



## 5.9.6 Outsourced Web Development and Maintenance

Chapter 5 - Information Technology	Original Effective Date: September 2006
Section: 5.9 Publishing on the World-Wide Web	Date Last Reviewed: July 2022
Responsible Entity: Vice President and Chief Information Officer	Date Last Revised: July 2022

### I. Purpose

To establish requirements for contractors performing web development or maintenance services for The University of Texas Health Science Center at San Antonio (UT Health San Antonio).

### II. Scope

This policy applies to websites located on the uthscsa.edu domain and other websites conducting University business.

### III. Policy

- A. UT Health San Antonio units must have documented permission from the vice president/chief information officer prior to initiating an agreement with an outside vendor or contractor for web development or maintenance or use of a commercial platform.

UT Health San Antonio is required to meet web standards set by federal and state regulations. The requirements address accessibility, security, and program coding for archiving content. Additionally, the Marketing, Communications & Media and Web and Digital Strategy Teams have minimum web standards to ensure a consistent and quality web presence for the University.

UT Health San Antonio relies on the World-Wide Web Consortium's *Web Accessibility Initiative* to define best practices for web presentation. Specific requirements related to presentation are outlined in the Institutional Handbook of Operating Policies (IHOP) policy, [5.9.4, Web Accessibility](#).

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### B. Contractor Requirements

1. Contractors performing web development or maintenance services for UT Health San Antonio, or its organizations must follow the policies and requirements set by the University and higher authorities.
  - a. These requirements should be included in the procurement process and final contract.
  - b. Final acceptance of a contractor's development or maintenance work is subject to approval by both the vice president/chief marketing and communications officer and the vice president/chief information officer.
2. All websites are subject to the approval of the Web and Digital Strategy Team, who may validate for compliance with accessibility requirements.
3. All websites developed by an outside contractor are subject to approval of the chief information security officer, whose office may examine the website to assure that its functions and data are secure.
  - a. Contractors are expected to comply with applicable Information Security policies, as set forth in IHOP section [5.8 Information Security](#).
  - b. Any websites that involve collections of sensitive information or connectivity to data stores that contain sensitive information may be subject to more stringent review of compliance with university, state, and federal regulations. Websites that may be subject to such regulatory review must have a description of the site to be built, including a data flow diagram and plans for securing the data approved by the chief information security officer before programming is completed.
  - c. Websites hosted on the central University web servers must use scripts that work with the server-side includes chosen to run on those servers.
  - d. Websites to be hosted by individual departments or schools may use other scripting by arrangement with the host of the server.

### IV. Definitions

*There are no defined terms used in this Policy.*

### V. Related References

For questions regarding this policy, contact the Web and Digital Strategy Team at [webteam@uthscsa.edu](mailto:webteam@uthscsa.edu).

#### **Additional Resources:**

IHOP Section [5.9 Publishing on the World Wide Web](#)

**VI. Review and Approval History**

- A. The approving authority of this policy is the University Executive Committee.
- B. The review frequency cycle is set for three years following the last review date, a time period that is not mandated by regulatory, accreditation, or other authority.

<b>Effective Date</b>	<b>Action Taken</b>	<b>Approved By</b>	<b>Date Approved</b>
<b>09/2006</b>	Policy Origination		
<b>07/2019</b>	Policy Revision		
<b>07/2022</b>	Policy Revision	AVP IT Services/ICPO	07/13/22