U.S. Department of Justice

Federal Bureau of Investigation
Washington, D.C. 20535

January 31, 2019

MR. JOHN GREENEWALD JR.
SUITE 1203
27305 WEST LIVE OAK ROAD
CASTAIC, CA 91384

FOIPA Request No.: 1374399-000
Subject: FBI Intranet Manuals

Dear Mr. Greenewald:

The enclosed documents were reviewed under the Freedom of Information/Privacy Acts (FOIPA), Title 5, United States Code, Section 552/552a. Below you will find check boxes under the appropriate statute headings which indicate the types of exemptions asserted to protect information which is exempt from disclosure. The appropriate exemptions are noted on the enclosed pages next to redacted information. In addition, a deleted page information sheet was inserted to indicate where pages were withheld entirely and identify which exemptions were applied. The checked exemptions boxes used to withhold information are further explained in the enclosed Explanation of Exemptions.

Section 552		Section 552a
☐ (b)(1)	☐ (b)(7)(A)	☐ (d)(5)
☐ (b)(2)	☐ (b)(7)(B)	☐ (j)(2)
☐ (b)(3)	☐ (b)(7)(C)	☐ (k)(1)
	☐ (b)(7)(D)	☐ (k)(2)
	☑ (b)(7)(E)	☐ (k)(3)
	☐ (b)(7)(F)	☐ (k)(4)
☐ (b)(4)	☐ (b)(8)	☐ (k)(5)
☐ (b)(5)	☐ (b)(9)	☐ (k)(6)
☑ (b)(6)		☐ (k)(7)

54 pages were reviewed and 54 pages are being released.

Below you will also find additional informational paragraphs about your request. Where applicable, check boxes are used to provide you with more information about the processing of your request. Please read each item carefully.

☐ Document(s) were located which originated with, or contained information concerning, other Government Agency (ies) [OGA].

☐ This information has been referred to the OGA(s) for review and direct response to you.
☐ We are consulting with another agency. The FBI will correspond with you regarding this information when the consultation is completed.

☐ In accordance with standard FBI practice and pursuant to FOIA exemption (b)(7)(E) and Privacy Act exemption (j)(2) [5 U.S.C. § 552/552a (b)(7)(E)/(j)(2)], this response neither confirms nor denies the existence of your subject's name on any watch lists.

For your information, Congress excluded three discrete categories of law enforcement and national security records from the requirements of the Freedom of Information Act (FOIA).   See 5 U.S.C. § 552(c) (2006 & Supp. IV (2010).   This response is limited to those records that are subject to the requirements of the FOIA.   This is a standard notification given to all our requesters and should not be taken as an indication that excluded records do, or do not, exist. Enclosed for your information is a copy of the Explanation of Exemptions.

For questions regarding our determinations, visit the www.fbi.gov/foia website under "Contact Us." The FOIPA Request Number listed above has been assigned to your request.   Please use this number in all correspondence concerning your request.

You may file an appeal by writing to the Director, Office of Information Policy (OIP), United States Department of Justice, Suite 11050, 1425 New York Avenue, NW, Washington, D.C. 20530-0001, or you may submit an appeal through OIP's FOIA online portal by creating an account on the following website: https://www.foiaonline.gov/foiaonline/action/public/home.   Your appeal must be postmarked or electronically transmitted within ninety (90) days from the date of this letter in order to be considered timely.   If you submit your appeal by mail, both the letter and the envelope should be clearly marked "Freedom of Information Act Appeal."   Please cite the FOIPA Request Number assigned to your request so it may be easily identified.

You may seek dispute resolution services by contacting the Office of Government Information Services (OGIS) at 877-684-6448, or by emailing ogis@nara.gov.   Alternatively, you may contact the FBI's FOIA Public Liaison by emailing foipaquestions@fbi.gov.   If you submit your dispute resolution correspondence by email, the subject heading should clearly state "Dispute Resolution Services."   Please also cite the FOIPA Request Number assigned to your request so it may be easily identified.

