THE UNITED REPUBLIC OF TANZANIA

**PRESIDENT'S OFFICE,
PUBLIC SERVICE MANAGEMENT**

TECHNICAL STANDARDS AND GUIDELINES FOR GOVERNMENT WEBSITES

DECEMBER, 2014

United Republic of Tanzania

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Websites have proved to be the most effective medium for delivery of information and services to the general public. Realising the importance of this medium, a large number of websites belonging to different government institutions have been published on the World Wide Web to ensure maximum reach of government information and services to the public. However currently there are no standards on the quality, appearance, feel, navigation and content of the websites across Ministries, Departments, Agencies (MDAs) and Local Government Authorities (LGAs).

To enhance the quality of online delivery of information and services, and also ensure high degree of consistency and uniformity in Government Websites, the Government has recognized the need to develop technical, design and navigation standards across the MDAs and LGAs and has therefore formulated 'Mwongozo wa Kutengeneza Kusimamia na Kuendesha Tovuti za Serikali' and 'Government Websites Standards Guidelines'. These guidelines provide technical guidance in designing, maintaining, and hosting of Government Websites in accordance with internationally accepted standards.

It is therefore my hope that these technical guidelines will assist MDAs and LGAs to design, maintain and host their websites in comformity to the minimum standards thus assuring quality of Government information and services.

George D. Yambesi
Permanent Secretary,
President's Office, Public Service Management

CHAPTER ONE

OVERVIEW

1.1 Introduction

In recent times more and more people are accessing information online. Websites are increasingly becoming the citizens' first point of contact with Government offices. Further, web technology has been proved to be an effective means to deliver information to the public in a more cost-effective manner as compared to the telephone, face-to-face contacts or courier services.

This document provides technical guidance to Ministries, Departments, and Agencies (MDAs) and Local Government Authorities (LGAs) on how to design, operate, and maintain their websites in order to have a common level of quality, accessibility, look and feel, and consistency when presented to the public.

This guidance brings together a wide range of best practices, checklists and common useful information to help MDAs and LGAs to publicize their services and information online effectively.

1.2 Objective

The Objective of this document is to establish a technical framework for the creation of professional Government websites that meet minimum criteria for website usability and accessibility design best practices .

1.3 Scope

The technical standards and guidelines outlined in this document apply to all public accessed websites which are owned, established, and maintained by or for Ministries, Independent Departments, Executive Agencies, Public Institutions, Regional Secretariats and Local Government Authorities.

1.4 Audience

The Technical Standards and Guidelines for Government Websites is a resource for staff and consultants involved in the development of Government websites. A basic understanding of website development is assumed. However, the guidelines can be applied by any Public Institution that intends to improve the quality of its website and to improve the user experience. The areas addressed in this document include the following:

(a) Website Development Process
(b) Website Design
(c) Website Content Management
(d) Website Hosting
(e) Web Information Security

1.5 Implementation and Compliance Requirements

(a) Existing Websites

MDAs and LGAs are required to ensure that all existing publicly accessed websites are assessed for their compliance with these guidelines. Whereas existing websites which do not conform to mandatory requirements indicated in the guidelines, should be updated to fully comply at the earliest possible opportunity. Non-compliance with these standards is at the sole risk of the respective institution.

(b) New Websites
MDAs and LGAs are required to ensure that all new publicly accessed websites are assessed for the level of compliance, and ensure that they meet the standard requirements as stated in this document.

1.6 Guidelines Review

These Website Technical Standards and Guidelines will be reviewed every two years to ensure that they remain relevant in line with international standards and guidelines.

1.7 Feedback and Suggestions

Feedback and suggestions on the Website Technical Standards and Guidelines are welcome. These will help in enhancing/refining the guidelines further thus making them more comprehensive and relevant. Any suggestions/feedback received if appropriate may be used in improving future versions.

Feedback, suggestions, clarifications and queries on this document may be sent to info@ega.go.tz

CHAPTER TWO

WEBSITE DEVELOPMENT PROCESS

2.1 Domain Name Registrations and Uniform Resource Locators (URLs)

A domain name is an internet address used to access a website on the World Wide Web. Example: kilimo.go.tz. The standard aims to establish a web domain naming guideline for Government Institutions throughout the Government to ensure that all websites are more usable and familiar to the public and that domain names are under the direction of the Government. The e-Government Agency (eGA) is the sole registrar for all Government domain names. All new registrations and renewals of domain names have to be channeled to the Agency.

