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February 15, 2017

This is in response to your Freedom of Information Act (FOIA) request dated January 5, 2017, received in my office on January 18, 2017.

You requested a copy of the home page for the OCC Brand Standards web site; a copy of each page connected to the OCC Brand Standards web site home page by one click (one level down); and a digital/electronic copy of each standard document published on the OCC Brand Standards web site.

I was unable to identify an OCC web page referred to as "OCC Brand Standards" internal OCC employees- only web site. However, I did locate a "Web Standards" internal web page. Enclosed are records requested related to the internal "Web Standards" web page.

I trust this is responsive to your request.

If you consider any of the above to be an improper denial of your request, you may appeal such denial to the Comptroller of the Currency. The appeal should be filed within 90 days of the date of this letter, should state the circumstances and reasons or arguments in support of the appeal, and be submitted via our online FOIA application at <https://foia-pal.occ.gov/> or be mailed to:

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Office of the Comptroller of the Currency
Suite 3E-218
Washington, DC 20219

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400 7th Street, SW, Suite 3E-218
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(202) 649-6758
Frank.Vance@occ.treas.gov

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College Park, MD 20740-6001
(202) 741-5770
(877) 684-6448
ogis@nara.gov
ogis.archives.gov

Sincerely yours,

Frank D. Vance, Jr.

Frank D. Vance, Jr.
Manager, Disclosure Services
& Freedom of Information Act Officer
Communications Division

#2017-00157-F



Workplace Services

Acquisition Management

Building Services

Conferences / Meetings

Financial Management

Information Technology

Library Services

Public Affairs & Communication Services

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print Services

External Outreach & Minority Affairs

Historian & Executive Communications

Internal Communications

Outreach Resource Library

Press Queries

Web & Electronic Publishing Services

Web Governance

Reasonable

Accommodations

Records Management

Security & Emergencies

Travel

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

Web Standards

This page contains links to Web standards that the Web & Electronic Publishing (WEP) team follows in posting content on the OCC's five major Web sites. The standards are organized into categories. Click on a category name below to see the standards that have been defined so far within that category.

Note that these are the standards that the WEP team follows in posting new Web content, or making updates to existing Web content. There are examples of content currently posted on OCC Web sites that does not comply with these standards. This is because that content was posted before these standards were in place.

Expand All | Collapse All

Accessibility

Content

Linking

Media: Audio/Video

Media: Images and Graphics

Metadata

OCC Applications

Search

Technical Infrastructure

Visual Identity

Web Publishing Operations



0

Last Updated: 10/14/2016

BANK SUPERVISION

BY TOPIC:

Accounting

Asset Management

Audit

Balance Sheet Management

Bank Information Technology

Banker Education

Capital

Commercial Credit

Community Affairs

Compliance/BSA

Dispute Resolution

Financial Markets

TOOLS & FORMS

Application Index

Bulletin Board Index

Examiner's Library

Examiner Tools & Data

Forms Index

HR Systems & Tools

RSS Feeds

SharePoint Site Index

NEWS & EVENTS

Announcements

Banking News

Events

Issuances

Regional Newspapers

What's New at HQ

What's New at the OCC

HUMAN RESOURCES

Benefits

Compensation and Payroll

Diversity & Inclusion

Employment & Opportunities

Employment Dispute Resolution

Ethics

HR Systems & Tools

Labor Relations

Leadership & Career Development

Leave, Telework & Work Schedules

Managers

WORKPLACE SERVICES

Acquisition Management

Building Services

Conferences / Meetings

Financial Management

Information Technology

Library Services

Public Affairs & Communication Services

Reasonable Accommodations

Records Management

PUBLICATIONS

At-A-Glance Index

Bank Supervision Publications

District Newsletters

Human Resources Publications

National Administrative Handbook

Policies and Procedures Manuals (PPMs)

SuperVisions

Workplace Services Publications

DISTRICTS & DIVISIONS

Comptroller's Office

Departments & Divisions

Districts

Employee Network Groups

Interagency Groups

Itineraries

Office Location Map

Organization Chart

Other Groups

Supervision Committees

Web Standards

International
Banking

Laws & Regulations

Responsible
Innovation

Retail Credit

Shared National
Credits

Third Party Risk
Management

Uniform Commission
Exam (UCE)

BY ORGANIZATION:

Chief National Bank
Examiner

Committee on Bank
Supervision

Compliance and
Community Affairs

Economics
Department

Large Bank
Supervision

Licensing Division

Midsized &
Community Bank
Supervision

National Risk
Committee

New Employees

Performance
Management

Special
Observances &
Charitable Giving

Statistics & Surveys

Training

Work/Life Programs

Workforce Planning

Security &
Emergencies

Travel



[A-Z Index](#) | [OCCnet Feedback](#) | [OCCnet Policies & Notices](#)
[OCC.gov](#) | [Careers.occ.gov](#) | [BankNet](#) | [HelpWithMyBank.gov](#) | [The Green](#)



IT OUTAGES AND RELEASES

A-Z INDEX | COMPTROLLER'S OFFICE | MANAGERS | NEW EMPLOYEES | TEXT SML

☒ OCCnet
 ☐ Employee Directory

Enter Search Term

Search

BANK SUPERVISION

TOOLS & FORMS

NEWS & EVENTS

HUMAN RESOURCES

WORKPLACE SERVICES

PUBLICATIONS

DISTRICTS & DIVISIONS

Workplace Services**Acquisition Management****Building Services****Conferences / Meetings****Financial Management****Information Technology****Library Services****Public Affairs & Communication Services**

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print Services

External Outreach & Minority Affairs

Historian & Executive Communications

Internal Communications

Outreach Resource Library

Press Queries

Web & Electronic Publishing Services

Web Governance

Reasonable**Accommodations****Records Management****Security & Emergencies****Travel**

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

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Expand All | Collapse All

Accessibility

Accessibility standards document the guidelines and processes for ensuring that web content posted on the OCC's Web sites is available for all users, including users with disabilities and users on non-desktop devices.

- World Wide Web Consortium (W3C) Accessibility Guidelines

Content

Content standards relate to the text that is used on OCC Web sites, including guidelines about using plain text and best practices for writing for the Web. Content standards also provide guidance on file formats that are acceptable for OCC Web content.

- Non-HTML Web Content
- Prohibited Web Content

Linking

Linking standards define how hyperlinks are used for Web navigation, text that is used as hyperlink titles, and rules about linking to HTML pages and non-HTML files within OCC Web content.

- External Linking
- Linking to SharePoint Standard
- Links in Adobe Portable Document Format (PDF) Files

Media: Audio/Video

Media: Audio/Video standards document the guidelines and processes for posting video and audio files on the OCC's Web sites.

- Video Content Hosting

Media: Images and Graphics

Media: Images and Graphics standards document the guidelines and processes for posting image and graphic files on the OCC's Web sites.

- Photo Gallery

Metadata

Metadata standards provide documentation on how the metadata fields in the Web & Electronic Publishing System (WEPS) are populated. These standards also set guidelines for populating common metadata fields in non-HTML files that are posted online.

- OCCnet Content Item Naming Conventions

OCC Applications

OCC Applications standards provide guidance for applications that will be linked from OCC Web sites, and therefore need to share the same design to ensure a consistent user experience

- HTML Form Validation

Search

Search standards provide guidance on the search functionality that is present on all OCC Web sites, including search forms, collections, results pages, and content indexing

- Google Search Appliance (GSA) KeyMatches
- Search Collections

Technical Infrastructure

Technical Infrastructure standards relate to the servers that host the OCC Web sites, including guidelines for making configuration changes to those servers

- Vanity URLs

Visual Identity

Visual Identity standards describe the visual aspects that form part of the overall brand through critical components that include logos, typeface, colors, layouts, and icons

- Divider
- HTML Table
- Rounded Corner Boxes

Web Publishing Operations

Web Publishing Operations standards document the guidelines and processes that the Public Affairs Operations Web Publishing Team follows in making updates to the OCC's Web sites

- Web Publishing Team Operations

Last Updated 10/14/2016

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Balance Sheet Management	Forms Index	Regional Newspapers	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
Banker Education	RSS Feeds	What's New at the OCC	HR Systems & Tools	Public Affairs & Communication Services	SuperVisions	Office Location Map
Capital	SharePoint Site Index		Labor Relations	Reasonable Accommodations	Workplace Services Publications	Organization Chart
Commercial Credit			Leadership & Career Development	Records Management		Other Groups
Community Affairs			Leave, Telework & Work Schedules	Security & Emergencies		Supervision Committees
Compliance/BSA			Managers	Travel		
Dispute Resolution			New Employees			
Financial Markets			Performance Management			
International Banking			Special Observances & Charitable Giving			
Laws & Regulations			Statistics & Surveys			
Responsible Innovation						
Retail Credit						

Web Standards

Shared National
Credits

Third Party Risk
Management

Uniform Commission
Exam (UCE)

BY ORGANIZATION

Chief National Bank
Examiner

Committee on Bank
Supervision

Compliance and
Community Affairs

Economics
Department

Large Bank
Supervision

Licensing Division

Midsized &
Community Bank
Supervision

National Risk
Committee

Training

Work/Life Programs

Workforce Planning



[A-Z Index](#) | [OCCnet Feedback](#) | [OCCnet Policies & Notices](#)
[OCC.gov](#) | [Careers occ.gov](#) | [BankNet](#) | [HelpWithMyBank.gov](#) | [The Green](#)



Workplace Services

Acquisition Management

Building Services

Conferences / Meetings

Financial Management

Information Technology

Library Services

Public Affairs & Communication Services

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print Services

External Outreach & Minority Affairs

Historian & Executive Communications

Internal Communications

Outreach Resource Library

Press Queries

Web & Electronic Publishing Services

Web Governance

Reasonable Accommodations

Records Management

Security & Emergencies

Travel

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

World Wide Web Consortium (W3C) Accessibility Guidelines

Standard Category

Accessibility

Standard Number

ACC-01

Standard

The following guideline is defined by the W3C, as a foundation to ensuring that web content is available for all users, including users with disabilities and users on non-desktop devices. The OCC has standards defined concerning elements on Web pages to meet the aforementioned guidance. Reference the related standards section below for specifics. In some instances, tools are used to determine whether page elements conform with the above guidance. Decisions regarding conformance resides with the Web and Electronic Publishing team.

1. Perceivable: Information and user interface components must be presentable to users in ways they can perceive.
 - a. Text alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.
 - i. Use ALT tag for Images and text descriptions for animations, 3D models and other media.
 - ii. Use CAPTCHA alternatives.
 - b. Time-based media: provide alternatives for time-based media
 - i. Provide captions for video.
 - ii. Provide audio transcriptions for audio.
 - c. Adaptable: Create content that can be presented in different ways (for example simpler layout) without losing information or structure.
 - i. Use appropriate semantic markup whenever possible for HTML documents, including header styles.
 - ii. Use appropriate markup for table headers.
 - iii. Use appropriate markup including form LABELS, to identify form and application controls.
 - iv. Flash objects are implemented so that a screen reader will read them in the appropriate sequence.
 - d. Distinguishable: Make it easier for users to see and hear content including separating foreground from background.
 - i. Ensure appropriate contrast between text and background.
 - ii. Ensure that content is distinguishable independent color.
 - iii. Avoid automatically-playing audio, slideshows and animation. Provide play buttons instead.
 - iv. Use CSS formatting instead of graphics to format text whenever possible.
2. Operable: User interface components and navigation must be operable.
 - a. Keyboard accessible: Make all functionality available from a keyboard.
 - i. Arrow keys can control sliders, or numbers can be entered to set parameters.
 - ii. Tab keys can be used to be navigate between form fields and buttons.
 - iii. Keyboard commands can be used to activate and operate video players.
 - iv. Keyboard commands can be used to close and control windows.
 - b. Enough time: Provide users enough time to read and use content.
 - i. The user is warned of time limit expiration and permitted to extend time.
 - ii. Scrolling or blinking text can be paused.
 - iii. Users have the option to block an automatic update of content.
 - c. Seizures: Do not design content in a way that is known to cause seizures.
 - i. Flashing objects should be avoided or limited to 3 flashes per second.
 - ii. Exceptions are allowed for flashes below the general or red flash threshold.
 - d. Navigable: Provide ways to help users navigate, find content, and determine where they are.
 - i. HTML Frames are given meaningful titles.
 - ii. Users are given mechanisms to skip repetitive content.

- iii. Landmarks are provided to assist in screen reader navigation.
- iv. Multiple paths are provided to navigate through web site content.
- 3. Understandable: Information and the operation of user interface must be understandable.
 - a. Readable: Make text content readable and understandable.
 - i. Identify language of text or subsection of text with a language code.
 - ii. Identify and define unusual words or jargon.
 - b. Predictable: Make web pages appear and operate in predictable ways.
 - i. Avoid unannounced pop up windows
 - ii. Avoid disabling the browser's Back button.
 - iii. Provide a separate Submit or Go button/link to initiate page changes.
 - iv. Allow automatic slideshows and scrolling or blinking text to be paused.
 - v. Give users the option to block automatic updates of content.
 - c. Input assistance: Help users avoid and correct mistakes.
 - i. Provide appropriate form field validation.
 - ii. Provide clear labels for form and application controls.
 - iii. Provide usable instructions for entering information into forms and applications.
 - iv. Provide clear and usable error messages identifying the location of error and information for correcting it.
- 4. Robust: Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.
 - a. Compatible: Maximize compatibility with current and future user agents, including assistive technologies.
 - i. Use validated markup.
 - ii. Label the name and role of all user interface components.
 - iii. Identify the value for all data fields, including parameters for interface control.