☐ The enclosed material is from the main investigative file(s), meaning the subject(s) of your request was the focus of the investigation.   Our search located additional references, in files relating to other individuals, or matters, which may or may not be about your subject(s).   Our experience has shown such additional references, if identified to the same subject of the main investigative file, usually contain information similar to the information processed in the main file(s).   As such, we have given priority to processing only the main investigative file(s) given our significant backlog.   If you would like to receive any references to the subject(s) of your request, please submit a separate request for the reference material in writing. The references will be reviewed at a later date, as time and resources permit.

☑ See additional information which follows.

Sincerely,

David M. Hardy
Section Chief
Record/Information
Dissemination Section
Information Management Division

Enclosures

The enclosed documents represent the final release of information responsive to your Freedom of Information/Privacy Acts (FOIPA) request. This material is being provided to you at no charge.

EXPLANATION OF EXEMPTIONS

SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552

(b)(1) (A) specifically authorized under criteria established by an Executive order to be kept secret in the interest of national defense or foreign policy and (B) are in fact properly classified to such Executive order;

(b)(2) related solely to the internal personnel rules and practices of an agency;

(b)(3) specifically exempted from disclosure by statute (other than section 552b of this title), provided that such statute (A) requires that the matters be withheld from the public in such a manner as to leave no discretion on issue, or (B) establishes particular criteria for withholding or refers to particular types of matters to be withheld;

(b)(4) trade secrets and commercial or financial information obtained from a person and privileged or confidential;

(b)(5) inter-agency or intra-agency memorandums or letters which would not be available by law to a party other than an agency in litigation with the agency;

(b)(6) personnel and medical files and similar files the disclosure of which would constitute a clearly unwarranted invasion of personal privacy;

(b)(7) records or information compiled for law enforcement purposes, but only to the extent that the production of such law enforcement records or information (A) could reasonably be expected to interfere with enforcement proceedings, (B) would deprive a person of a right to a fair trial or an impartial adjudication, (C) could reasonably be expected to constitute an unwarranted invasion of personal privacy, (D) could reasonably be expected to disclose the identity of confidential source, including a State, local, or foreign agency or authority or any private institution which furnished information on a confidential basis, and, in the case of record or information compiled by a criminal law enforcement authority in the course of a criminal investigation, or by an agency conducting a lawful national security intelligence investigation, information furnished by a confidential source, (E) would disclose techniques and procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law, or (F) could reasonably be expected to endanger the life or physical safety of any individual;

(b)(8) contained in or related to examination, operating, or condition reports prepared by, on behalf of, or for the use of an agency responsible for the regulation or supervision of financial institutions; or

(b)(9) geological and geophysical information and data, including maps, concerning wells.

SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552a

(d)(5) information compiled in reasonable anticipation of a civil action proceeding;

(j)(2) material reporting investigative efforts pertaining to the enforcement of criminal law including efforts to prevent, control, or reduce crime or apprehend criminals;

(k)(1) information which is currently and properly classified pursuant to an Executive order in the interest of the national defense or foreign policy, for example, information involving intelligence sources or methods;

(k)(2) investigatory material compiled for law enforcement purposes, other than criminal, which did not result in loss of a right, benefit or privilege under Federal programs, or which would identify a source who furnished information pursuant to a promise that his/her identity would be held in confidence;

(k)(3) material maintained in connection with providing protective services to the President of the United States or any other individual pursuant to the authority of Title 18, United States Code, Section 3056;

(k)(4) required by statute to be maintained and used solely as statistical records;

(k)(5) investigatory material compiled solely for the purpose of determining suitability, eligibility, or qualifications for Federal civilian employment or for access to classified information, the disclosure of which would reveal the identity of the person who furnished information pursuant to a promise that his/her identity would be held in confidence;

(k)(6) testing or examination material used to determine individual qualifications for appointment or promotion in Federal Government service the release of which would compromise the testing or examination process;

(k)(7) material used to determine potential for promotion in the armed services, the disclosure of which would reveal the identity of the person who furnished the material pursuant to a promise that his/her identity would be held in confidence.

BUNET Governance Plan

Version 1.4: August 19, 2015

Table of Contents

1. Statement of Purpose

The term BUNET is the new name for what was formerly known as the FBI Intranet, including FBI SharePoint Presence Sites, the FBI News Portal (now "BUNEWS"), and designated portal pages for topics such as employee resources, tools, and policies. BUNET resides on the FBI Secret Enclave (FBINET) and utilizes the SharePoint 2013 platform.