All Government websites must follow the following naming guidelines:

i. Domain names should be unique and not conflicting with other network registration and naming conventions.

   (a) Government domain names must be meaningful, i.e. reflect the name of the government body to which it is assigned, or an abbreviation of it. Abbreviations which are easy to remember should be chosen e.g. mzumbe.ac.tz

ii. The .go.tz domain will only be given for websites that provide official content related to the Government, (such as any site that provides information to the public related to any MDA/LGA etc.)

iii. Domain names should comply with the following:

(a) Should not contain obscene or offensive language or that would threaten the reputation and credibility of the .go.tz domain

(b) Domain names must be at least 2 characters

(c) Domain name should contain only letters (a-z), numbers (0-9) and hyphens (-), or a combination of the above mentioned.

(d) Should start and end with a number or a letter and not a hyphen

(e) In case of changing the existing domain name, the old domain name should exist for the period of 8 months with a redirection page to the new domain name, with notification to the users of the new domain.

2.2 URL Standards and Naming Convention

A URL (Uniform Resource Locator) goes into much more detail than domain name, which identifies specific web page, file or document on the internet. It is unique and is comprised of the following four parts:

Part	Example
Protocol Type	http; https
Domain Name	www.sheria.go.tz
Directory Path	/en
File Name	attachement.php

Example: *https://tanzania.go.tz/profile/raisi.php is the profile's page of the e-Government Portal.*

(a) URLs should comply with the below: Keep the URL obvious; i.e. use the name of the MDA/LGA name or abbreviation.

(b) Keep the web address short, this will allow site users to remember it easily and will enhance usability.

(c) When creating URLs with multiple words in the format of a phrase, it's better to use hyphens to separate the terms (e.g. Electronic Government can be Electronic-Government).

(d) It is not recommended to have URLs that contain both uppercase and lowercase characters that are more difficult to type, remember and mention.

(e) Dynamic URLs, especially over 100 characters, are difficult for search engines to continuously recognize.

(f) Use of short URL's is easier to type, write, remember and mention.

(g) URLs (web addresses) must remain stable to remain reliable to link to and feature well in search engines.

2.3 Navigation Elements and Branding Requirements

The term navigation refers to the menus and links which allow users to move from one page to another within the website. Having clear, consistent and well-structured navigation is essential so that users can interact with the website easily and find the information quickly.

Four main types of navigations are:
i. Global Header Navigation
ii. Top Level Navigation
iii. Body Elements or Utility Navigation
iv. Footer Navigation

On the other hand, branding is pivotal to the Government's goal of providing a consistent, seamless look and feel to the Web presence. Branding encompasses matters of site architecture, navigation, layout, graphics, colours and fonts, minimum page elements, and consistent terminology, usage, and spelling as shown in Table 1 below:

Table 1

Global Header Navigation
Top Level Navigation
Navigation Elements
Body Content Area
Left Navigation
Footer Navigation
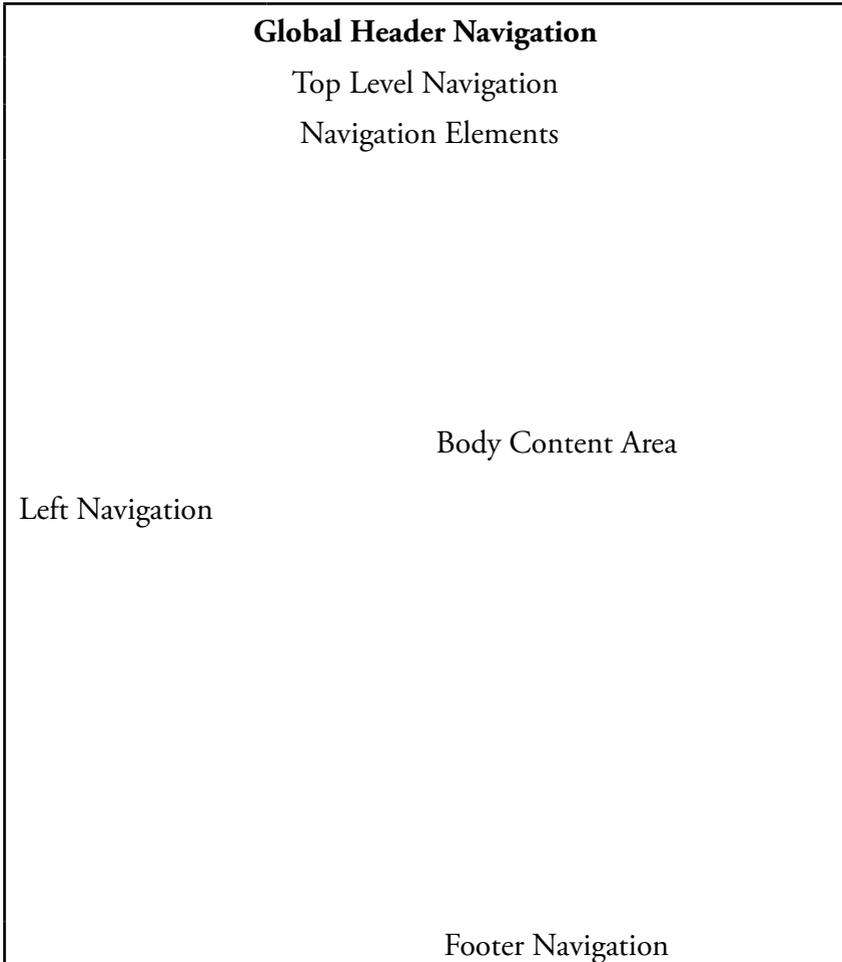
Table 2: Shows the common design for home page for government websites.