Best Practices

None

Scope

This standard applies to all OCC's Web sites:

- <https://www.occ.gov>
- <https://www.helpwithmybank.gov>
- <http://www.banknet.gov>
- <http://occnet.occ>
- <http://el.occ>
- <https://careers.occ.gov>

Exceptions

None

Sources

Web Content Accessibility Guidelines (WCAG) 2.0

Video Content Hosting Web Standard

Related Procedures

None

Related Standards

None

Last Updated: 02/10/2017

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC:	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances				

Balance Sheet Management	Forms Index	Regional Newspapers	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Banker Education	SharePoint Site Index	What's New at the OCC	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
Capital			HR Systems & Tools	Public Affairs & Communication Services	SuperVisions	Office Location Map
Commercial Credit			Labor Relations	Reasonable Accommodations	Workplace Services Publications	Organization Chart
Community Affairs			Leadership & Career Development	Records Management		Other Groups
Compliance/BSA			Leave, Telework & Work Schedules	Security & Emergencies		Supervision Committees
Dispute Resolution			Managers	Travel		
Financial Markets			New Employees			
International Banking			Performance Management			
Laws & Regulations			Special Observances & Charitable Giving			
Responsible Innovation			Statistics & Surveys			
Retail Credit			Training			
Shared National Credits			Work/Life Programs			
Third Party Risk Management			Workforce Planning			
Uniform Commission Exam (UCE)						
BY ORGANIZATION:						
Chief National Bank Examiner						
Committee on Bank Supervision						
Compliance and Community Affairs						
Economics Department						
Large Bank Supervision						
Licensing Division						
Midsize & Community Bank Supervision						
National Risk Committee						



[A-Z Index](#) |
 [OCCnet Feedback](#) |
 [OCCnet Policies & Notices](#)
[OCC.gov](#) |
 [Careers.occ.gov](#) |
 [BankNet](#) |
 [HelpWithMyBank.gov](#) |
 [The Green](#)



Workplace Services

Acquisition Management

Building Services

Conferences / Meetings

Financial Management

Information Technology

Library Services

Public Affairs & Communication Services

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print Services

External Outreach & Minority Affairs

Historian & Executive Communications

Internal Communications

Outreach Resource Library

Press Queries

Web & Electronic Publishing Services

Web Governance

Reasonable Accommodations

Records Management

Security & Emergencies

Travel

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

Non-HTML Web Content

Standard Category

Content

Standard Number

CON-02

Standard

The standard markup language used to create pages on the World Wide Web is the HyperText Markup Language (HTML). Posting Web content in HTML format is generally more optimal than posting content using non-HTML formats, like Adobe Portable Document Format (PDF) or Microsoft Word. There are many reasons why Web content in HTML format is usually superior to non-HTML formats:

1. HTML files are easier for Web search engines to index, and are usually given higher priority in search results than non-HTML files.
2. HTML files generally download more quickly than non-HTML files due to HTML files being a smaller file size.
3. HTML files can be coded using responsive design, so that they can resize to accommodate smaller screens used in mobile devices like smart phones and tablet computers, or allow visitors to change font size or line length.
4. Non-HTML files require Web site visitors to download and install proprietary software for opening and reading them, while HTML files can be opened and viewed in any Web browser.
5. It is generally easier to make an HTML file compliant with standards related to accessibility for people with disabilities.
6. Many Web Content Management Systems (WCMS) have a way to create a printer-friendly version of an HTML page, so it is often no longer necessary to create a PDF version of the same page for printing purposes.
7. Quality assurance scanning tools can more easily scan and identify problems (e.g. broken links, misspelled words) on HTML pages.

For these reasons, the Web and Electronic Publishing (WEP) team posts Web content in HTML format whenever possible. There are some exceptions, however, when it is acceptable or preferable to post Web content in a non-HTML format. Those exceptions are as follows:

1. Non-HTML content that is greater than five pages long. However, when the WEP team receives requests to post non-HTML content that is greater than five pages, a Web Content Specialist will review the content to determine whether it would be more appropriate to post it in HTML format. The criteria that the WEP team will apply in determining if content should be posted in an HTML format include the following:
 - the level of effort it will take to convert it to HTML (if greater than two hours, it can be posted in a non-HTML format)
 - what percentage of the non-HTML publication is text instead of data tables, charts, and graphics (more heavily-designed publications can be posted in a non-HTML format)
 - how mission critical the content is (mission critical content should be posted in HTML format)
2. Non-HTML files that have some functionality that cannot be replicated on an HTML page. Examples include spreadsheets that allow users to change data to do "what if" scenarios (i.e. stress testing spreadsheet calculators), fillable PDF forms, and Word templates for writing official OCC documents.
3. Presentation files can be converted to PDF format and posted in that format. Note that a presentation file cannot be the only file that mentions a particular topic on an OCC Web site. For example, if there is a rollout of a new software program to all OCC employees, that new software program cannot only be mentioned in a non-HTML presentation file. There must also be an HTML page about the new software program, and that page can link to the presentation file. The WEP team may recommend that the content in a presentation be rewritten to work as one or more HTML Web pages instead of being posted in PDF format.
4. Media files, including audio, video, images, and graphics.
5. Stylesheets and script files, including JavaScript and Cascading Style Sheets (CSS).
6. "Printer-friendly" versions of content that is also posted in HTML format.
7. Non-HTML files that were not created by OCC, and therefore should not be altered or posted in another format by OCC. But in these cases, the best practice would be to link to these files on whatever external Web site is hosting them, if they are posted on an external Web site.
8. Organization charts.
9. Membership lists for OCC enterprise-wide employee networking groups.

10. When there is urgency to post certain Web content, it may be posted in non-HTML format as long as the WEP team is actively working to also post the same content in HTML format so that the content will eventually be posted in both HTML and non-HTML formats. This includes scanned documents with official signatures that need to be posted immediately.

When OCC Web content owners want to post non-HTML files on OCC Web sites, the WEP team expects those content owners to conduct a quality assurance check of the files before submitting them to the WEP team for posting. This includes performing the following quality assurance tasks:

1. Verifying that all links work.
2. Populating the standard metadata fields (e.g. Title, Subject, Author, Keywords).
3. Ensuring that there is no sensitive data contained in the file.
4. Verifying that any code/logic works as expected (e.g. macros in Microsoft Office documents, formulas in Excel spreadsheets, form validation in fillable PDFs).
5. Running an accessibility check if the software you are using to create a non-HTML file contains that feature.

The WEP team generally does not make edits or updates to non-HTML files before posting them on OCC Web sites. The WEP team expects the Web content owner to provide a non-HTML file that is ready for posting as is. If a Web content owner realizes that a non-HTML file that is live on an OCC Web site has some problem and an updated version needs to be posted, the WEP team expects that the content owner will supply a new version of the file to be posted.

Best Practices

When linking to a non-HTML file, it is helpful if there is text next to the link that indicates what file format the file is in, and what the file size is.

For dynamic data-driven Web applications, it is preferable for search results or reports to be created in HTML format instead of or in addition to a non-HTML format (e.g. PDF).

Scope

This standard applies to all OCC's Web sites:

- <https://www.occ.gov>
- <https://www.helpwithmybank.gov>
- <http://www.banknet.gov>
- <http://occnet.occ>
- <http://el.occ>
- <https://careers.occ.gov>

Exceptions

Please see the "Standard" section above for a list of cases where it is acceptable to post Web content in a non-HTML format.

Sources

None

Related Procedures

None

Related Standards

Links in Adobe Portable Document Format (PDF) Files

Last Updated: 02/10/2017

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC:	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Balance Sheet Management	Forms Index	Regional Newspapers	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
Banker Education	SharePoint Site Index	What's New at the OCC	HR Systems & Tools	Public Affairs & Communication Services	SuperVisions	Office Location Map
Capital			Labor Relations			Organization Chart
Commercial Credit						Other Groups

Non-HTML Web Content

Community Affairs
 Compliance/BSA
 Dispute Resolution
 Financial Markets
 International
 Banking
 Laws & Regulations
 Responsible
 Innovation
 Retail Credit
 Shared National
 Credits
 Third Party Risk
 Management
 Uniform Commission
 Exam (UCE)
BY ORGANIZATION:
 Chief National Bank
 Examiner
 Committee on Bank
 Supervision
 Compliance and
 Community Affairs
 Economics
 Department
 Large Bank
 Supervision
 Licensing Division
 Midsize &
 Community Bank
 Supervision
 National Risk
 Committee

Leadership & Career
 Development
 Leave, Telework &
 Work Schedules
 Managers
 New Employees
 Performance
 Management
 Special
 Observances &
 Charitable Giving
 Statistics & Surveys
 Training
 Work/Life Programs
 Workforce Planning

Reasonable
 Accommodations
 Records
 Management
 Security &
 Emergencies
 Travel

Workplace Services
 Publications

Supervision
 Committees



[A-Z Index](#) | [OCCnet Feedback](#) | [OCCnet Policies & Notices](#)
[OCC.gov](#) | [Careers.occ.gov](#) | [BankNet](#) | [HelpWithMyBank.gov](#) | [The Green](#)

**Workplace Services****Acquisition Management****Building Services****Conferences / Meetings****Financial Management****Information Technology****Library Services****Public Affairs & Communication Services****Banking Relations****Congressional Liaison****Disclosure Services****Editorial, Design & Print Services****External Outreach & Minority Affairs****Historian & Executive Communications****Internal Communications****Outreach Resource Library****Press Queries****Web & Electronic Publishing Services****Web Governance****Reasonable****Accommodations****Records Management****Security & Emergencies****Travel**

HOME > [WORKPLACE SERVICES](#) > [PUBLIC AFFAIRS & COMMUNICATION SERVICES](#) > [WEB & ELECTRONIC PUBLISHING SERVICES](#) > [WEB GOVERNANCE](#) > [WEB STANDARDS](#)

Prohibited Web Content**Standard Category**

Content

Standard Number

CON-01

Standard

The following content should never appear in any Web content (including metadata fields) on the OCC's Web sites:

- Passwords for the OCC network or any OCC application
 - Advertisements for private for-profit individuals, firms, or corporations, or any language that implies that the OCC endorses or favors a specific commercial product, commodity, or service
 - Information advocating in favor of or in opposition to specific political parties, campaigns, or candidates for office
 - Profanity
 - Pornography
- In addition to the list above, the following content should never appear on the OCC's public Web sites (OCC.gov and HelpWithMyBank.gov):
- OCC network user names
 - OCC server names or internet protocol (IP) addresses
 - Directory paths for OCC network drives (e.g. U drive)
 - Private software company or product names and version numbers (e.g. Google Search Appliance, Remedy, Appian)
 - Any personally identifiable information (PII) related to OCC employees, or employees and customers of OCC-supervised institutions, including social security numbers, credit card numbers, employee ID numbers, etc.
 - Any information about specific bank exams, including CAMELS scores or matters requiring attention (MRAs) for a specific national bank or thrift

Best Practices

None

Scope

This standard applies to all OCC's Web sites:

- <https://www.occ.gov>
- <https://www.helpwithmybank.gov>
- <http://www.banknet.gov>
- <http://occnet.occ>
- <http://ef.occ>
- <https://careers.occ.gov>

Exceptions

None

Sources

Federal Information Security Management Act of 2002 (FISMA)

Related Procedures

None

Related Standards

None

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC:	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Balance Sheet Management	Forms Index	Regional Newspapers	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
Banker Education	SharePoint Site Index	What's New at the OCC	HR Systems & Tools	Public Affairs & Communication Services	SuperVisions	Office Location Map
Capital			Labor Relations	Reasonable Accommodations	Workplace Services Publications	Organization Chart
Commercial Credit			Leadership & Career Development	Records Management		Other Groups
Community Affairs			Leave, Telework & Work Schedules	Security & Emergencies		Supervision Committees
Compliance/BSA			Managers	Travel		
Dispute Resolution			New Employees			
Financial Markets			Performance Management			
International Banking			Special Observances & Charitable Giving			
Laws & Regulations			Statistics & Surveys			
Responsible Innovation			Training			
Retail Credit			Work/Life Programs			
Shared National Credits			Workforce Planning			
Third Party Risk Management						
Uniform Commission Exam (UCE)						
BY ORGANIZATION:						
Chief National Bank Examiner						
Committee on Bank Supervision						
Compliance and Community Affairs						
Economics Department						
Large Bank Supervision						
Licensing Division						
Midsize & Community Bank Supervision						
National Risk Committee						



A-Z Index | OCCnet Feedback | OCCnet Policies & Notices
 OCC.gov | Careers.occ.gov | BankNet | HelpWithMyBank.gov | The Green



IT OUTAGES AND RELEASES

A-Z INDEX | COMPTROLLER'S OFFICE | MANAGERS | NEW EMPLOYEES | TEXT: S M L

☒ OCCnet
 ☐ Employee Directory

Enter Search Term

Search

BANK SUPERVISION

TOOLS & FORMS

NEWS & EVENTS

HUMAN RESOURCES

WORKPLACE SERVICES

PUBLICATIONS

DISTRICTS & DIVISIONS

Workplace Services

Acquisition Management

Building Services

Conferences / Meetings

Financial Management

Information Technology

Library Services

Public Affairs &
Communication Services

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print
ServicesExternal Outreach &
Minority AffairsHistorian & Executive
Communications

Internal Communications

Outreach Resource
Library

Press Queries

Web & Electronic
Publishing Services

Web Governance

Reasonable
Accommodations

Records Management

Security & Emergencies

Travel

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

External Linking

Standard Category

Linking

Standard Number

LNK-01

Standard

The following standards apply when there is a link to an external Web site on one of the OCC's five major Web sites. An external Web site is defined as a Web site with a different domain name than the Web site that is hosting the link. For example, on the occ.gov Web site, any link that does not go to the "www.occ.gov" domain would be considered an external link.