The purpose of establishing this BUNET governance plan is to ensure that BUNET is managed and used in accordance with its designed intent: to provide a productive, essential communication and information tool to empower the FBI workforce. More specifically, this governance plan will:

- Identify lines of ownership for both content and infrastructure, defining who is responsible for what areas of BUNET.
- Identify and define roles and responsibilities for the governance, support, and maintenance of BUNET.
- Establish rules and general guidance for the appropriate usage of BUNET.
- Prevent site and content proliferation (unmanaged sites and content that is not periodically reviewed for accuracy and relevance) by defining content and site review processes.
- Ensure a consistently high quality user experience by defining guidance for content administrators and content managers to create a consistent look and feel.
- Ensure that content is managed in compliance with all laws, regulations, and policies.
- Prevent BUNET from becoming an unmanageable system.

2. Scope

The scope of this governance plan applies to BUNET, formerly known as the FBI Intranet including FBI SharePoint Presence Sites, the FBI News Portal (now "BUNEWS"), and designated portal pages for topics such as employee resources, tools, and policies. This governance does not apply to internal team sites, adhoc collaboration sites, or specific applications housed on the FBI SharePoint platform.

Every FBI Headquarters entity (branch, division, section, and unit) and each field division has a BUNET site. BUNET sites are used to share information about a division, section, unit, program, or project to users across the FBI. These sites are not intended to house information that needs to be restricted to a specific office, group, or individual. All information posted to BUNET sites is intended for FBI-wide consumption. Information

intended for specific groups should be on team sites, which are not covered by this document.

3. Authorities

Office of Public Affairs Statement of Authorities and Responsibilities, 0664D, dated 12/27/2013

4. Strategic Approach

4.1. The Strategic Approach of BUNET

BUNET is an essential tool for users to complete their day-to-day activities and the first place FBI employees go for news and information. The Intranet Redesign Project leveraged user feedback and testing and industry best practices to make the Intranet a more effective communication and information tool to empower the FBI workforce. As part of the Intranet Redesign Project, the intranet presence sites were rebranded as BUNET. The new brand identity eliminates confusion between the presence sites, adhoc sites, team sites, and other applications used across the Bureau. BUNET provides a unique and distinguishable identity to the presence sites that provide the "who we are and what we do" information for all FBI organizational components.

As a result of the intranet redesign, BUNET is more:

- **Intuitive**: BUNET enhances the productivity, collaboration, and information-sharing across the entire FBI through consistency in organization, content, and look and feel of BUNET sites. The organization of BUNET is both topic-driven and organizational chart-driven to accommodate the varying ways users navigate to find information. BUNET utilizes an enhanced search capability and analytics to make it easy for users to find information in a consistent manner across the Bureau.
- **Reliable**: BUNET must be a reliable, trusted source of information. Content on BUNET is regularly reviewed and updated to ensure that information is current, relevant, and accessible.
- **Accessible**: Information on BUNET is accessible to all users. Information that requires restricted access is hosted on team sites and adhoc sites, leaving BUNET to be a global source of information for the entire Bureau. BUNET's standard design also ensures compliance with federal accessibility laws requiring all government websites to make its information equally accessible to end users with and without disabilities.
- **Cost-Effective**: In addition to improving the user experience, a standardized BUNET is more cost-effective for the FBI. The standardization of design and code

reduces divisions' need to expend funds on contracts for custom website designs.

- **Consistent**: BUNET's standardization offers a consistently high quality user experience. This consistency enables quicker and easier training and technical support, as all BUNET sites are built on the same templates.

4.2.　The Strategic Approach of the BUNET Governance Model

The effective management of information is essential in establishing BUNET as a reliable source of knowledge. This governance plan employs ***centralized*** leadership and ***decentralized*** production of content. To ensure standardization and efficiency, the Office of Public Affairs Employee Communications Unit (OPA/ECU) provides leadership and authority over coordination, design, styles, and templates. The Information Technology Branch (ITB) Web Services Team has authority over infrastructure and technical support. The production and management of content is decentralized and owned by each division. Content is generated by subject matter experts in each division, and content administrators and content managers have the responsibility of managing their BUNET sites to keep content up-to-date and relevant. Section 6: "Roles and Responsibilities" contains specific information about this governance model.