	Contact us	Sitemap	Help	Search	Advanced Search	English
Government Logo	Masthead				MDA/LGA Logo	
	Home	About us	Menu 1	Menu 2	Menu 3	Menu 4	Menu5

Left navigation

Body

Right Navigation

[Breadcrumbs box anywhere in the document. Use the Text Box Tools tab to change the formatting of the pull quote text box.]

Disclaimer	Privacy Policy	Copyright	Sitemap

2.3.1   Global Header

The term global header navigation is used to describe links to important links which users tend to access very frequently such as links to search functions, site map, user accounts, language change, help etc.

Global header should have the following:
(a)   Feedback
(b)   Site map
(c)   FAQ/Help
(d)   Language change Link (Kiswahili or English)

2.3.2   Feedback/enquiry

Customer feedback is useful for improving the customer relationship and retention. Feedback enquiry should have the following:
(a)   Email Address
(b)   Telephone number
(c)   Comments/feedback/message of the customer

2.3.3   Sitemap

A site map provides a visual overview of the site's areas at a single glance and allows site visitors to see all available content areas on one page in order to provide them instant access to those site pages.

Site maps should have the following:

(a)   Site maps must be provided a clean, simple view of the user interface and the available content by providing links to every page in one place.

(b)   All Government websites must have a 'Sitemap' linking to the Homepage.

(c) The site map should be universally accessible from every page.

(d) Site map must be up-to-date to reflect the present site structure and contents

2.3.4 Frequently Asked Questions (FAQ)
It is a type of webpage that lists questions and answers frequently asked by users, usually about different aspects of the website or its services.

2.3.5 Search/Advanced Search Function
This is a tool used by users to search for information in the website

Search function should have the following:

(a) The basic search box must appear on every page of the website

(b) The search box must be clearly visible, quickly recognizable and easy to use.

(c) The search box text field should be large enough to allow a maximum of 20 characters to be entered

(d) The font size in the box should not be smaller than 8 points

(e) The right of the search box should be a button labeled "Search"

(f) The search should begin with either touch of the return key or the click of the "search button'

(g) Should allow the site visitors to search with familiar terms

(h) Provide clear search results page

2.3.6   Contact Us

Government Websites must have the Contact us menu for users to contact the respective MDA/ LGA.

Contact us should have the following:
(a)   Telephone and fax numbers;
(b)   Physical and postal addresses;
(c)   Email address;
(d)   Location map; and
(e)   Enquiry form.

NOTE: The email address mentioned above should be official email address of the respective MDA/LGA in compliance to the "Mwongozo wa Matumizi Bora, Sahihi, na Salama ya Vifaa na Mifumo ya Teknolojia ya Habari na Mawasiliano (TEHAMA) Serikalini".

2.3.7   Languages Selection

Government Institutions should publish all the content on their website in Swahili and English. However there should be an option for site visitors to select the language they prefer to view the website.