- 1) In no cases should a production OCC Web site link to a staging or development URL on another OCC Web site. For example, if an occ.gov page is linking to a page on helpwithmybank.gov, the link should go to a production (not staging or development) page on helpwithmybank.gov.
- 2) The three public-facing OCC Web sites (occ.gov, helpwithmybank.gov, and banknet.gov) should contain no links to any Web sites or applications that are located within the OCC network. For example, there should be no links from pages and files on occ.gov to any pages or files on occnet.occ.
- 3) In no cases should a production OCC Web site link to a file that is hosted on a local or network drive. This includes files that are hosted on a the local C drive on a particular OCC employee's computer, or a file hosted on the network P or U drives.
- 4) When an external link becomes broken, the Web and Electronic Publishing team will disable that link but keep the link text so the text of the page with the broken link remains unchanged. The Web and Electronic Publishing team will notify the owner of the page with the broken link to request that that owner supply a new URL to use as a replacement link.
- 5) In certain situations, an external link should open in a new browser window and/or include a pop-up box with a message warning the visitor that he is leaving an OCC Web site. The table below details when external links should open in a new browser window and when the warning message should appear:

If the external link goes to...	New Browser Window	Warning Message
An HTML page on an OCC Web site	Yes	No
A non-HTML file on an OCC Web site	Yes	No
A .gov Web site	Yes	No
A non-.gov Web site	Yes	Yes
Any Web site or application that is hosted inside the OCC network	Yes	No

- 6) The text used for warning messages that you are leaving an OCC Web site reads as follows:

"You are leaving an official Web site of the Office of the Comptroller of the Currency (OCC). The privacy policy of the destination Web site may differ from the OCC's policy. The OCC does not guarantee the information on Web sites maintained by other organizations, nor does it endorse organizations, products, or services promoted on non-government Web sites. To remain on this site, click Cancel. To continue to the link you selected, click OK."

- 7) External links on OCC Web sites should be relevant to the mission of the OCC as a federal bank regulatory agency. Generally external links should supplement the content present on OCC Web sites, and enhance Web site visitors' understanding of that content. There are certain types of external Web sites that OCC Web sites should never link to, including the following:

- Web sites that advocate hate, bias, discrimination, or contain libelous content
- Web sites supporting partisan political activity, or that lobby for a particular industry or organization
- For-profit commercial Web sites, unless the OCC has a business relationship with the owner of that site and/or it is supporting OCC business needs
- Gambling or pornographic Web sites

Best Practices

When linking to an e-mail address using a "mailto" link, the code in the mailto link should prefill the subject line with some text that is relevant to why the e-mail is being sent. For example, if the mailto link is on an OCCnet page about getting help with the e-Time application, the subject could be prefilled with the text "e-Time support request."

Scope

This standard applies to all OCC's Web sites:

- <https://www.occ.gov>
- <https://www.helpwithmybank.gov>
- <http://www.banknet.gov>
- <http://occnet.occ>
- <http://el.occ>
- <https://careers.occ.gov>

Exceptions

There are currently no exceptions to this standard.

Sources

None

Related Standards

None

Last Updated: 02/10/2017

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC:	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Balance Sheet Management	Forms Index	Regional Newspapers	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
Banker Education	RSS Feeds	What's New at the OCC	HR Systems & Tools	Public Affairs & Communication Services	SuperVisions	Office Location Map
Capital	SharePoint Site Index		Labor Relations	Reasonable Accommodations	Workplace Services Publications	Organization Chart
Commercial Credit			Leadership & Career Development	Records Management		Other Groups
Community Affairs			Leave, Telework & Work Schedules	Security & Emergencies		Supervision Committees
Compliance/BSA			Managers	Travel		
Dispute Resolution			New Employees			
Financial Markets			Performance Management			
International Banking			Special Observances & Charitable Giving			
Laws & Regulations			Statistics & Surveys			
Responsible Innovation			Training			
Retail Credit			Work/Life Programs			
Shared National Credits			Workforce Planning			
Third Party Risk Management						
Uniform Commission Exam (UCE)						
BY ORGANIZATION:						
Chief National Bank Examiner						
Committee on Bank Supervision						
Compliance and Community Affairs						

External Linking

Economics
Department

Large Bank
Supervision

Licensing Division

Midsize &
Community Bank
Supervision

National Risk
Committee



[A-Z Index](#) | [OCCnet Feedback](#) | [OCCnet Policies & Notices](#)
[OCC.gov](#) | [Careers.occ.gov](#) | [BankNet](#) | [HelpWithMyBank.gov](#) | [The Green](#)



Workplace Services

Acquisition Management

Building Services

Conferences / Meetings

Financial Management

Information Technology

Library Services

Public Affairs & Communication Services

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print Services

External Outreach & Minority Affairs

Historian & Executive Communications

Internal Communications

Outreach Resource Library

Press Queries

Web & Electronic Publishing Services

Web Governance

Reasonable Accommodations

Records Management

Security & Emergencies

Travel

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

Linking to SharePoint Standard

Policy

WPN-020-Web-Usability

Standard Name

Linking to SharePoint

Standard Category

Linking

Standard Number

LNK-04

Standard

SharePoint offers many features useful to OCC staff such as collaborative work environments supported by document management capabilities. SharePoint also includes survey and blog functionality. While the application offers many useful features, it is not and should not be used as a substitute publishing tool for OCCnet content. Enterprise-wide information is information and/or data that is deemed useful to all OCC staff, and is not delivered via a form or tool/application. Enterprise-wide information that is hosted on OCCnet must be managed within, and published from, the Web Content Management System (WCMS). Information managed within the WCMS follows a standardized framework that supports content usability, search-ability, and findability. The following standards apply to content that resides in SharePoint sites that is linked to from OCCnet.

- Enterprise-wide information that resides on OCCnet must be managed within the WCMS. Enterprise-wide information is information and/or data that is deemed useful to all OCC staff, and is not delivered via a form or tool/application.
- Information that is project or business unit specific that requires collaborative development through the use of wikis, or uses technologies such as surveys or blogs should be hosted in SharePoint.
- There shall be no content on the OCCnet homepage that links directly to SharePoint.
- There shall be no Google "KeyMatch" terms that link directly to SharePoint sites.
- SharePoint sites must launch in a new browser window to enable visitors to easily return to OCCnet.
- All SharePoint sites shall be listed on the SharePoint Site Index page under the Tools & Forms navigation on OCCnet. All SharePoint sites must have an information page that adheres to the standard template. For example: Data & Systems Forum.
- All SharePoint sites linked to from OCCnet will include the following exit message:
"You are leaving OCCnet and will be forwarded to a Business Unit (BU) owned SharePoint site. If you have any questions regarding the site, contact the BU owner or the ITS SharePoint Team. Be sure to include the SharePoint site URL in your message. To remain on OCCnet, click cancel. To continue to the link you selected, click OK."

This message will not be applied to the launch button on the SharePoint Site information page.

Background

Content Assurance and Organization

Content that resides in the WCMS undergoes a regular audit conducted by the Web and Electronic Publishing (WEP) Team. Content overseen by the WEP team and its supporting systems and processes is managed from cradle to grave. The rigor applied by WEP helps eliminate R.O.T. (Redundant, Outdated, and Trivial) content. Before WEP team management, R.O.T. was a significant problem that made it difficult for users to find information on OCCnet. The same level of rigor is not applied to content hosted on SharePoint.

Content Usability, Search-ability, and Findability

The WCMS uses templates and metadata that enable consistent presentation and organization of enterprise-wide information. The consistent experience enabled by the content published via the WCMS results in more usable sites and findable content. SharePoint sites vary wildly in their layout which makes it difficult for users to learn how information is organized and easily find it from site to site. This is just one of the many important reasons why OCCnet content intended for all staff must be managed within the standardized framework and be deployed by the WCMS. In addition, SharePoint sites cannot be indexed by the OCCnet search engine or be monitored by Web site traffic analysis tools.

Scope

- <http://occnet.occ>

Exceptions

Content that is a form or application residing in SharePoint does not fall within the definition of enterprise-wide content and will not be managed in the CMS. Contact the WEP team if you have any questions about this exception.

Related Procedures

None

Related Standards

Links in Adobe Portable Document Format (PDF) Files

External Linking

Last Updated: 02/10/2017

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC:	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Balance Sheet Management	Forms Index	Regional Newspapers	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
Banker Education	SharePoint Site Index	What's New at the OCC	HR Systems & Tools	Public Affairs & Communication Services	SuperVisions	Office Location Map
Capital			Labor Relations	Reasonable Accommodations	Workplace Services Publications	Organization Chart
Commercial Credit			Leadership & Career Development	Records Management		Other Groups
Community Affairs			Leave, Telework & Work Schedules	Security & Emergencies		Supervision Committees
Compliance/BSA			Managers	Travel		
Dispute Resolution			New Employees			
Financial Markets			Performance Management			
International Banking			Special Observances & Charitable Giving			
Laws & Regulations			Statistics & Surveys			
Responsible Innovation			Training			
Retail Credit			Work/Life Programs			
Shared National Credits			Workforce Planning			
Third Party Risk Management						
Uniform Commission Exam (UCE)						
BY ORGANIZATION:						
Chief National Bank Examiner						
Committee on Bank Supervision						
Compliance and Community Affairs						
Economics Department						
Large Bank Supervision						
Licensing Division						
Midsized & Community Bank Supervision						
National Risk Committee						

[A-Z Index](#) | [OCCnet Feedback](#) | [OCCnet Policies & Notices](#)
[OCC.gov](#) | [Careers.occ.gov](#) | [BankNet](#) | [HelpWithMyBank.gov](#) | [The Green](#)





IT OUTAGES AND RELEASES

A-Z INDEX | COMPTROLLER'S OFFICE | MANAGERS | NEW EMPLOYEES | TEXT: S M L

☒ OCCnet
 ☐ Employee Directory

Enter Search Term

Search

BANK SUPERVISION

TOOLS & FORMS

NEWS & EVENTS

HUMAN RESOURCES

WORKPLACE SERVICES

PUBLICATIONS

DISTRICTS & DIVISIONS

Workplace Services

Acquisition Management

Building Services

Conferences / Meetings

Financial Management

Information Technology

Library Services

Public Affairs & Communication Services

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print Services

External Outreach & Minority Affairs

Historian & Executive Communications

Internal Communications

Outreach Resource Library

Press Queries

Web & Electronic Publishing Services

Web Governance

Reasonable

Accommodations

Records Management

Security & Emergencies

Travel

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

Links in Adobe Portable Document Format (PDF) Files

Standard Category

Linking

Standard Number

LNK-02

Standard

There are Adobe PDF files posted on all of the OCC's major Web sites. Many of these PDF files contain hyperlinks (links) to other Web sites. This standard applies to creating links within PDF files, and provides details on the process that the Web and Electronic Publishing (WEP) Team follows in identifying and correcting links within PDF files that become broken.

1. The WEP Team does not recommend using links in PDF files. If it is necessary to include links in a PDF file, the content owner of the PDF file should review and update the links in the PDF on a regular schedule (at least once per year) to verify that the links still work. When content owners regularly review links within their PDF files, there is a greater chance of any broken links being discovered and corrected.
2. Links in PDF files should go to fully qualified production URLs. They should never go to relative or staging/development URLs.

Example of a fully qualified production URL:

<https://www.occ.gov/topics/index-topics.html>

Example of a relative URL:

</topics/index-topics.html>

Example of a staging URL:

<http://occgovwepsstg/topics/index-topics.html>

3. The WEP Team generally does not make updates to PDF files that are posted on the OCC's Web sites. If an update to a PDF file needs to be made, for example, to correct a broken link or change some text within the PDF, the WEP Team expects that the owner of that file will create a WTTA ticket to request that the PDF be updated, and attach a new version of the PDF to be posted.

The WEP team rarely has access to the source file from which the PDF was generated (usually a Microsoft Word document). Updates to a PDF file need to be reflected in the source file first, and then a new version of the PDF can be created from the updated source file.

4. The WEP Team uses automated scanning tools to identify PDF files that contain broken links on a quarterly basis. The WEP team analyzes these reports of broken links within PDF files to identify if any mission-critical PDFs contain links that have become broken.
5. The following types of PDF files are considered to be mission-critical:
 - Comptroller's Handbooks
 - Licensing Manuals
 - Attachments to OCC Bulletins
 - Activities Permissible for a National Bank, Cumulative
 - Supervisory Memorandums
 - Policies and Procedures Manuals (PPMs)

6. The WEP team will contact the owners of mission critical PDFs that contain broken links, and share the reports that show what links within those PDFs have become broken.

7. Within one month of notifying the PDF content owners of broken links in PDF files, the WEP team expects that the content owners of mission critical PDFs will create a WTTA ticket to request that a new, corrected version of that PDF be posted. The WTTA ticket should include as an attachment the corrected version of the PDF.

8. After one month has passed since the WEP team notified the PDF content owners about the broken links, the WEP Team will disable links in any mission-critical PDFs for which the content owner has not supplied a corrected version. The link text of those broken links will remain in the PDF, but it will no longer be an active hyperlink.

9. The quarterly process to scan PDFs on OCC Web sites for broken links will result in broken links being corrected in mission-critical PDFs. This process will not correct all broken links in all PDFs posted on OCC Web sites.

If any content owners of PDF content that is not considered mission critical would like a report of what broken links are present in their PDF content, at any time those content owners can create a WTTA ticket to request that the WEP team create a report of what links are broken in one or more specific PDF files. The WTTA ticket should include the specific URL(s) for the PDF(s) or directory folder(s) that contain those PDFs.

Best Practices

An alternative to including links in a PDF file is to put those same links in the HTML page that links to that PDF file. For example, if the PDF is about the OCC's telework program, the links in that PDF can be removed from the PDF and added to the main OCCnet Telework HTML topic page. Another alternative is to convert the PDF file to an HTML page, so that the content does not need to be posted on an OCC Web site in PDF format. The WEP team encourages including links in HTML pages instead of PDF files whenever practical.

Scope

This standard applies to all OCC's Web sites:

- <https://www.occ.gov>
- <https://www.helpwithmybank.gov>
- <http://www.banknet.gov>
- <http://occnet.occ>
- <http://el.occ>
- <https://careers.occ.gov>

Exceptions

The WEP Team normally does not make any updates to PDF files posted on OCC Web sites. An exception to this is cases when there are mission critical PDF files that contain broken links. If the content owners of these files do not provide a corrected version of the PDF within one month of receiving the report of broken links in the PDF, then the WEP Team will update the PDF to disable broken hyperlinks. The link text will still be present in the PDF, but it will no longer be an active hyperlink.

