For outsourcing, the department must inform ITSC before sending out the tender, where ITSC may provide professional advice on key concerns to the department and include the Web Publishing Guideline as part of the Tender document.

Department must reserve ample time for ITSC to conduct the vulnerability and/or web accessibility scanning before launching the website. Details could be found in the University Web Publishing Guideline under the Policies and Guidelines (https://www.ln.edu.hk/itsc/policies-and-guidelines).

6. Web Accounts

All Lingnan University web accounts are maintained by ITSC.   Faculties, Departments, Administrative Units and Research Centres can apply for web accounts via Service Requests in ITSC Helpdesk (http://www.ln.edu.hk/itsc/desktop/helpdesk). The staff member must seek approval from his/her Department Head before applying. They must adhere to all web policies, guidelines and web authoring guidelines as stated on the ITSC website.

Upon successful application, the staff member will be granted a Username and password which is not transferable. If they forget the password, they can apply for password reset via Service Request in ITSC Helpdesk. In any case, if a staff member suspects that a password has been compromised, then they should immediately change their password or contact ITSC. The department will be held responsible for any defamation caused to the University should a password be compromised.

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