2.4   Top Level Navigation-Masthead

Masthead is a graphic image or text title at the top of web page that identifies the Website. Also, it is a place where the government institution logo can reside. The Government institution logo promotes brand identity.

Top Level Navigatin should comply with the following:
(a)   Government Logo should be on the left hand side and Institutional logo(if it exists) on the right hand side

(b)　The logo on the masthead must link to the home page and must have an Alternative text.

(c)　It should not be animated object

(d)　It should be compatible with most common browsers

2.5　Navigation Elements

Navigation elements should have the following features:

(a)　Navigation elements must always be clearly available and inform users where they are and where they go.

(b)　Don't use animated menus in navigations to avoid browsers incompatibilities.

(c)　Links should be organized into recognizable and logical groups using submenus and/or headings.

(d)　There should not be too many links per group.

(e)　It should contain a link to the home page at the top of the menu

2.5.1　Home

The following should be observed when designing home page:

(a)　Clearly establish the organization identity on the home page

(b)　The "Home" link must point to the home page of the particular government institution website.

(c)　Design the home page to be clearly different from all the other pages on the site.

(d)　All pages should have links to the "Home" page Avoiding unnecessary large images, animations and plug-ins

(e)　Disable the links to the homepage on the homepage itself

(f) Websites should not have multiple "Home" buttons or links that point to different pages.

2.5.2   *About Us*
About Us menu should include the following:

i.   "About Us" link is to be placed on the top navigation bar or banner area of the site.

ii. "About Us" should include the following:

    (a) The organization overview

    (b) Vision/Mission statement

    (c) A brief overview of organization business Organization structure

2.5.3   *Publications*
i.   Government Websites must have the publications menu on the navigations to display the open government data.

ii. The publication menu may contain the following.

    (a) Reports

    (b) Speeches

    (c) Statistics

    (d) Acts

    (e) Regulations

    (f) Budgets

    (g) Policies

    (h) Tenders

2.6   Body Elements
This area must contain the following elements:

(a) Content Area: usually structured in multiple paragraph with headings, dates and/or subtitles that relate to the main topic of the page

(b)   Bread crumb trails

(c)   Body links

2.6.1   *Content Area/Body*

Content Area/Body should have the following features:

(a)   Content page should begin with page title followed by text

(b)   Website content should usually be structured in multiple paragraphs with headings and sub title that relate to the main topic of the page

(c)   Page title should be the same as the corresponding link in the navigation column

(d)   Longer pages are broken up with "Top of page" links located on the right side of the page.

(e)   Should have last modified date to indicate the recent date on which the content was formally issued, substantially changed or reviewed.

(f)   Avoid tables and if used should be used for tabular data only

(g)   If graphics are included, they should have ALT-TEXT description

(h)   Leave enough margins at the left and right edges of the content area to prevent it from butting directly against the border.

(i)   Breadcrumb trails, links should always be placed directly above the main page showing position of the web page in relation to home page.

(j)   Icons that represent actions on a web page, including printing, bookmarking and forwarding links should be placed on the top right corner of the web page.

2.6.2   Bread Crumbs

The following are the basic requirements for Breadcrumbs tool:

(a)   Government websites must have breadcrumbs navigation.

(b)   Breadcrumbs should be shown at the top of the content area

(c)   Breadcrumbs should consistently be used across all pages in the website

(d)   Flow should go from the highest level to the lowest level

(e)   Clearly separate each level by using separators. The symbol that could be used is the greater than (>) character.

(f)   Single out the current page. i.e. the currently viewed page can be distinguished by making the item bold or changing its color.

(g)   Do not make a current path a link.

2.7   Global Footer

Global Footer should have the following characteristics:

i.   It should be plain text and must include the following:

    (a)   Privacy Policy

    (b)   Terms and Conditions

    (c)   Copyright Statement

ii.   Disclaimer The above links should appear in all pages of the website

iii.   If an MDA/LGA uses social networking applications, the links can be included in footer space.

2.7.1 Privacy Policy Statement

Every website must incorporate a privacy policy statement that states how the institution respects and protects the privacy of its users.

A Government website should have a privacy statement if:

(a)   Agency/Authority supplies an e-service.

(b)   The personal information is collected or processed on the website.

(c)   If the personal information is sent as an e-mail to the agency/authority.

(d)   Statement concerning whether cookies, or any other data, are placed on the site visitor's machine, the type of cookies used (session or persistent), a definition of each type and how they are used.