Sources

None

Related Procedures

None

Related Standards

None

Last Updated: 02/10/2017

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC:	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Balance Sheet Management	Forms Index	Regional Newspapers	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
Banker Education	RSS Feeds	What's New at the OCC	HR Systems & Tools	Public Affairs & Communication Services	SuperVisions	Office Location Map
Capital	SharePoint Site Index		Labor Relations	Reasonable Accommodations	Workplace Services Publications	Organization Chart
Commercial Credit			Leadership & Career Development	Records Management		Other Groups
Community Affairs			Leave, Telework & Work Schedules	Security & Emergencies		Supervision Committees
Compliance/BSA			Managers	Travel		
Dispute Resolution			New Employees			
Financial Markets			Performance Management			
International Banking			Special Observances & Charitable Giving			
Laws & Regulations			Statistics & Surveys			
Responsible Innovation			Training			
Retail Credit			Work/Life Programs			
Shared National Credits			Workforce Planning			
Third Party Risk Management						

Uniform Commission
Exam (UCE)

BY ORGANIZATION:

Chief National Bank
Examiner

Committee on Bank
Supervision

Compliance and
Community Affairs

Economics
Department

Large Bank
Supervision

Licensing Division

Midsize &
Community Bank
Supervision

National Risk
Committee



[A-Z Index](#) | [OCCnet Feedback](#) | [OCCnet Policies & Notices](#)
[OCC.gov](#) | [Careers.occ.gov](#) | [BankNet](#) | [HelpWithMyBank.gov](#) | [The Green](#)



Workplace Services

Acquisition Management

Building Services

Conferences / Meetings

Financial Management

Information Technology

Library Services

Public Affairs & Communication Services

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print Services

External Outreach & Minority Affairs

Historian & Executive Communications

Internal Communications

Outreach Resource Library

Press Queries

Web & Electronic Publishing Services

Web Governance

Reasonable Accommodations

Records Management

Security & Emergencies

Travel

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

Video Content Hosting

Standard Category

Media: Audio/Video

Standard Number

MAV-01

Standard

OCC staff and contractors produce video files related to the OCC's mission and operational objectives, and post those video files on the OCC's Web sites. This standard covers the guidelines for hosting video content on the OCC's Web sites.

For the purpose of this standard, a video file is defined as a type of media file that includes information in both video and audio formats. Here are some examples of types of media files that are considered to be a video file according to this standard:

- A video recording of an OCC employee or guest speaker giving a speech
- A PowerPoint presentation that has an audio track of the speaker that goes along with the slides
- An interactive training that includes screen recordings of someone using a Web-based application

The following guidelines apply to hosting video files on OCC Web sites:

1. Only video files that are produced by the OCC or by outside video production vendors who have been hired by the OCC are hosted on the OCC's Web sites. Video content that was produced outside of the OCC cannot be hosted on OCC Web sites. It is acceptable to link from OCC Web pages to externally-hosted video content if it is relevant in some way to OCC Web content, and the externally-hosted video content is captioned.
2. The content of video files posted on OCC Web sites must be relevant to the OCC's mission and operational objectives.
3. All video files must be captioned prior to being posted on OCC Web sites. If you have produced a video file that is not captioned, you may request that it be captioned by completing the Multimedia Services Request Form. Captions can be embedded within the video file, or be contained in a separate Synchronized Multimedia Integration Language (.SMI) file that plays along with the video. A transcript of a video file may be posted on the page that plays the video file, but please note that a transcript can not be used as a substitute for captions in the video. Captions must be present in the video regardless of whether or not a transcript is posted along with the video.
4. When linking to a video file, the link text should specify the format and length of the video file. For example, a link to a video of the 2015 Asian Heritage Month celebration could read "2015 Asian Heritage Month (WMV, 29:37)"
5. OCC video files will be embedded in an HTML page that contains buttons or links to start, stop, and pause the video.
6. OCC video file HTML pages will contain a separate section of the page below the video to show the captions that go along with the video, unless the captions are embedded in the video file.
7. Due to network bandwidth and usability best practices, in no circumstance should a video file automatically start playing on an OCC Web page without the visitor clicking a link to begin playing the video. Videos should only start playing after a user clicks a link or button to start playing the video.
8. Video files on OCC Web sites are posted in Windows Media Video (WMV) format. They may also be posted in other video formats to facilitate playing the video files on mobile devices that are commonly used to browse OCC Web sites.
9. Video files that are over 100 MB in size will be split apart into multiple files that are each smaller than 100 MB in size. The Web and Electronic Publishing (WEP) Team will use an Advanced Stream Redirector (ASX) file to play the multiple files in succession so that the OCC Web site visitor will not have to click on multiple links to download each file that is part of a video.
10. All video files will be hosted on the same OCC Web servers that are used to host the HTML content of the Web sites. OCC Web pages will not embed video files that are hosted on external Web sites (e.g. YouTube).

Best Practices

Important information should not be conveyed only in a video. Some Web site visitors may not watch a video file, especially if the video is more than a few minutes long. Therefore a summary of the important content of the video file should appear on the HTML page that has the video embedded within the page.

Scope

This standard applies to all OCC's Web sites:

- <https://www.occ.gov>
- <https://www.helpwithmybank.gov>

- <http://www.banknet.gov>
- <http://occnet.occ>
- <http://el.occ>
- <https://careers.occ.gov>

Exceptions

None

Sources

Summary of Section 508 Standards

Related Procedures

None

Related Standards

None

Last Updated: 02/10/2017

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC:	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Balance Sheet Management	Forms Index	Regional Newspapers	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
Banker Education	SharePoint Site Index	What's New at the OCC	HR Systems & Tools	Public Affairs & Communication Services	SuperVisions	Office Location Map
Capital			Labor Relations	Reasonable Accommodations	Workplace Services Publications	Organization Chart
Commercial Credit			Leadership & Career Development	Records Management		Other Groups
Community Affairs			Leave, Telework & Work Schedules	Security & Emergencies		Supervision Committees
Compliance/BSA			Managers	Travel		
Dispute Resolution			New Employees			
Financial Markets			Performance Management			
International Banking			Special Observances & Charitable Giving			
Laws & Regulations			Statistics & Surveys			
Responsible Innovation			Training			
Retail Credit			Work/Life Programs			
Shared National Credits			Workforce Planning			
Third Party Risk Management						
Uniform Commission Exam (UCE)						
BY ORGANIZATION:						
Chief National Bank Examiner						
Committee on Bank Supervision						
Compliance and Community Affairs						
Economics Department						
Large Bank Supervision						
Licensing Division						

Video Content Hosting

Midsized &
Community Bank
Supervision

National Risk
Committee



[A-Z Index](#) | [OCCnet Feedback](#) | [OCCnet Policies & Notices](#)
[OCC.gov](#) | [Careers.occ.gov](#) | [BankNet](#) | [HelpWithMyBank.gov](#) | [The Green](#)

**Workplace Services****Acquisition Management****Building Services****Conferences / Meetings****Financial Management****Information Technology****Library Services****Public Affairs & Communication Services**

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print Services

External Outreach & Minority Affairs

Historian & Executive Communications

Internal Communications

Outreach Resource Library

Press Queries

Web & Electronic Publishing Services

Web Governance

Reasonable**Accommodations****Records Management****Security & Emergencies****Travel**

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

Photo Gallery**Standard Category**

Media: Images and Graphics

Standard Number

MIG-01

Standard

Photo Gallery uses a photo organizer widget to view photos from thumbnails to full size photo.

Thumbnail:

Maximum 130 px width and 130 px height.
Border radius 5px, 1px, solid.

Full-size:

The image can be expanded to any width and height.
Include the title and the description below the photo. There is no character limit.

Images can be in the following file format: .jpg.

Best Practices

Save images optimized for web to load faster. Photoshop optimized JPEG image should be 72 dpi.

Scope

This standard applies to all OCC's Web sites:

- <https://www.occ.gov>
- <https://www.helpwithmybank.gov>
- <http://www.banknet.gov>
- <http://occnet.occ>
- <http://ef.occ>
- <https://careers.occ.gov>

Exceptions

None

Sources

None

Related Procedures

None

Related Standards

None



Last Updated: 02/10/2017

BANK SUPERVISION**BY TOPIC:**

Accounting

Asset Management

Audit

Balance Sheet Management

TOOLS & FORMS

Application Index

Bulletin Board Index

Examiner's Library

Examiner Tools & Data

Forms Index

NEWS & EVENTS

Announcements

Banking News

Events

Issuances

Regional Newspapers

HUMAN RESOURCES

Benefits

Compensation and Payroll

Diversity & Inclusion

Employment & Opportunities

WORKPLACE SERVICES

Acquisition Management

Building Services

Conferences / Meetings

PUBLICATIONS

At-A-Glance Index

Bank Supervision Publications

District Newsletters

Human Resources Publications

DISTRICTS & DIVISIONS

Comptroller's Office

Departments & Divisions

Districts

Employee Network Groups

Photo Gallery

Bank Information Technology	HR Systems & Tools	What's New at HQ	Employment Dispute Resolution	Financial Management	National Administrative Handbook	Interagency Groups
Banker Education	RSS Feeds	What's New at the OCC	Ethics	Information Technology	Itineraries	
Capital	SharePoint Site Index		HR Systems & Tools	Library Services	Office Location Map	
Commercial Credit			Labor Relations	Public Affairs & Communication Services	Procedures Manuals (PPMs)	Organization Chart
Community Affairs			Leadership & Career Development	Reasonable Accommodations	SuperVisions	Other Groups
Compliance/BSA			Leave, Telework & Work Schedules	Records Management	Workplace Services Publications	Supervision Committees
Dispute Resolution			Managers	Security & Emergencies		
Financial Markets			New Employees	Travel		
International Banking			Performance Management			
Laws & Regulations			Special Observances & Charitable Giving			
Responsible Innovation			Statistics & Surveys			
Retail Credit			Training			
Shared National Credits			Work/Life Programs			
Third Party Risk Management			Workforce Planning			
Uniform Commission Exam (UCE)						
BY ORGANIZATION:						
Chief National Bank Examiner						
Committee on Bank Supervision						
Compliance and Community Affairs						
Economics Department						
Large Bank Supervision						
Licensing Division						
Midsize & Community Bank Supervision						
National Risk Committee						



[A-Z Index](#) |
 [OCCnet Feedback](#) |
 [OCCnet Policies & Notices](#)
[OCC.gov](#) |
 [Careers.occ.gov](#) |
 [BankNet](#) |
 [HelpWithMyBank.gov](#) |
 [The Green](#)



IT OUTAGES AND RELEASES

A-Z INDEX | COMPTROLLER'S OFFICE | MANAGERS | NEW EMPLOYEES | TEXT: S M L

☒ OCCnet
 ☐ Employee Directory

Enter Search Term

Search

BANK SUPERVISION

TOOLS & FORMS

NEWS & EVENTS

HUMAN RESOURCES

WORKPLACE SERVICES

PUBLICATIONS

DISTRICTS & DIVISIONS

Workplace Services

Acquisition Management

Building Services

Conferences / Meetings

Financial Management

Information Technology

Library Services

Public Affairs & Communication Services

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print Services

External Outreach & Minority Affairs

Historian & Executive Communications

Internal Communications

Outreach Resource Library

Press Queries

Web & Electronic Publishing Services

Web Governance

Reasonable

Accommodations

Records Management

Security & Emergencies

Travel

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

OCCnet Content Item Naming Conventions**Standard Category**

Metadata

Standard Number

MTA-01

Standard

The table below lists each Web content type that is used on the Web site, and what the naming convention is for naming new content items of that type. These content item names become the file name when the page or file is posted on Web site.

There are a few general guidelines that all of these content type naming conventions follow:

1. Content item names use only lowercase letters.
2. There are only two special characters used in content item names: the hyphen ("-") and the period ("."). Hyphens are used between words in content item names, and periods are used before file extensions in content item names that include a file extension.
3. No spaces are used in content item names.
4. For non-HTML files (e.g. PDFs, images, Microsoft Office files), the file extension is included in the content item name (e.g. ".pdf" or ".gif") so that the content item name matches the actual non-HTML file name.

Web site Content Type Naming Conventions

Content Type	Naming Convention	Example
Anchor: A to Z	[description of anchor page]-index	a-to-z-index
Anchor: None	[description of anchor page]	schwab-401k-faqs
Anchor: What's New at HQ	wnh-[three letter month]-[day]-[year]	wnh-mar-12-2013
Anchor: What's New at OCC	wno-[three letter month]-[day]-[year]	wno-apr-8-2013
Announcement	ann-[description of announcement]-[three letter month]-[day]-[year]	ann-occ-150th-kickoff-feb-26-2013
AutoList	auto-[description of autolist]	auto-five-most-recent-events
Brief/Widget	brief-[description of brief]	brief-home-page-top-tasks
Contact	con-[first name]-[last name]	con-joseph-smith
CSS/JavaScript	[descriptive name for CSS or JavaScript]	print-preview, occnet-styles
Event	ev-[description of event]-[three letter month]-[day]-[year]	ev-emer-prep-training-mar-12-2013
File: Alert	alert-[four digit year]-[alert number][single letter to uniquely identify attachment].[file extension]	alert-2014-24a.pdf
File: Annual Report	fy-[four digit year]-occ-annual-report.[file extension]	fy-2014-occ-annual-report.pdf
File: Biography	bio-[first name]-[last name]-print.[file extension]	bio-amy-friend-print.pdf
File: Bulletin	bulletin-[four digit year]-[bulletin number][single letter to uniquely identify attachment].[file extension]	bulletin-2013-14b.pdf
File: CNBE Policy	cnbe-policy-[four digit year]-[CNBE policy number].[file extension]	cnbe-policy-2011-2.pdf
File: Comptroller's Handbook	ch-[handbook ID].[file extension]	ch-a-mb.pdf
File: Consumer Advisory	consumer-advisory-[four digit year]-[Consumer Advisory number][single letter to uniquely identify attachment].[file extension]	consumer-advisory-2011-3a.pdf
File: Economics Working Paper	wp-[four digit year]-[Working Paper number].[file extension]	wp-2011-2.pdf