5. Site Structure

The FBI Enterprise SharePoint environment currently offers and supports five types of sites. Each type of site is used for different purposes, and brings different levels of access and control. The five site types include:

- BUNET Sites
- Team Sites
- Adhoc Sites
- Forms
- Applications

Although this Governance Plan pertains specifically to BUNET sites, an explanation of each SharePoint site type is provided below for clarification and reference.

Site Type	Target Audience	Intended Use
BUNET	All Bureau employees & contractors	Sites used everyday by the workforce to obtain information on *"who we are and what we do"* across the Bureau
Internal Team Sites	All Bureau employees & contractors	Sites used by the workforce to create and share information *internally* amongst their organizational team(s) at the branch, division, section, and/or unit Level.
Adhoc Team Sites	Teams that align to the Bureau but do not directly belong to an FBI entity	Sites used by the workforce to create and share information *internally* amongst their team(s).
Forms	Restricted to a specific access group	Site created to address isolated business process needs or specific information collection requirements
Applications	Restricted to a specific access group	Sites created to address custom development needs for specific high-level projects. These sites require custom-code and development.
My Sites	Not available at this time	This site type is not currently being used at the FBI.

6. Roles and Responsibilities

The FBI's implementation and management of BUNET will rely on a set of roles and responsibilities for administration, technical management, and content management. Every division will contribute to the management and success of BUNET.

6.1.   Content Administrator

Content administrators will be assigned at the division level. The content administrators represent the division's BUNET interests and site(s) at large. The content administrator is responsible for maintaining user access privileges on behalf of the division. This role oversees and ensures all policies, rules, and guidance governing BUNET sites are correctly applied. The content administrator may also manage, produce, and/or own content.

OPA will validate all content administrators with branch or division leadership prior to granting this role in BUNET.

6.2.   Content Manager

The content manager manages one or more pages of a BUNET site, managing content, design, and layout. This role is responsible for BUNET content quality and complying with BUNET governance. The content manager may also produce and/or own content.

6.3.   Content Contributor

The content contributor provides new and revised content for a BUNET site.

For more information on the content roles, please review the matrix below:

	Content Administrator	Content Manager	Content Contributor
Add or remove users to the division's content manager group	Primary		
Edit content outside of the SharePoint environment	Secondary	Secondary	Primary
Publish content in the SharePoint environment	Secondary	Primary	
Ensure content accuracy and quality	Secondary	Secondary	Primary
Identify and flag non-current content	Secondary	Secondary	Primary
Remove non-current content	Secondary	Primary	

	Content Administrator	Content Manager	Content Contributor
Ensure policies, rules, styles, and guidance are applied	Primary	Secondary	Secondary
Ensure content is directed at Bureau-wide audience	Secondary	Primary	
Represent Division's BUNET interest and advocate on behalf of content managers and contributors	Primary		
Communicate BUNET governance guidance to content managers	Primary		
Performs site reviews (e.g. broken links, site functionality, etc.)	Secondary	Primary	

6.4. Office of Public Affairs

OPA is responsible for the strategic direction and vision of BUNET. In addition, OPA is the oversight body for templates, styles, and content of BUNET sites. OPA, in collaboration with the Information and Technology Branch (ITB) leadership, makes budget decisions for BUNET.

OPA's responsibilities in the development of BUNET include:

- Controlling BUNET branding and styling
- Developing and maintaining BUNET usability
- Designing BUNET templates
- Controlling BUNET site taxonomy/navigation/information architecture
- Developing the content management structure and strategy

OPA's responsibilities in the ongoing support of BUNET include:

- Reviewing BUNET user feedback
- Evaluating and adjusting BUNET governance, in collaboration with ITB
- Engaging community of content administrators and managers on BUNET branding, governance, and the Community of Practice
- Engaging community of content administrators and managers on updates to BUNET feature sets and apps
- Approving any deviation beyond the standard BUNET templates
- Reviewing BUNET site name changes and moves

- Reviewing BUNET site addition / deletion requests
- Providing BUNET access control for content administrators
  - Validating a change or modification to a branch or division-level content administrator
  - Maintaining the list of BUNET content administrators
- Providing technical support on BUNET content layout issues (e.g. BUNET widgets)
- Reviewing and approving training materials on new BUNET features

6.5.   Information Technology Branch

ITB is responsible for the technical implementation of BUNET and provides site support to content administrators and content managers. ITB, in collaboration with OPA leadership, makes budget decisions for BUNET. Additionally, ITB evaluates and approves platform selection.