(e)   An explanation of any security use of information for purposes such as tracking suspected intrusions or the source of a computer virus, or controlling access to the system.

(f)   A description of any privacy-enhancing technologies in use or available for use.

2.7.2 Terms and Conditions

Terms and Conditions stated in Government websites should follow the guidelines below

(a)   Should be located in the footer Should cover all aspects of the scope and operation of the website

(b)   Should be available/accessible from all pages of the website

(c) If the content is linked or sourced from other governmental website, the Terms and Conditions statement should clearly disclaim the responsibility for its accuracy

(d) If the content is linked or sourced from other non-governmental website, the Terms and Conditions statement should clearly state the fact and disclaim the responsibility for its accuracy

2.7.3 Disclaimer

A disclaimer should contain the following general clauses:

(a) To be used on sites where there are lot of user submitted content that it is not moderated by site owners or where there are a large number of links to external pages

(b) The information provided in the website is for reference only

(c) If links to other government websites or links to third party websites are present, the Government will not be responsible for the content of such websites

(d) The Agency/Authority gives no express or implied warranty to the accuracy of information provided in the websites

2.7.4 Copyright

The Copyright statement should state as follows:

(a) The material on the website is protected by copyright.

(b) Anyone can utilize any of the material available on the website free of charge and without permission of the ministry/agency/authority provided that the source and copyright status of the material is acknowledged.

WEBSITE DESIGN GUIDELINES

3.1 Usability

Website usability means the extent to which a web page can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of user. ISO 9241-11, a usable website is one that users can easily navigate in a such a way that they can find what they are looking for quickly and efficiently.

3.1.1 Web Usability

For Web Usability the following should be observed:

i.   Page Headings / title - Each page on a website should have a unique main heading / title that is descriptive and concise. The main page heading should match the navigation item or the link to which it corresponds, as well as effectively corresponding to the information in the sitemap.

ii. Alternative Text / Labels (Symantec Markup) – should have textual replacement for pictures to help the visually impaired individuals to use the speech synthesizers to read the text which will be able to describe the picture.

iii. Avoid using words such as image or graphic at the beginning of the alt-text. The screen reader user will know it is an image without such prompts.

iv. Distinguish Links and Linked Text - The Webpage often contains clickable areas such as text links, images and

buttons. In order to facilitate the user to recognize what is clickable, the text links should be underlined. Underlines are very important for users with low vision and are easier to see when the page is magnified.

v. Use the different Colors for Visited and Unvisited Links - By changing the color of visited links, users are provided with a visual clue as to where they've already been on the website. If sites use the same color for visited and unvisited links, this will cause misinterpretation for the users or overlook the difference between two similar links as they are unsure about which one they have already visited. Being able to see if a link leads to a page that the user has already visited can be very valuable for inexperienced users and users with certain types of cognitive disabilities.

vi. Write a clear descriptive text for Links - Providing clear descriptive text for links is highly important to people with cognitive disabilities or blindness. Often visitors look for noticeable highlighted keywords, therefore, texts with keywords are preferable. Screen reader users often tab through links in order to "scan" a page. Unique names facilitate the search. Good Example: More information, Bad Example: Click here for more information.

vii. Fonts - Presentation is crucial to all forms of communication. The selected font for a website should accomplish the following:
(a) Focus attention
(b) Enhance readability
(c) Establish a tone
(d) Project an image

i.   Make the default font size reasonably big

ii.   Have font size adjuster prominent on the website

viii. Contrast between foreground and background colors - Color contrast between the background and foreground affects the readability of the content. If the contrast is too small, the text and background can flow into one another and so the text disappears or becomes difficult to read for people with different types of color deficits or people who are using monochrome displays.

    (a)   Ensure that foreground and background color combinations provide sufficient contrast for navigation

    (b)   Dark and light contrast shall be used on all occasions

3.2   Discoverability

Government websites should be coupled with search engine optimization. In order for the website to be search engine user friendly the elements such as website designs, menus, content management systems, images, videos, titles must be optimized for the purpose of search engine exposure. The higher a website ranks, the greater the chance that the website will be found and visited by a user.

3.3   Accessibility

Accessibility issues address the need to make all government websites accessible to the following:

(a)   People using various technologies (for example, browsers, search engines, operating systems, wireless systems),

(b)   People accessing our pages from other countries.

The web pages should be designed to allow consistent viewing across various browsers and multiple platforms.

