



Whole of Victorian Government

Terms of Reference

Web Management Taskforces

Introduction

This document is a guide for agencies in determining their terms of reference for their Web Management Taskforce (WMT).

Each Victorian Government department, the Environment Protection Authority, State Revenue Office, VicRoads and Victoria Police is required to have a WMT. These terms of reference will assist agencies to manage their web activity.

These model terms of reference have been agreed across government, via the Web Advisory Group (WAG), and agencies are requested to conform as far as practicable.

Definitions

GSD Government Services Division, Department of Treasury and Finance

WAG Web Advisory Group, chaired by GSD

Role of the WMT

The WMT will:

- establish themselves as a central point of guidance and leadership for web activity within their agency;
- ensure web activity within their agency is aligned with stated business goals;
- ensure web activity within their agency is effectively coordinated and managed from conception to decommissioning;
- ensure web activity within their agency is consistent with WoVG strategies, policies and standards;
- manage and support the agency's web strategy;
- maintain an accurate list of websites in their agency portfolio, including each website's name, URL and contact information;
- nominate one Member to act as the agency's Web Management Taskforce Coordinator (WMTC);
- assess and rule on website and domain name applications;
- ensure their agency participates in WoVG compliance reporting in an accurate and timely fashion;
- review GSD's return compliance reports and action the findings appropriately;
- review their agency websites annually against their business cases and/or their stated KPIs and objectives; and
- identify and communicate opportunities for cross-agency collaboration and/or a WoVG approach to GSD.



Scope of the WMT

The WMT should address all design and development undertaken within their agency's internal and external web environments, including websites, web applications and third party services, e.g. social media instances. WMTs may also choose to include other platforms which have a web component, e.g. application development for mobile phones.

The functions of the WMT may be adopted by an existing governance body within their agency (e.g. a Knowledge Management Committee) provided the representation of each function/area is maintained.

Member roles

Chair

The Chair should be occupied by a senior individual from within the prescribed membership, below.

Members

At a minimum, WMTs should be comprised of:

- the Chief Information Officer (or equivalent);
- the Senior Communications Officer;
- one or more senior business representatives;
- the corporate website/online service delivery manager; and
- one or more website owners/managers.

At a minimum, the responsibilities of Members are to:

- adopt a whole of agency view;
- encourage and follow the processes prescribed by GSD;
- attend meetings of the WMT or delegate a representative;
- ensure that delegates are adequately briefed and able to respond on their behalf; and
- approve/not approve website and domain name applications.



Web Management Taskforce Coordinator

The WMT will nominate one of its Members to act as a Web Management Taskforce Coordinator (WMTc). The nominated WMTc should have a proven knowledge of and experience with the web.

In addition to their responsibilities as Members of the WMT, WMTcs are also to:

- provide subject matter experience and advice to website owners and other agency colleagues;
- act as a two-way point of contact for GSD and the WAG;
- attend all WAG meetings and abide by the terms of reference of that group;
- promulgate WoVG policy, standards, guidelines, templates and other documents as required under the guidance of GSD;
- manage and provide agency feedback to GSD;
- manage and support the agency's WoVG compliance reporting process;
- when unable to attend to these duties, delegate to an individual that can act on their behalf and make decisions as required.

Observers

Other individuals may attend and participate in the business of the WMT by invitation of the Chair, e.g. presenters, technical experts, owners of business cases/applications for consideration.

Meeting management

Website and domain name applications

Members have a responsibility to engage in discussion and approve/not approve applications for websites and domain names.

In reviewing applications, WMTs must ensure that applications:

- provide strong business justification and alignment with the objectives of the agency;
- align with WoVG web policies and standards;
- refer to the reuse of existing work/works where appropriate; and
- are accurate in their reporting of costs, particularly with respect to whole of life costs.

Frequency

The WMT would normally meet once a month unless there are no specific items to address.

Minutes

The WMT will nominate a secretary to document and email minutes.

Relationship to other forums

The WMT reports to GSD on their agency's compliance to WoVG web standards (compliance reporting).

WMTs are advised by:

- GSD;



- the WAG; and
- Victorian Government web-related reference groups, as required.

Further information

For further information regarding this supporting resource, please contact Enterprise Solutions at enterprisesolutions@dpc.vic.gov.au.

Version history

Version	Date	GSD TRIM ref	Details
1.0	8 June 2011	D10/394856	First published.
1.1	4 October 2011		Adjustment to <i>Minutes</i> reflecting that submission of minutes to GSD is optional.