ITB's responsibilities in the development of BUNET include:

- Controlling physical/backend site file structure of BUNET
- Evaluating and approving BUNET backend code

ITB's responsibilities in the ongoing support of BUNET include:

- Maintaining the technical performance of the SharePoint platform as a service
- Providing technical support on all other BUNET infrastructure issues
- Reviewing and approving training materials on how to use SharePoint; delivering training
- Technically executing BUNET site name changes and moves
- Technically executing BUNET site addition / deletion requests

The Section 508 Compliance Office under the Information Technology Management Division (ITMD) is responsible for Section 508 oversight across the BUNET environment.

6.6.   Office of General Counsel / Records Management Division (RMD)

The Office of General Counsel (OGC) and Records Management Division (RMD) are responsible for approving the deletion or archival of BUNET sites in compliance with federal record management laws.

SharePoint users and contributors are responsible for contacting the RMD Help Desk for guidance and SharePoint sites are subject to records management compliance reviews.

7. Training

BUNET training will be provided to two main audiences:

End users:

- Current employees and contractors: Upon the rollout of BUNET, end users will receive a guided walk-through the first time they launch a browser window. The guided walk-through will be available from the BUNET homepage for future reference.
- New employees: A presentation on BUNET and the existence and location of this governance plan will be provided in the employee on-boarding training.

Content administrators and content managers:

- All content administrators and content managers must certify that they have reviewed this governance plan and style guide before receiving necessary user privileges.
- ITMD and Training Division (TD) will provide a brief training course on Section 508 compliance via Virtual Academy. Once this course is available, content administrators and content managers will be required to complete the course within 30 days of being appointed to their positions or the course becoming available, whichever is later.
- OPA/ECU will provide training modules on specific aspects of BUNET to content administrators and content managers.
- ITB will provide general SharePoint 2013 training to content administrators and content managers.

8. Community of Practice

The BUNET Community of Practice SharePoint site is a resource for all BUNET users to share information and best practices related to the posting of content and management of BUNET sites.

The Community of Practice site contains guidance, the Style Guide, and a toolbox of resources available to all users.

The Community of Practice features a suggestion box. A moderator from OPA/ECU will review suggestions and provide responses to questions that may benefit the Community of Practice as a whole via Frequently Asked Questions.

9. End Users

All Bureau employees and contractors are considered end users of BUNET.   An end user accesses BUNET to obtain information provided by the various Bureau-wide entities (e.g., branches, divisions, sections, units, etc.). In addition, end users can access various tools and resources via BUNET such as Virtual Academy, WebTA, Forms, and Policies.

10. End User Feedback

BUNET was designed using feedback from user surveys and usability exercises. The Intranet Redesign Project received feedback from close to 4,500 FBI employees across all levels and divisions. As such, the continued evolution of BUNET relies heavily on its end users to provide constructive feedback. The collection of feedback occurs in two ways:

- **Feedback Link:** An employee feedback / comment link is located in the footer on each BUNET page. End users can use this link to send an auto-generated email to a centralized FBINET mailbox.

- **End User Surveys:** Periodically, end user surveys will be distributed Bureau-wide or to a specific access group to obtain information about BUNET. The results of these survey will be analyzed to determine potential changes to BUNET features and functionality.

- **Star Ratings:** End users can use the SharePoint 2013 star rating feature to rate BUNET content on a scale of 0 – 5 stars.   After a user selects a rating, it is automatically submitted and averaged with any other previously submitted ratings. The new average star rating is then displayed until another user decides to rate that particular content. Content administrators, content managers, content contributors, and end users can view the star rating to informally submit and view feedback on site content.