File: Enforcement Action	ea-[four digit year]-[three digit Enforcement Action number]. [file extension]	ea-2014-004.pdf
File: Event Material	ev-[description of event]-[three letter month]-[day]-[year].[file extension]	ev-emer-prep-training-mar-12-2013.pdf
File: Federal Register	[Federal Register volume number][Federal Register number].[file extension]	78fr62018.pdf
File: Form	[form number, or descriptive name of form if it has no form number].[file extension]	cc-6026-05.pdf, purchase-card-cardholder-acknowledgement-form.pdf
File: Interpretive Letter	int-letter-[Interpretive Letter number].[file extension]	int-letter-1116.pdf
File: Law or Regulation	rule-[description of topic of regulation].[file extension]	rule-annual-stress-test.pdf
File: Licensing Manual	lic-man-[description of topic of Licensing Manual].[file extension]	lic-man-branch-closings.pdf
File: Map	map-[description of content of map].[file extension]	map-occ-districts.gif
File: Memorandum - Letter (Non-Issuance)	sm-[four digit year]-[memorandum number].[file extension]	sm-2011-2.pdf
File: Miscellaneous Memorandum (Issuance)	mm-[four digit year]-[memorandum number].[file extension]	mm-2000-9.pdf
File: National Risk Committee Supervision Tips	nrc-supervision-tip-[four digit year]-[Supervision Tip number]. [file extension]	nrc-supervision-tip-2012-2.pdf
File: Newsletter	[Newsletter title]-[three letter month]-[four digit year].[file extension]	southern-exposure-mar-2012.pdf
File: OTS Policy Guidance	ots-[abbreviation for issuance type]-[issuance number].[file extension]	ots-ib-85.pdf, ots-rb-33a.pdf, ots-ceo-memo-307.pdf
File: Ombudsman Report	ombuds-[three letter month]-[four digit year].[file extension]	ombuds-apr-2013.pdf
File: Organization Chart	org-chart-[name of OCC business unit].[file extension]	org-chart-pa-operations.pdf
File: Other	[descriptive name for file].[file extension]	hq-dining-menu.pdf
File: Other Publication/Report	pub/rpt-[description of topic of publication or report]-[month/quarter and four digit year].[file extension]	pub-flu-mar-2014.pdf, rpt-mortgage-metrics-q3-2013.pdf
File: PPM	ppm-[four digit PPM series number]-[PPM number within series].[file extension]	ppm-1000-19.pdf
File: Performance Evaluation - CRA	cra-eval-[bank charter number]-[three letter month of evaluation]-[four digit year of evaluation].[file extension]	cra-eval-16840-sep-2013.pdf
File: Presentation	pres-[title of presentation]-[three letter month of presentation]-[four digit year of presentation].[file extension]	pres-condition-of-banking-industry-mar-2013.pdf
File: Public Service Announcement (PSA)	psa-[description of topic of Public Service Announcement]. [file extension]	psa-avoiding-foreclosure-rescue-scams-spot1.pdf
File: Redirect page	redirect-[date page went live in MM-DD-YYYY format]-[brief description of page/file redirect goes to].[file extension]	redirect-09-03-2014-no-fear-training.html
File: RSS Feed	rss-[description of topic of RSS feed].[file extension]	rss-upcoming-events.rss
File: Reference Manual	ref-man-[description of topic of reference manual].[file extension]	ref-man-wtia-user-guide.pdf
File: Statement - Other	pub-statement-[four digit year of news release announcing the statement]-[number of news release announcing the statement].[file extension]	pub-statement-2011-32.pdf
File: Statement - Speech	pub-speech-[four digit year of news release announcing the speech]-[number of news release announcing the speech]. [file extension]	pub-speech-2014-58.pdf
File: Statement - Testimony	pub-test-[four digit year of news release announcing the testimony]-[number of news release announcing the testimony]-[oral or "written" for type of testimony].[file extension]	pub-test-2014-15-oral.pdf, pub-test-2014-15-written.pdf
File: Survey of Credit Underwriting	pub-survey-cred-under-[four digit year].[file extension]	pub-survey-credit-under-2010.pdf
File: Tool or Application	[description of tool or application].[file extension]	cre-stress-testing-worksheet.xlsx
File: User/training manual	user-guide-[name of application manual is about].[file extension]	user-guide-lync-2013-installation.pdf
File: Web FAQ	faq-[description of topic of the frequently asked questions]. [file extension]	faq-sittercity.pdf
File: Zip File	[description of contents of zip file].[file extension]	aprwins-software-exe.zip

Generic: At-A-Glance	omaag-[descriptive name of topic covered by the OMAAG]	omaag-hq-parking
Generic: Alpha Generated Menu	menu-[descriptive name of menu on page]	menu-key-training-resources
Generic: Application	app-[name of application]	app-hr-connect
Generic: None	[descriptive name for page based on its page title]	its-tech-refresh
Generic: SharePoint	sp-[name of SharePoint site]	sp-occ-talking-points
Generic: Web Policy	web-pol-[two digit policy number]-[name of Web policy]	web-pol-14-web-usability
Generic: Web Procedure	web-proc-[two digit procedure number]-[name of Web procedure]	web-proc-09-wta-access
Generic: Web Standard	web-std-[three letter standard category code]-[two digit standard number]-[descriptive name of Web standard]	web-std-con-01-prohibited-content
Home	index.html	index.html
Image	img-[description of image]	img-occ-150th-logo
Include	inc-[description of include file]	inc-header
Link: None	link-[descriptive name of Web site or page]	link-banknet-gov-login
Link: Bulletin Board	link-lotus-bb-[descriptive name of bulletin board]	link-lotus-bb-cent-dist-staff-itineraries
Link: Form	link-[form number, or descriptive name of form if it has no form number]	link-sf-182-link-fsa-reimbursement-claim-form
List Module	list-[descriptive name of list module]	list-home-page-top-tasks
Navon	nav-[name of folder navon is posted in]	nav-news-and-events
NavTree	occnet-navtree	occnet-navtree
RSS	rss-[description of RSS feed]	rss-central-district-announcements
Slideshow: Feature Box (Generic Page)	[section of Web site]-feature-box	information-resources-feature-box
Slideshow: Feature Box (Home Page)	home-feature-box	home-feature-box
Slideshow: Gallery (Generic Page)	photo-gallery-[descriptive name for photo-gallery]	photo-gallery-2014-take-your-daughters-sons-to-work-day
SuperVisions	sup-[three letter month]-[four digit year]-[abbreviated article title]	sup-feb-2013-lincoln-father-of-banking-system
Tabbed Module	tab-mod-[descriptive name of purpose of tabbed module]	tab-mod-its-outages-releases-messages
Topic Landing Page	index-[topic name]	index-new-employees

Best Practices

For the purposes of search engine optimization, it is a good practice to include key terms that describe the content of a page in its file name. For example, if a page on Web site contains information about the parking garage at the OCC headquarters building, it would help the page to be optimized for the term "parking" if the file name contains the term "parking." For example, the file name could be "hq-parking-program.html."

Scope

This standard applies to all OCC's Web sites:

- <https://www.occ.gov>
- <https://www.helpwithmybank.gov>
- <http://www.banknet.gov>
- <http://occnet.occ>
- <http://el.occ>
- <https://careers.occ.gov>

Exceptions

It is possible for an OCC application that is external to Web site to require that certain files be hosted on Web site for that application to work. The owner of that application may not be able to name the files following the naming conventions above. In these cases, files can be posted on Web site that do not follow these naming conventions.

Sources

None

Related Procedures

None

Related Standards

None

Last Updated: 02/10/2017

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC:	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Balance Sheet Management	Forms Index	Regional Newspapers	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
Banker Education	RSS Feeds	What's New at the OCC	HR Systems & Tools	Public Affairs & Communication Services	SuperVisions	Office Location Map
Capital	SharePoint Site Index		Labor Relations	Reasonable Accommodations	Workplace Services Publications	Organization Chart
Commercial Credit			Leadership & Career Development	Records Management		Other Groups
Community Affairs			Leave, Telework & Work Schedules	Security & Emergencies		Supervision Committees
Compliance/BSA			Managers	Travel		
Dispute Resolution			New Employees			
Financial Markets			Performance Management			
International Banking			Special Observances & Charitable Giving			
Laws & Regulations			Statistics & Surveys			
Responsible Innovation			Training			
Retail Credit			Work/Life Programs			
Shared National Credits			Workforce Planning			
Third Party Risk Management						
Uniform Commission Exam (UCE)						
BY ORGANIZATION:						
Chief National Bank Examiner						
Committee on Bank Supervision						
Compliance and Community Affairs						
Economics Department						
Large Bank Supervision						
Licensing Division						
Midsize & Community Bank Supervision						
National Risk Committee						



A-Z Index | OCCnet Feedback | OCCnet Policies & Notices
 OCC.gov | Careers.occ.gov | BankNet | HelpWithMyBank.gov | The Green



Workplace Services

Acquisition Management

Building Services

Conferences / Meetings

Financial Management

Information Technology

Library Services

Public Affairs & Communication Services

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print Services

External Outreach & Minority Affairs

Historian & Executive Communications

Internal Communications

Outreach Resource Library

Press Queries

Web & Electronic Publishing Services

Web Governance

Reasonable

Accommodations

Records Management

Security & Emergencies

Travel

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

HTML Form Validation

Standard Category

OCC Applications

Standard Number

APP-01

Standard

The following rules apply to HTML forms hosted on OCC Web sites:

1. There should not be any HTML form variables that pass a URL value. Example:
2. Client-side scripting should prevent the following special characters from being submitted to an OCC data server. If no client-side scripting is in place, then application to which the HTML form is submitted should not process the following characters since they can be used in malicious scripting attacks.
 - @ (at symbol)
 - _ (underscore)
 - . (period)
 - (hyphen)
 - ' (single apostrophe)
 - | (pipe sign)
 - & (ampersand sign)
 - ; (semicolon sign)
 - : (colon sign)
 - \$ (dollar sign)
 - % (percent sign)
 - " (quotation mark)
 - \ (backslash-escaped apostrophe)
 - \ (backslash-escaped quotation mark)
 - <> (triangular parenthesis)
 - () (parenthesis)
 - + (plus sign)
 - CR (Carriage return, ASCII 0x0d)
 - LF (Line feed, ASCII 0x0a)
 - , (comma sign)
 - \ (backslash)
 - = (equals sign)
 - [] (brackets)
 - ? (question mark)
 - * (asterisk)
 - ^ (carat sign)

Best Practices

When a user submits a prohibited special character in a Web form, the Web form should let the user know via an error message what the prohibited special character is, and what form field the special character needs to be removed from.

Scope

This standard applies to all OCC's Web sites:

- <https://www.occ.gov>
- <https://www.helpwithmybank.gov>
- <http://www.banknet.gov>
- <http://occnet.occ>
- <http://el.occ>
- <https://careers.occ.gov>

Exceptions

URLs in HTML form variables and certain special characters can be allowed if an application has specific requirements that would mandate their use. For example, a field to capture an e-mail address needs to allow the "@" symbol to be submitted since all e-mail addresses contain this symbol.

Sources

None

Related Procedures

None

Related Standards

None

Last Updated: 02/10/2017

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC:	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Balance Sheet Management	Forms Index	Regional Newspapers	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
Banker Education	SharePoint Site Index	What's New at the OCC	HR Systems & Tools	Public Affairs & Communication Services	SuperVisions	Office Location Map
Capital			Labor Relations	Reasonable Accommodations	Workplace Services Publications	Organization Chart
Commercial Credit			Leadership & Career Development	Records Management		Other Groups
Community Affairs			Leave, Telework & Work Schedules	Security & Emergencies		Supervision Committees
Compliance/BSA			Managers	Travel		
Dispute Resolution			New Employees			
Financial Markets			Performance Management			
International Banking			Special Observances & Charitable Giving			
Laws & Regulations			Statistics & Surveys			
Responsible Innovation			Training			
Retail Credit			Work/Life Programs			
Shared National Credits			Workforce Planning			
Third Party Risk Management						
Uniform Commission Exam (UCE)						
BY ORGANIZATION:						
Chief National Bank Examiner						
Committee on Bank Supervision						
Compliance and Community Affairs						
Economics Department						
Large Bank Supervision						
Licensing Division						
Midsize & Community Bank Supervision						
National Risk Committee						





Workplace Services

Acquisition Management

Building Services

Conferences / Meetings

Financial Management

Information Technology

Library Services

Public Affairs & Communication Services

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print Services

External Outreach & Minority Affairs

Historian & Executive Communications

Internal Communications

Outreach Resource Library

Press Queries

Web & Electronic Publishing Services

Web Governance

Reasonable Accommodations

Records Management

Security & Emergencies

Travel

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

Google Search Appliance (GSA) KeyMatches

Standard Category

Search

Standard Number

SCM-01

Standard

The OCC Web sites use special Google Search Appliance servers to provide search functionality. Within the Google Search Appliance, there is a "KeyMatch" feature that allows the Web and Electronic Publishing (WEP) team to define the page or pages that are most relevant for a particular search term. The KeyMatches defined for each search term appear at the top of the search results above the "organic" results. Organic results are those pages and files that the Google Search Appliance returns for the search term using its algorithms about what pages and files are most relevant for that search term. KeyMatches stand out from the organic results because they are at the top of the results, have a shaded background, and have the term "KeyMatch" next to them to inform site visitors that a given page is most relevant for a given search term.

This standard defines the guidelines that the WEP team follows in determining which search terms merit the creation of a KeyMatch. One of the following three conditions must be met for the WEP team to set up a search term as a KeyMatch:

1. The proposed search term has appeared in the monthly Google search report in top 100 search terms on the relevant Web site in at least one of the past three months.
2. An OCC business unit has plans to refer to a specific search term in offline content, like a printed publication or slide that will appear on the HQ InSite monitors. For example, a printed publication may have text that reads "For more information, go to OCC.gov and search for director workshops." In this case, a KeyMatch would need to be defined on OCC.gov for the term "director workshops."
3. The page that is most relevant for a given search term is not appearing in the top 10 organic search results. For example, a KeyMatch could be defined for the search term "dental plan" on OCCnet if the main OCC Dental Care Program topic page did not appear in the top 10 organic search results for that term.