3.4   Compatibility with Browsers

For Government Websites browser compatibility, the following should be observed:

(a)   Web pages should be browser independent to ensure cross-browser compatibility.

(b)   Test the website on each of the most popular browsers – Microsoft Internet Explorer (at least from IE 7 and above), Firefox, Safari, Google Chrome, Opera, Apple Macintosh etc.

(c)   Screen resolutions of the web page display must be consistent across different browsers.

3.5   Responsive Design

It is a best practice to design all government websites to adopt responsive design feature. This provides an optimal viewing experience i.e. easy reading and navigation with a minimum of resizing, panning, and scrolling across a wide range of devices (from mobile devices to desktop computer monitors).

WEB CONTENT MANAGEMENT GUIDELINES

4.1   Web Content Management
Web Content Management should adhere with the following:

(a)   Present only Current, Valuable Information - Always keep website information accurate, relevant and up to date.

(b)   Archive older material that is still of interest in order to increase the website's depth of content;

(c)   Organize large pieces of text into logical, smaller segments of material

(d)   Use customer-focused language;

(e)   Avoid redundant content;

(f)   Avoid using jargon, use words that are frequently seen and heard.

(g)   Avoid exclamation marks;

(h)   Compose sentence in active voice rather than passive voice

(i)   While giving instruction, strive to tell users what to do, rather than writing what to avoid doing;

(j)   Use consistent capitalization and other style standards;

(k)   Use bullets for highlighting information within large blocks of text;

(l)   Watch your white space; the page containing too little text and too much white space can look visually unappealing;

(m)   Use headings/subheading to chunk large blocks of text into smaller and more manageable lengths Website standards.

WEBSITE HOSTING, BACKUP AND SECURITY GUIDELINES

5.1 Website Hosting

MDAs and LGAs reserve the right to choose where to host their website. Their respective ICT Units and Management are responsible to ensure that the websites are hosted by a trusted and vetted web hosting provider.

Hosting of Government Websites should adhere to the following:

(a) Hosting environment should be secure with all aspects of ICT Security principles i.e. confidentiality, integrity and availability;

(b) Adequate Hosting resources;

(c) High bandwidth, regardless of the website graphics, dozens of pages et;.

(d) High technical specifications to enhance high processing power of the hosting resources i.e. CPU, RAM etc;

(e) Professional customer and technical support;

(f) Independent OS platform hosting environment i.e. Windows and Unix Operating systems;

(g) Web Hosting compliance/standards;

(h) Reliability in term of servers uptime and offsite backup of the websites;

(i) Reports on access to server logs and other reports regarding website activity for market efforts if needed;

(j)   Secure Control Panel and Website Management Tools e.g. Panel; and

(k)   Extra services i.e FTP where web administrators can share files and software

NOTE: **e-Government Agency (eGA**) has been mandated to coordinate, oversee and promote e- Government initiatives and enforcement of e-Government standards to MDAs and LGAs. The Agency, as one of its core functions, provides suitable environment with special purpose servers and datacenter for hosting various Government applications. MDAs and LGAs may host their websites and other applications at the Agency.

5.2   Website Backup

Having backup offsite is always a good practice that guarantees recovery in case of any incident or disaster.

Government Website Backup should adhere to the following:

(a)   MDAs and LGAs should make sure they have the backup process and procedure to take a backup of their website on time basis and ensure that the copy of up to date website is kept offline.

(b)   To ensure security precautions are put in place, MDAs and LGAs are advised to host their offsite backup with the e-Government Agency.

5.3   Website Security

5.3.1   *Authentication Mechanism/Remote Website Maintenance*

In recent years, some MDAs and LGAS websites have been hacked several times. These events have been disruptive to the services provided to the public. Apart from the disruption that caused loss of money and data also it has been an embarrassment to the government and completely destroying its reputation.

Guidelines:

(a)   To reduce these incidents, all MDAs and LGAs Must ensure the web hosting provider rejects/restricts remote website administration by implementing more than one remote authentication mechanism. For example, the web administrator should be authenticated to the web hosting provider DMZ/VPN then followed by other authenticating processes i.e. cpanel authentication before accessing the website's backend.

5.3.2   *Website C-Panel Password*

C-Panel is a web hosting control panel that provides a graphical interface and automation tools designed to simplify the process of managing the contents of a website and hosting. The authentication of the c-panel is critical and it has to be secured all the time.