When at least one of the three conditions above are met, the WEP team can define a KeyMatch for a certain search term. The WEP team will follow the following guidelines in setting up KeyMatches for search terms that meet at least one of the criteria above:

1. The Web content owner who would like the KeyMatch needs to create a Web Ticketing and Tracking Application (WTTA) ticket to request the KeyMatch. The ticket should include the proposed KeyMatch search term, the target page for the KeyMatch, and which OCC Web site the KeyMatch should be set up for.
2. A KeyMatch cannot be defined for a given Web page for at least seven days after the page first goes live on a production OCC Web site. This is to allow time for the Google Search Appliance to index the new page so the WEP team can verify if the page is being returned in the organic search results for terms relevant to that page.
3. The content of the target page for a KeyMatch must be related to the KeyMatch term. For example, it would not be acceptable to have a KeyMatch on OCC.gov for the term "Comptroller's Handbook" that goes to the index page for the OCC Licensing Manuals.
4. The target page for a KeyMatch must be on the OCC Web site on which the search is conducted. For example, a KeyMatch that is set up for the HelpWithMyBank.gov Web site must go to a page on the HelpWithMyBank.gov Web site. KeyMatches should not go to Web sites that are external to the site where the search is being conducted. The one exception to this guideline is that it is acceptable for a KeyMatch to go to an external link on another OCC Web site. For example, a KeyMatch for a search conducted on the OCCnet Web site can go to a page on the Examiner's Library Web site.
5. KeyMatches should only go to production Web pages. They should never go to Web pages on staging or development servers.
6. Ideally KeyMatches will go to HTML pages, but if the most relevant content for a certain search term is contained in a non-HTML file, a KeyMatch can go to a non-HTML file (like a PDF). Generally if a topic is important enough that a KeyMatch needs to be defined for it, it is also important enough to have at least one HTML page posted about it.
7. No more than three KeyMatch target pages can be defined for the same search term.
8. Any given Web page should not be set up as the target for more than 10 KeyMatches.
9. KeyMatches use all lowercase letters. The Google Search Appliance is not case sensitive, so a user can search for a KeyMatch term using uppercase letters, and the KeyMatch will still trigger even though it was defined using lowercase letters. For example, if a KeyMatch is defined on OCCnet for the term "tlms," that KeyMatch will still trigger if an OCCnet visitor searches for "TLMS."

10. KeyMatches should go to pages with "evergreen" content that is not likely to be removed or be obsolete within the next six months. For example, it would not make sense to set up a "2014 cfc keyworkers" KeyMatch since the 2014 Combined Federal Campaign only runs for a few months and then the content about the 2014 keyworkers is obsolete.
11. The WEP team will do periodic reviews of the KeyMatches that have been determined for each OCC Web site to verify that they meet the requirements set forth in this standard. During these reviews, the WEP team may update or remove KeyMatches that have been defined.

Best Practices

There two other features in the Google Search Appliance that can be used along with KeyMatches to customize search results on OCC Web sites.

"Related Queries" allow the WEP team to suggest alternate terms for the user's search term that more closely match actual terms used on OCC Web sites. For example, the term used on OCCnet for the group that provides IT customer support is "service desk." So if an OCCnet visitor did a search for "help desk," a related query could be set up to suggest resubmitting the search as "service desk" to get more relevant results.

"Remove URLs" allow the WEP team to define certain pages that should never be returned in search results, even though they are live on an OCC Web site. The WEP team uses this feature for cases where a page or file that has been removed from an OCC Web site is still appearing in organic search results because the Google Search Appliance has not yet determined that the page/file has been removed.

Scope

This standard applies to all OCC's Web sites:

- <https://www.occ.gov>
- <https://www.helpwithmybank.gov>
- <http://www.banknet.gov>
- <http://occnet.occ>
- <http://el.occ>
- <https://careers.occ.gov>

Exceptions

None

Sources

None

Related Procedures

None

Related Standards

None

Last Updated: 02/10/2017

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC:	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Balance Sheet Management	Forms Index	Regional Newspapers	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
Banker Education	RSS Feeds	What's New at the OCC	HR Systems & Tools	Public Affairs & Communication Services	SuperVisions	Office Location Map
Capital	SharePoint Site Index		Labor Relations	Reasonable Accommodations	Workplace Services Publications	Organization Chart
Commercial Credit			Leadership & Career Development	Records Management		Other Groups
Community Affairs			Leave, Telework & Work Schedules	Security & Emergencies		Supervision Committees
Compliance/BSA			Managers			
Dispute Resolution			New Employees			
Financial Markets						
International Banking						

Google Search Appliance (GSA) KeyMatches

Laws & Regulations

Responsible

Innovation

Retail Credit

Shared National

Credits

Third Party Risk

Management

Uniform Commission

Exam (UCE)

BY ORGANIZATION:

Chief National Bank

Examiner

Committee on Bank

Supervision

Compliance and

Community Affairs

Economics

Department

Large Bank

Supervision

Licensing Division

Midsize &

Community Bank

Supervision

National Risk

Committee

Performance
Management

Travel

Special

Observances &

Charitable Giving

Statistics & Surveys

Training

Work/Life Programs

Workforce Planning



[A-Z Index](#) |
 [OCCnet Feedback](#) |
 [OCCnet Policies & Notices](#)
[OCC.gov](#) |
 [Careers.occ.gov](#) |
 [BankNet](#) |
 [HelpWithMyBank.gov](#) |
 [The Green](#)



IT OUTAGES AND RELEASES

A-Z INDEX | COMPTROLLER'S OFFICE | MANAGERS | NEW EMPLOYEES | TEXT: S M L

☒ OCCnet
 ☐ Employee Directory

Enter Search Term

Search

BANK SUPERVISION

TOOLS & FORMS

NEWS & EVENTS

HUMAN RESOURCES

WORKPLACE SERVICES

PUBLICATIONS

DISTRICTS & DIVISIONS

Workplace Services

Acquisition Management

Building Services

Conferences / Meetings

Financial Management

Information Technology

Library Services

Public Affairs & Communication Services

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print Services

External Outreach & Minority Affairs

Historian & Executive Communications

Internal Communications

Outreach Resource Library

Press Queries

Web & Electronic Publishing Services

Web Governance

Reasonable Accommodations

Records Management

Security & Emergencies

Travel

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

Search Collections

Standard Category

Search

Standard Number

SCH-02

Standard

The OCC Web sites use the Google Search Appliance (GSA) to provide search functionality. On each OCC Web site, there is a search box in the upper right corner of every page that allows visitors to do a search against an index of all pages and files that are posted on that Web site. Within the GSA, there is a "Collections" feature that allows the WEP Team to also create a search collection that is limited to pages and files within a subsection of an OCC Web site. For example, on OCCnet there is a collection that is limited to SuperVisions newsletter articles, and a collection that is limited to content in the Ethics section. This standard defines the guidelines that the WEP team follows in determining when it is appropriate to create a new search collection for a subsection of an OCC Web site.

In order to create a new search collection, the business unit requesting the collection must demonstrate that the following two conditions have been met:

First, there must be evidence that the existing site-wide search is not already providing the best results for a search terms that are relevant to the proposed new search collection. For example, if the WEP team were to receive a request to create a new "Leave, Telework, and Work Schedules" search collection on OCCnet, the WEP team would conduct some searches using the OCCnet-wide search box for terms related to this topic. If the most relevant pages for this topic are already appearing in the top 10 organic search results, then a new search collection is not needed. If there are important/relevant pages and files related to "Leave, Telework, and Work Schedules" that do not appear in the top 10 organic search results, then the WEP team can approve creating a new search collection for this topic.

Second, there must be evidence that OCC staff outside of the business unit making the request have expressed an interest in using the new search collection. This evidence can be in the form of written or verbal expressions of difficulty in using the existing site-wide search to find the most relevant pages and files for a specific search term.

Once the WEP team approves creating a new search collection, the following guidelines will apply to setting it up on an OCC Web site:

1. Search collections are based on directory folders, so all pages and files to be included in the new collection must be in one or more directory folders. For example, the Ethics search collection on OCCnet is defined as all pages and files in the "occnet.occ/human-resources/ethics" directory folder.
2. There must be at least 100 pages and files in the directory folder(s) that will comprise the new collection.
3. Search collections can only include pages and files that are hosted on one of the OCC's five major Web sites (OCC.gov, HelpWithMyBank.gov, BankNet.gov, OCCnet, and Examiner's Library). For example, files from OCC SharePoint sites cannot be included in OCC Web site search collections.
4. Each search collection will have its own search form that will be included on all pages of the section(s) included in the search collection. For example, every page in the "SuperVisions" section of OCCnet has a "Search Recent SuperVisions Articles" form on the page. These search forms usually appear in the right navigation of all pages within that section.
5. All search collections on a Web site share the same search results page. Each search collection does not have its own results page in order to minimize the maintenance load of managing updates to multiple search results pages for the same Web site. For example, all OCC.gov search collections submit to the same search results page, but the actual results are dependent on which search collection was used by visitor. For example, if the visitor used the "Search Publications" collection, all results would be for pages and files in the "www.occ.gov/publications" directory folder.

Best Practices

Having more than one search form on a single Web page can cause confusion for visitors to that page. Visitors are also likely to ignore any search box that does not appear in the upper right corner of a Web page. So the creation of additional search collections for subsections of a Web site, each with its own separate search form, should be kept to a minimum.

Scope

This standard applies to all OCC's Web sites:

- <https://www.occ.gov>
- <https://www.helpwithmybank.gov>
- <http://www.banknet.gov>

- <http://occnet.occ>
- <http://el.occ>
- <https://careers.occ.gov>

Exceptions

The WEP team can set up search collections that do not meet the criteria outlined above if the requestor can provide evidence of a business need for a specific search collection. For example, if a group of OCC employees needs to frequently search just within a section of an OCC Web site as part of their job duties, a search collection can be created for that section.

Sources

None

Related Procedures

None

Related Standards

None

Last Updated: 02/10/2017

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC:	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Balance Sheet Management	Forms Index	Regional Newspapers	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
Banker Education	RSS Feeds	What's New at the OCC	HR Systems & Tools	Public Affairs & Communication Services	SuperVisions	Office Location Map
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Commercial Credit			Leadership & Career Development	Records Management		Other Groups
Community Affairs			Leave, Telework & Work Schedules	Security & Emergencies		Supervision Committees
Compliance/BSA			Managers	Travel		
Dispute Resolution			New Employees			
Financial Markets			Performance Management			
International Banking			Special Observances & Charitable Giving			
Laws & Regulations			Statistics & Surveys			
Responsible Innovation			Training			
Retail Credit			Work/Life Programs			
Shared National Credits			Workforce Planning			
Third Party Risk Management						
Uniform Commission Exam (UCE)						
BY ORGANIZATION:						
Chief National Bank Examiner						
Committee on Bank Supervision						
Compliance and Community Affairs						
Economics Department						
Large Bank Supervision						
Licensing Division						

Search Collections

Midsized &
Community Bank
Supervision

National Risk
Committee



[A-Z Index](#) | [OCCnet Feedback](#) | [OCCnet Policies & Notices](#)
[OCC.gov](#) | [Careers.occ.gov](#) | [BankNet](#) | [HelpWithMyBank.gov](#) | [The Green](#)



IT OUTAGES AND RELEASES

A-Z INDEX | COMPTROLLER'S OFFICE | MANAGERS | NEW EMPLOYEES | TEXT: S M L

☒ OCCnet
 ☐ Employee Directory

Enter Search Term

Search

BANK SUPERVISION

TOOLS & FORMS

NEWS & EVENTS

HUMAN RESOURCES

WORKPLACE SERVICES

PUBLICATIONS

DISTRICTS & DIVISIONS

Workplace Services

Acquisition Management

Building Services

Conferences / Meetings

Financial Management

Information Technology

Library Services

Public Affairs & Communication Services

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print Services

External Outreach & Minority Affairs

Historian & Executive Communications

Internal Communications

Outreach Resource Library

Press Queries

Web & Electronic Publishing Services

Web Governance

Reasonable Accommodations

Records Management

Security & Emergencies

Travel

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

Vanity URLs

Standard Category

Technical Infrastructure

Standard Number

INF-01

Standard

The Web and Electronic Publishing (WEP) Team has the ability to set up "vanity" URLs (Uniform Resource Locators) that redirect to important pages on OCC Web sites. For example, on the OCC.gov Web site there is a vanity URL ("www.occ.gov/emailist") that goes to the page where you can join the OCC's e-mail lists.

Vanity URLs are created for situations where OCC would like to market a particular page or section of one of its Web sites by creating an easy to remember URL. Having an easy to remember URL will make it easier for potential OCC Web site visitors to remember and retype a URL when they have access to a Web browser.

The primary reason for creating a vanity URL is for situations where OCC needs to share a URL in an offline format where users will not be able to click the link, like a printed publication or a digital signage slide (e.g. the HQ InSite system at Headquarters). In an online format where it is possible to create a clickable link, like on an HTML page or in an e-mail message, a vanity URL is not as important because the user does not have to remember and retype the URL to follow a given link.

If you would like to request a vanity URL for an OCC Web site, please submit a Web Ticketing and Tracking Application (WTTA) ticket that includes how you want the vanity URL to read, what target page it should go to, and information about how the vanity URL will be used in some offline format.

The WEP team will follow these guidelines in setting up vanity URLs on OCC Web sites:

1. The vanity URL must go to a page or file on the Web site it is associated with. For example, a vanity URL on OCCnet must go to a page or file that is hosted on OCCnet.
2. Each vanity URL can only go to one page or file—it cannot open multiple pages or files.
3. Vanity URLs use all lowercase letters or numbers, no special characters, and should contain three or less continuous words so that they remain brief and easy to remember.
4. Vanity URLs should go to "evergreen" pages that are not likely to be removed or become obsolete within the next six months.
5. If the requestor of the vanity URL would like to track how much traffic a specific vanity URL is bringing to the target Web page, the WEP team will add special tracking URL variables to the target page URL to enable tracking in the Google Analytics Web metrics application. Note that this tracking capability is only available for vanity URLs that go to pages on the OCC.gov and HelpWithMyBank.gov Web sites.