Guidelines:

(a)   The MDA/LGA Web administrator must ensure the cPanel password is strong, having a mixture of upper and lower case characters, numbers and special function.

(b)   The password should be at least 10 digits long. Strictly, the cPanel password shouldn't use the dictionary or common words.

(c)   The password must be changed every three months

(d)   If the password is documented somewhere, then it should be kept confidential in the safe place where the physical access is restricted.

NOTE: *Website administrators are warned not to share these authenticating passwords with vendors, contractors or any other person that is not authorized.*

5.3.3   Source Code and Documentation

Source code and documentation of all Government Websites need to be owned by the respective Institutions for security purposes.

Guidelines:

(a)   All MDAs and LGAs ICT unit must maintain the website source codes as well as its associated documentation. The ICT unit is responsible and accountable to make sure this is put in place.

5.3.4   Site URL without WWW Accessibility

It is always good and best practice to give users different options. If a user types in the MDA/LGA domain name without www should get the same site.

Guidelines:

(a)   All government website should be accessible with or without the use of www.

Example:
i.   www.kilimo.go.tz
ii.   Kilimo.go.tz

5.3.5   *Web Information Security*
Web information security protects Government Websites from external threats such as malicious websites, phishing attacks, key logging, spyware, viruses, SQL injection and malcode.

Guidelines:
(a)   Security measures should be taken into account to maintain high customer confidence by ensuring privacy of customer data and protecting the organization's property and reputation.

            All the Government Websites should be tested thoroughly taking into consideration every aspect of security including network, databases, servers etc.

MDAs and LGAs Websites Guidelines Evaluation Checklist

Government System Analysts/Web Administrators must evaluate the newly developed website if the website guidelines were followed according to the following checklist.

A.	*Domain Name Checklists*	Yes	No
1.	Does the MDA/LGA own its website domain names?		
2.	Has the MDA/LGA registered its relevant domain name ending in .go.tz or .co.tz or .ac.tz or .sc.tz?		
3.	Does the MDA/LGA set internal procedures to renew its domain name prior to expiration time?		
B.	*Design Checklist*	Yes	No
1.	Is the website well designed to ensure a maximum of 0-3 clicks to any target in the website in place?		
2.	Does the website design comply with all standard design and layout guidelines?		
3.	Does the masthead of the website follow all standard masthead guidelines?		
4.	Does the website design include global header, masthead, navigation, body and global footer sections?		
5.	Are all headings in the website in sentence format, with the initial letter of the first word capitalized and all remaining letters except for proper nouns in lower case?		
6.	Is the default language Kiswahili with English option at the header?		
7.	Does the website include a physical address, contact info and an online form in the Contact us section?		

		Yes	No
8.	Is website navigation easy to use, and does it clearly display where users are and where they can go at all times?		
9.	Does the body of the website include all essential standard elements, including content, body links and breadcrumb trails?		
10.	Does the global footer of the website include at least: Privacy Policy, Terms & Conditions, Disclaimer, Copyright, statement links that are visible on all pages?		
C.	**Browser Compatibility Checklist**	**Yes**	**No**
1.	Is the website browser-independent and cross-browser compatible, and does it clearly communicate both of these facts		
D.	**Usability Checklist**	**Yes**	**No**
1.	Are all links in the website highlighted, and do they correctly match appropriate destination page headings and avoid ubiquitous naming terms?		
2.	Are the page structure and the location of all standard items consistent throughout the website?		
3.	Are all page titles in the website represent the actual content, arranged according to importance, short, and understandable even when taken out of context?		
4.	Are all pages each page's content, including proper size, color and spacing?		
E.	**Discoverability Checklist**	**Yes**	**No**
1	Can the website be easily found using various search engines?		

F.	Web Content Management Checklist	Yes	No
1.	Is the content of the website entirely non-offensive and non-discriminatory?		
2.	Are the requirements of the citizen accounted for in the content of the website?		
3.	Is the default home page of the website Swahili language version?		
G.	Web Information Security Checklist	Yes	No
1.	Does a Copyright statement appear on every page of the website?		
2.	Are the Terms and Conditions for use of the website clearly defined and accessible on every page?		
3.	Does the website provide Disclaimer that is accessible from every page?		
4.	Does the website provide Privacy Policy that is accessible from every page?		
5.	If applicable, is all information obtained through user registration like user profiles and accounting info completely secure?		