Best Practices

Vanity URLs should be as brief and memorable as possible to maximize the chance of a potential OCC Web site visitor remembering them and being able to retype them in a Web browser from memory. They should avoid using any acronyms or jargon that are not commonly known by the general public.

Scope

This standard applies to all OCC's Web sites:

- https://www.occ.gov
- https://www.helpwithmybank.gov
- http://www.banknet.gov
- http://occnet.occ
- http://el.occ
- https://careers.occ.gov

Exceptions

None

Sources

DigitalGov Guidance on Vanity URLs

The tables below list all vanity URLs that have been established for OCC Web sites to date, and the target page or file that each one goes to. Note that at this point, no vanity URLs have been established for the HelpWithMyBank.gov, BankNet.gov, or Examiner's Library Web sites.

Careers.occ.gov

Vanity URL	Target Page/File
www.occ.gov/anbecareer	https://careers.occ.gov/careers/explore/bank-supervision/entry-level-mcbs/index-entry-level-mcbs.html
www.occ.gov/careers	https://careers.occ.gov/index.html
www.occ.gov/econintern	https://careers.occ.gov/careers/explore/students-interns/pathways/economics-internship-program.html

OCC.gov

Vanity URL	Target Page/File
www.occ.gov/baas	https://www.occ.gov/publications/publications-by-type/other-publications-reports/baas.pdf
www.occ.gov/bankappealsbulletin	https://www.occ.gov/news-issuances/bulletins/2013/bulletin-2013-15.html
www.occ.gov/bankappealsfaqs	https://www.occ.gov/topics/dispute-resolution/bank-appeals/bank-appeals-process.html
www.occ.gov/bankappealssummaries	https://www.occ.gov/topics/dispute-resolution/bank-appeals/summaries/index-summaries.html
www.occ.gov/bankingrelations	https://www.occ.gov/about/who-we-are/occ-for-you/bankers/index-bankers.html
www.occ.gov/cacontacts	https://www.occ.gov/topics/community-affairs/contacts.html
www.occ.gov/cafactsheets	https://occ.gov/topics/community-affairs/publications/index-ca-publications.html/#facts
www.occ.gov/caoutreach	https://www.occ.gov/topics/community-affairs/community-outreach/index-community-outreach.html
www.occ.gov/capublications	https://www.occ.gov/topics/community-affairs/publications/index-ca-publications.html?utm_source=vanity-url&utm_medium=print-pub&utm_campaign=occ-capublications
www.occ.gov/caresources	https://www.occ.gov/topics/community-affairs/resource-directories/index-resource-directories.html
www.occ.gov/cdfi	https://www.occ.gov/topics/community-affairs/resource-directories/cd-bank-and-financial-institution/index-cd-bank-and-financial-institution.html
www.occ.gov/cdfi	https://www.occ.gov/topics/community-affairs/publications/insights/insights-community-development-loan-funds.pdf
www.occ.gov/communityaffairs	https://www.occ.gov/topics/community-affairs/index-community-affairs.html?utm_source=vanity-url&utm_medium=print-pub&utm_campaign=occ-communityaffairs
www.occ.gov/compliancepolicy	https://www.occ.gov/topics/compliance-baa/index-compliance-baa.html
www.occ.gov/comptroller	https://www.occ.gov/about/who-we-are/comptroller-of-the-currency/bio-thomas-curry.html
www.occ.gov/emailist	https://www.occ.gov/tools-forms/subscribe/occ-email-list-service.html
www.occ.gov/eoma	https://www.occ.gov/about/who-we-are/occ-for-you/minority-outreach/index-minority-outreach.html
www.occ.gov/finlit	https://www.occ.gov/topics/community-affairs/resource-directories/financial-literacy/index-financial-literacy.html
www.occ.gov/flu	https://www.occ.gov/topics/community-affairs/resource-directories/financial-literacy/financial-literacy-update.html?utm_source=vanity-url&utm_medium=print-pub&utm_campaign=occ-flu
www.occ.gov/foreclosureprevention	https://www.occ.gov/topics/community-affairs/resource-directories/foreclosure-prevention/index-foreclosure-prevention.html
www.occ.gov/hardesthitfund	https://occ.gov/publications/publications-by-type/other-publications-reports/cdi-newsletter/hardest-hit-fund-july-2015/hardest-hit-fund-table-of-contents.html
www.occ.gov/healthy-food	https://www.occ.gov/publications/publications-by-type/other-publications-reports/cdi-newsletter/august-2012/healthy-foods-ezine-table-of-contents.html
www.occ.gov/homelessness	https://www.occ.gov/publications/publications-by-type/other-publications-reports/cdi-newsletter/feb-2012/homeless-ezine-table-of-contents.html
www.occ.gov/independentforeclosurereview	

	https://www.occ.gov/topics/consumer-protection/foreclosure-prevention/correcting-foreclosure-practices.html
www.occ.gov/law	https://www.occ.gov/topics/laws-regulations/about-legal.html
www.occ.gov/multifamily	https://www.occ.gov/topics/community-affairs/resource-directories/multifamily-rental/index-multifamily.html
www.occ.gov/nativeamerican	https://www.occ.gov/topics/community-affairs/resource-directories/native-american/index-native-american.html
www.occ.gov/nativeamericancapital	https://occ.gov/publications/publications-by-type/other-publications-reports/cdi-newsletter/extending-credit-indian-country-aug-2013/indian-country-ezine-table-of-contents.html
www.occ.gov/ombudsman	https://www.occ.gov/topics/dispute-resolution/index-dispute-resolution.html
www.occ.gov/omwi	https://www.occ.gov/about/contact-us/doing-business-with-occ/index-doing-business-with-the-occ.html
www.occ.gov/omwireport	https://www.occ.gov/about/who-we-are-for-you/diversity-and-inclusion-programs/omwifty-2015-omwi-dodd-frank-section-342-annual-report.pdf
www.occ.gov/pwi	https://www.occ.gov/topics/community-affairs/resource-directories/public-welfare-investments/index-public-welfare-investments.html?utm_source=vanity-url&utm_medium=print-pub&utm_campaign=occ-pwi
www.occ.gov/rural	https://www.occ.gov/topics/community-affairs/resource-directories/rural-economic-development/index-rural-economic-development.html
www.occ.gov/ruraldev	https://www.occ.gov/publications/publications-by-type/other-publications-reports/cdi-newsletter/rural-development-nov-2013/rural-development-ezine-table-of-contents.html
www.occ.gov/smallbiz	https://www.occ.gov/topics/community-affairs/resource-directories/small-business/index-small-business.html
www.occ.gov/smallmulti	https://www.occ.gov/publications/publications-by-type/other-publications-reports/cdi-newsletter/small-multifamily-rental-spring-2015/small-multifamily-rental-ezine-table-of-contents.html
www.occ.gov/solar	https://www.occ.gov/static/community-affairs/community-developments-investments/solar11/cdesolar11_index.htm
www.occ.gov/ssbci	https://www.occ.gov/publications/publications-by-type/other-publications-reports/cdi-newsletter/ssbci-feb-2013/ssbci-ezine-table-of-contents.html
www.occ.gov/stabilization	https://www.occ.gov/topics/community-affairs/resource-directories/neighborhood-stabilization/index-neighborhood-stabilization.html
www.occ.gov/taxcredits	https://www.occ.gov/topics/community-affairs/resource-directories/tax-credits/index-tax-credits.html?utm_source=vanity-url&utm_medium=print-pub&utm_campaign=occ-taxcredits
www.occ.gov/underbanked	https://www.occ.gov/topics/community-affairs/resource-directories/banking-underbanked/index-banking-underbanked.html
www.occ.gov/wind	http://www.occ.treas.gov/publications/publications-by-type/other-publications-reports/cdi-newsletter/wind-energy-fell-2013/wind-energy-ezine-table-of-contents.html
www.occ.gov/workshopschedule	https://www.occ.gov/about/who-we-are/occ-for-you/bankers/bankers-education/index-bankers-education.html

OCCnet

Vanity URL	Target Page/File
occnet.occ/hottopics	http://occnet.occ/bank-supervision/community-affairs/community-dev-pres-speaker-series/speaker-series/index-speaker-series.html
occnet.occ/leadership	http://occnet.occ/human-resources/training/leadership-management-development/index-leadership-management-development.html
occnet.occ/libraryservices	http://occnet.occ/workplace-services/library-services/index-library-services.html
occnet.occ/omportal	http://occnet.occ/districts-and-divisions/departments-and-divisions/om-portal/index-om-portal.html

Related Procedures

None

Related Standards

None

Last Updated: 02/10/2017

Vanity URLs

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC:	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Balance Sheet Management	Forms Index	Regional Newspapers	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
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Capital			Labor Relations	Reasonable Accommodations	Workplace Services Publications	Organization Chart
Commercial Credit			Leadership & Career Development	Records Management		Other Groups
Community Affairs			Leave, Telework & Work Schedules	Security & Emergencies		Supervision Committees
Compliance/BSA			Managers	Travel		
Dispute Resolution			New Employees			
Financial Markets			Performance Management			
International Banking			Special Observances & Charitable Giving			
Laws & Regulations			Statistics & Surveys			
Responsible Innovation			Training			
Retail Credit			Work/Life Programs			
Shared National Credits			Workforce Planning			
Third Party Risk Management						
Uniform Commission Exam (UCE)						
BY ORGANIZATION:						
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Economics Department						
Large Bank Supervision						
Licensing Division						
Midsized & Community Bank Supervision						
National Risk Committee						



A-Z Index | OCCnet Feedback | OCCnet Policies & Notices
 OCC.gov | Careers.occ.gov | BankNet | HelpWithMyBank.gov | The Green



Workplace Services

Acquisition Management

Building Services

Conferences / Meetings

Financial Management

Information Technology

Library Services

Public Affairs & Communication Services

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print Services

External Outreach & Minority Affairs

Historian & Executive Communications

Internal Communications

Outreach Resource Library

Press Queries

Web & Electronic Publishing Services

Web Governance

Reasonable

Accommodations

Records Management

Security & Emergencies

Travel

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

Divider

Standard Category

Divider

Standard Category

Visual Identity

Standard Number

VID-03

Standard

Dividers group and separate content within page layouts. The divider is a thin rule, yet sufficient to distinguish content visually and spatially. It helps users understand how content is organized.

OCCnet

1 pixel thick, solid, gray #a6a6a6

OCC.gov

1 pixel thick, solid, gray #b4b4b4

Help with My Bank

Head letter: 1 pixel, solid, blue #a4d8df

List: 1 pixel, solid, gray #cccccc

Examiner's Library

1 pixel, solid, gray, #808080

Banknet

Heading: 1px, solid, #8899cc

Element style: 1px solid #000000

Careers OCC.gov

1px, solid, #eeeeee;

Best Practices

None

Scope

This standard applies to all OCC's Web sites:

- <https://www.occ.gov>
- <https://www.helpwithmybank.gov>
- <http://www.banknet.gov>
- <http://occnet.occ>
- <http://el.occ>
- <https://careers.occ.gov>

Exceptions

None

Sources

None

Related Procedures

None

Related Standards

None



0

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC:	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Balance Sheet Management	Forms Index	Regional Newspapers	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
Banker Education	SharePoint Site Index	What's New at the OCC	HR Systems & Tools	Public Affairs & Communication Services	SuperVisions	Office Location Map
Capital			Labor Relations	Reasonable Accommodations	Workplace Services Publications	Organization Chart
Commercial Credit			Leadership & Career Development	Records Management		Other Groups
Community Affairs			Leave, Telework & Work Schedules	Security & Emergencies		Supervision Committees
Compliance/BSA			Managers	Travel		
Dispute Resolution			New Employees			
Financial Markets			Performance Management			
International Banking			Special Observances & Charitable Giving			
Laws & Regulations			Statistics & Surveys			
Responsible Innovation			Training			
Retail Credit			Work/Life Programs			
Shared National Credits			Workforce Planning			
Third Party Risk Management						
Uniform Commission Exam (UCE)						
BY ORGANIZATION:						
Chief National Bank Examiner						
Committee on Bank Supervision						
Compliance and Community Affairs						
Economics Department						
Large Bank Supervision						
Licensing Division						
Midsize & Community Bank Supervision						
National Risk Committee						



A-Z Index | OCCnet Feedback | OCCnet Policies & Notices
 OCC.gov | Careers.occ.gov | BankNet | HelpWithMyBank.gov | The Green



Workplace Services

Acquisition Management

Building Services

Conferences / Meetings

Financial Management

Information Technology

Library Services

Public Affairs & Communication Services

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print Services

External Outreach & Minority Affairs

Historian & Executive Communications

Internal Communications

Outreach Resource Library

Press Queries

Web & Electronic Publishing Services

Web Governance

Reasonable

Accommodations

Records Management

Security & Emergencies

Travel

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

HTML Table

Standard Category

HTML Table

Standard Category

Visual Identity

Standard Number

VID-11

Standard

HTML tables should be used for rendering data that belongs in a grid (column and row).

Table with Borders

	Header1	Header2
Header3	Cell1	Cell2
Header4	Cell3	Cell4
Header5	Cell5	Cell6

HTML:

```
<table class="table_brdr">
<tr>
<th scope="col">&nbsp;</th>
<th scope="col">Header1</th>
<th scope="col">Header2</th>
</tr>
<tr>
<th scope="row">Header 3</th>
<td>Cell1</td>
<td>Cell2</td>
</tr>
<tr>
<th scope="row">Header 4</th>
<td>Cell3</td>
<td>Cell4</td>
</tr>
<tr>
<th scope="row">Header 5</th>
<td>Cell5</td>
<td>Cell6</td>
</tr>
</table>
```

CSS Classes:

```
table.table_brdr {
margin: 10px 0px 10px 0px;
border: 1px solid #a6a6a6;
border-collapse: collapse;
border-spacing: 0px;
}
```

```
table.table_brdr th {
padding: 5px;
border: 1px solid #a6a6a6;
border-collapse: collapse;
border-spacing: 0px;
text-align: left;
background-color: #f5f5f5;
color: #ffffff;
}
```

```
table.table_brdr td {
padding: 5px;
border: 1px solid #a6a6a6;
border-collapse: collapse;
border-spacing: 0px;
vertical-align: top;
}
```

Table without Borders

	Header1	Header2
Header3	Cell1	Cell2
Header4	Cell3	Cell4
Header5	Cell5	Cell6

HTML:

```
<table class="table_nobdr">
<tr>
<th scope="col">&nbsp;</th>
<th scope="col">Header1</th>
```

CSS Classes:

```
table.table_nobdr {
margin-left: -2px;
margin: 6px 0px 6px 0px;
}
```

```

<th scope="col">Header 2</th>
</tr>
<tr>
<th scope="row">Header 3</th>
<td>Cell1</td>
<td>Cell2</td>
</tr>
<tr>
<th scope="row">Header 4</th>
<td>Cell3</td>
<td>Cell4</td>
</tr>
<tr>
<th scope="row">Header 5</th>
<td>Cell5</td>
<td>Cell6</td>
</tr>
</table>

```

```

table.table_nobdr th {
padding: 4px 4px 4px 2px;
text-align: left;
}

table.table_nobdr td {
padding: 4px 4px 4px 2px;
vertical-align: top;
}

```

Tables with 10 Rows or More

Header 1
Cell1
Cell2
Cell3
Cell4
Cell5
Cell6
Cell7
Cell8
Cell9
Cell10

For tables that have 10 rows or more (excluding the header), use a grey background on alternate rows.

CSS Class for Grey Background:

```

.grey_bg {
background-color: #d6ddd3;
}

```

508 Compliance

In order to make a table readable using assistive technology, the reading order of the table needs to be defined in the HTML. This is done by indicating the headers and their corresponding cells.

- Headers are tagged as "TH" in the HTML
- The "Scope" attribute allows cells to be linked to their corresponding header
 - Scope = "col" indicates that a header's scope is attributed to all the cells in that column.
 - Scope = "row" indicates that a header's scope is attributed to all the cells in that row.

Best Practices

None

Scope

This standard applies to all OCC's Web sites:

- <https://www.occ.gov>
- <https://www.helpwithmybank.gov>
- <http://www.banknet.gov>
- <http://occnet.occ>
- <http://el.occ>
- <https://careers.occ.gov>

Exceptions

None

Sources

None

Related Procedures

None

Related Standards

None

Last Updated: 02/10/2017

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC:	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Balance Sheet Management	Forms Index	Regional Newspapers	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
Banker Education	SharePoint Site Index	What's New at the OCC	HR Systems & Tools	Public Affairs & Communication Services	SuperVisions	Office Location Map
Capital			Labor Relations	Reasonable Accommodations	Workplace Services Publications	Organization Chart
Commercial Credit			Leadership & Career Development	Records Management		Other Groups
Community Affairs			Leave, Telework & Work Schedules	Security & Emergencies		Supervision Committees
Compliance/BSA			Managers	Travel		
Dispute Resolution			New Employees			
Financial Markets			Performance Management			
International Banking			Special Observances & Charitable Giving			
Laws & Regulations			Statistics & Surveys			
Responsible Innovation			Training			
Retail Credit			Work/Life Programs			
Shared National Credits			Workforce Planning			
Third Party Risk Management						
Uniform Commission Exam (UCE)						
BY ORGANIZATION:						
Chief National Bank Examiner						
Committee on Bank Supervision						
Compliance and Community Affairs						
Economics Department						
Large Bank Supervision						
Licensing Division						
Midsize & Community Bank Supervision						
National Risk Committee						



[A-Z Index](#) |
 [OCCnet Feedback](#) |
 [OCCnet Policies & Notices](#)
[OCC.gov](#) |
 [Careers.occ.gov](#) |
 [BankNet](#) |
 [HelpWithMyBank.gov](#) |
 [The Green](#)

**Workplace Services****Acquisition Management****Building Services****Conferences / Meetings****Financial Management****Information Technology****Library Services****Public Affairs & Communication Services**

Banking Relations

Congressional Liaison

Disclosure Services

Editorial, Design & Print Services

External Outreach & Minority Affairs

Historian & Executive Communications

Internal Communications

Outreach Resource Library

Press Queries

Web & Electronic Publishing Services

Web Governance

Reasonable**Accommodations****Records Management****Security & Emergencies****Travel**

HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB & ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS

Rounded Corner Box**Standard Category**

Rounded Corner Box

Standard Category

Visual Identity

Standard Number

VID-07

Standard

Rounded corner boxes can only be used on the topic landing page. Keep the height and width consistent if more than one box is utilized.

Tools & Forms

Banner Graphic Image

In this section, find links to bulletin boards, SharePoint sites, and other tools, forms and resources for OCC staff.

Find applications to help you complete common tasks.

Browse and read bulletin boards on a variety of topics in Lotus Notes.

Read publications and resources of particular interest to examiners.

Rounded Corner Box

Application Index

Bulletin Board Index

Examiner's Library

Banner Graphic Image

Maximum of 543 pixel wide and 130 pixel high. Shade of blue gradient. Images can be in the following file formats: Jpg, gif, or png.

Rounded Corner Box

The box contains the description of the sub-level topic and a link to the associated topic page. The box can be expanded to any width and height.

Best Practices

None

Scope

This standard applies to all OCC's Web sites:

- <https://www.occ.gov>
- <https://www.helpwithmybank.gov>
- <http://www.banknet.gov>
- <http://occnet.occ>
- <http://el.occ>
- <https://careers.occ.gov>

Exceptions

None

Sources

None

Related Procedures

None

Related Standards

None

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC:	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Balance Sheet Management	Forms Index	Regional Newspapers	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
Banker Education	SharePoint Site Index	What's New at the OCC	HR Systems & Tools	Public Affairs & Communication Services	SuperVisions	Office Location Map
Capital			Labor Relations	Reasonable Accommodations	Workplace Services Publications	Organization Chart
Commercial Credit			Leadership & Career Development	Records Management		Other Groups
Community Affairs			Leave, Telework & Work Schedules	Security & Emergencies		Supervision Committees
Compliance/BSA			Managers	Travel		
Dispute Resolution			New Employees			
Financial Markets			Performance Management			
International Banking			Special Observances & Charitable Giving			
Laws & Regulations			Statistics & Surveys			
Responsible Innovation			Training			
Retail Credit			Work/Life Programs			
Shared National Credits			Workforce Planning			
Third Party Risk Management						
Uniform Commission Exam (UCE)						
BY ORGANIZATION:						
Chief National Bank Examiner						
Committee on Bank Supervision						
Compliance and Community Affairs						
Economics Department						
Large Bank Supervision						
Licensing Division						
Midsized & Community Bank Supervision						
National Risk Committee						



A-Z Index | OCCnet Feedback | OCCnet Policies & Notices
 OCC.gov | Careers.occ.gov | BankNet | HelpWithMyBank.gov | The Green

**Workplace Services**[Acquisition Management](#)[Building Services](#)[Conferences / Meetings](#)[Financial Management](#)[Information Technology](#)[Library Services](#)[Public Affairs &
Communication Services](#)[Banking Relations](#)[Congressional Liaison](#)[Disclosure Services](#)[Editorial, Design & Print
Services](#)[External Outreach &
Minority Affairs](#)[Historian & Executive
Communications](#)[Internal Communications](#)[Outreach Resource
Library](#)[Press Queries](#)[Web & Electronic
Publishing Services](#)[Web Governance](#)[Reasonable
Accommodations](#)[Records Management](#)[Security & Emergencies](#)[Travel](#)[HOME > WORKPLACE SERVICES > PUBLIC AFFAIRS & COMMUNICATION SERVICES > WEB &
ELECTRONIC PUBLISHING SERVICES > WEB GOVERNANCE > WEB STANDARDS](#)**Web Publishing Team Operations****Standard Category**

Web Publishing Operations

Standard Number

OPS-01

Standard

The Public Affairs Operations business unit is responsible for updates to the OCC's five major Web sites. Within Public Affairs Operations, there is a team of Web developers referred to as the "Web Publishing Team" who make all of the updates to OCC Web sites. The Web Publishing Team uses a ticketing system called the Web Ticketing and Tracking Application (WTTA) to track all requests for OCC Web site content updates. There are approximately 300 OCC staff who have been designated by their respective business unit management as "WTTA Authorized Submitters." This designation means that these staff have permission to create WTTA tickets to request updates to Web content owned by their business units. This standard defines the guidelines that the Web Publishing Team follows in processing Web content updates that are submitted by the WTTA authorized submitters.

1. All requests for updates to OCC Web sites must be made via a WTTA ticket. The Web Publishing Team cannot accept requests for Web content updates that are made verbally or through e-mail messages. Information about the WTTA system can be found on the WTTA application information page on OCCnet. If you are unsure about who the authorized WTTA submitters are for your business unit, you can send email to the Web Publishing mail box.
2. WTTA tickets should only include final, approved content that is ready to be posted on OCC Web sites. Please do not create any WTTA tickets to post draft content, or content that is still being reviewed by some content owners that may need further updates before it can be posted online. It creates extra work for the Web Publishing Team if they have to mark up content in HTML more than once because the original WTTA ticket did not include final, approved content.
3. The Web Publishing Team coverage hours are Monday through Friday, 8 am to 6 pm EST, except for Federal Holidays.
4. In the event that the Federal Government is in a closed operating status, the Web Publishing Team is only authorized to process WTTA tickets to post OCC news releases and issuances on the OCC.gov and Examiner's Library Web sites. WTTA tickets to post other types of content will be put on hold until the Federal Government returns to an open operating status. The Office of Personnel Management Web site displays the current operating status of the Federal Government.
5. The Director of Public Affairs Operations (or his/her designee) must approve requests for the Web Publishing Team to make Web content updates outside of regular coverage hours, or to post content other than OCC news releases and issuances when the Federal Government is in a closed operating status.
6. The Web Publishing Team will assign each WTTA ticket a "Request Type." The value chosen for this field will determine the timeframe in which the Web Publishing Team will return the ticket to the WTTA submitter for review and approval in a staging Web environment.
7. The table below lists each Request Type value, and the promised turnaround time to have the requested updates ready for the WTTA submitter to review and approve in a staging Web environment:

Request Type	Duration Before Changes Are Ready for Client Review
High Priority - Level I	Staged content must be ready for the WTTA submitter to review it within 2 hours of the ticket being created. In order for a WTTA ticket to be designated as a "High Priority - Level I" ticket, the requested Web content update request must originate from the Comptroller's Office, the Deputy Comptroller for Public Affairs, or the Director of Public Affairs Operations.
Task - Level II	Staged content must be ready for the WTTA submitter to review within 24 hours of the ticket being created. In order for a WTTA ticket to be designated as a "Task - Level II" ticket, the scope of Web content updates requested in the ticket must require less than eight hours of effort for one Web publisher.
Project - Level III	It will take more than 24 hours before staged content is ready for the WTTA submitter to review it. The Web Publishing Team will attempt to have the changes ready for review before the Review Date/Time chosen by the WTTA submitter when the ticket was first created. If the Web Publishing Team cannot meet the original Review Date/Time requested, they will notify the WTTA submitter via email of the new Review Date/Time that the content will be ready for review.

Best Practices

To ensure that the Web Publishing Team will be able to post your Web content updates before your desired go live date/time, please create a WTTA ticket with your final, approved content as far in advance of the go live date/time as possible.

Scope

This standard applies to all OCC's Web sites:

- <https://www.occ.gov>
- <https://www.helpwithmybank.gov>
- <http://www.banknet.gov>
- <http://occnet.occ>
- <http://el.occ>
- <https://careers.occ.gov>

Exceptions

None

Sources

None

Related Procedures

None

Related Standards

None

Last Updated: 02/10/2017

BANK SUPERVISION	TOOLS & FORMS	NEWS & EVENTS	HUMAN RESOURCES	WORKPLACE SERVICES	PUBLICATIONS	DISTRICTS & DIVISIONS
BY TOPIC:	Application Index	Announcements	Benefits	Acquisition Management	At-A-Glance Index	Comptroller's Office
Accounting	Bulletin Board Index	Banking News	Compensation and Payroll	Building Services	Bank Supervision Publications	Departments & Divisions
Asset Management	Examiner's Library	Events	Diversity & Inclusion	Conferences / Meetings	District Newsletters	Districts
Audit	Examiner Tools & Data	Issuances	Employment & Opportunities	Financial Management	Human Resources Publications	Employee Network Groups
Balance Sheet Management	Forms Index	Regional Newspapers	Employment Dispute Resolution	Information Technology	National Administrative Handbook	Interagency Groups
Bank Information Technology	HR Systems & Tools	What's New at HQ	Ethics	Library Services	Policies and Procedures Manuals (PPMs)	Itineraries
Banker Education	SharePoint Site Index	What's New at the OCC	HR Systems & Tools	Public Affairs & Communication Services	SuperVisions	Office Location Map
Capital			Labor Relations	Reasonable Accommodations	Workplace Services Publications	Organization Chart
Commercial Credit			Leadership & Career Development	Records Management		Other Groups
Community Affairs			Leave, Telework & Work Schedules	Security & Emergencies		Supervision Committees
Compliance/BSA			Managers	Travel		
Dispute Resolution			New Employees			
Financial Markets			Performance Management			
International Banking			Special Observances & Charitable Giving			
Laws & Regulations			Statistics & Surveys			
Responsible Innovation			Training			
Retail Credit			Work/Life Programs			
Shared National Credits			Workforce Planning			
Third Party Risk Management						
Uniform Commission Exam (UCE)						
BY ORGANIZATION:						
Chief National Bank Examiner						
Committee on Bank Supervision						
Compliance and Community Affairs						
Economics Department						

Large Bank
Supervision

Licensing Division

Midsized &
Community Bank
Supervision

National Risk
Committee



[A-Z Index](#) | [OCCnet Feedback](#) | [OCCnet Policies & Notices](#)
[OCC.gov](#) | [Careers.occ.gov](#) | [BankNet](#) | [HelpWithMyBank.gov](#) | [The Green](#)