11. Site Permissions

SharePoint 2013 Permissions	BUNET Role (SharePoint 2013 Permission Level)			
	Content Administrator (Design)	Content Manager (Edit & Approve)	Content Contributor (Edit)	General User/Visitor (Read)
Manage Permissions (Full Control)				
Manage Web Site (Full Control)	•			
Enumerate Permissions (Full Control)	•			
Manage Alerts (Full Control)				
View Web Analytics Data (Full Control)	•	•		
View Application Pages	•	•	•	•
Browse User Information	•	•	•	•
Use Remote Interfaces	•	•	•	•
Use Client Integration Features	•	•	•	•
Open	•	•	•	•
View Items	•	•	•	•
Open Items	•	•	•	•
Create Alerts	•	•	•	•
View Pages	•	•	•	•
View Versions	•		•	
Add Items	•		•	
Edit Items	•	•	•	
Delete Items	•	•	•	
Delete Versions	•	•	•	
Edit Personal User Information	•	•	•	
Manage Personal Views	•	•	•	
Manage Lists	•	•	•	

Add/Remove Personal Web Parts	●	●	
Update Personal Web Parts	●	●	
Override List Behaviors	●	●	
Approve Items	●	●	
Apply Style Sheets	●		

12. Legal

12.1. Records Management

SharePoint users and contributors are required to adhere to all regulations and laws governing management of official FBI records on SharePoint sites, sub-sites, and/or systems, including but not limited to the Federal Records Act of 1950, 44 U.S.C. Chapters 31 and 33, and 36 C.F.R. Chapter XII. Required records management includes adherence to the Records Management Division's (RMD) policies and procedures.

12.2. Privacy and Personally Identifiable Information

Access to, and any contribution, sharing, or use of information available through SharePoint is subject to the Privacy Act of 1974, 5 U.S.C. 552a; the sharing of personally identifiable information (PII) concerning United States Citizens and Lawful Permanent Residents is restricted to personnel with a "need to know." PII is any information which can be used to distinguish or trace an individual's identity, such as their name, social security number, or biometric records, alone or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, or mother's maiden name. In addition, personnel utilizing SharePoint shall consider the sensitivity of any information prior to posting or accessing such information. Sensitive information on SharePoint that appears to be unnecessary should be reported through the FBI Security Incident Reporting system. SharePoint users and contributors are also required to adhere to all regulations and laws governing proper management of official FBI records, including but not limited to the Federal Records Act of 1950, 44 U.S.C. Chapters 31 and 33, and 36 C.F.R. Chapter XII. Required records management includes the records assessment of each SharePoint site and Electronic Recordkeeping Certification, as required. For more information regarding FBI privacy policy and FBI personnel responsibilities regarding PII, please see the FBI Privacy Policy Implementation Guide.

12.3. Copyright

To avoid infringing on the intellectual property rights of others, employees may not post any copyrighted information on BUNET, including documents, videos, photographs, or other images.

12.4. eDiscovery and Litigation

Content created within BUNET may be subject to document production under the Freedom of Information Act (FOIA), litigation, or other information requests. All content stored or created on BUNET may be searched, preserved, collected, reviewed, and possibly produced in relation to civil or criminal litigation, administrative claims, or external and internal investigations. All content, even if stored in multiple locations on FBI systems, is subject to discovery. All content must be preserved by content owners, if and when content owners receive notice of a legal hold for potentially relevant electronically stored information on BUNET. Existing content cannot be changed, moved, or destroyed once subject to a legal hold. Any new content under the scope of a legal hold, created on BUNET, must also be preserved.

12.5. Section 508 Compliance

The Federal Bureau of Investigation is committed to providing access to our enterprise electronic and information technology (EIT) for all employees with disabilities. To meet this commitment, the FBI endeavors to comply with the requirements of Section 508 of the Rehabilitation Act of 1973, 29 U.S.C. § 794d.

Section 508 requires that when Federal agencies develop, procure, maintain, or use electronic and information technology (EIT), Federal employees with disabilities (e.g., visual, hearing, motor, and speech impairments) must have access to and use of information and data that is equal or comparable to the access and use by Federal employees without disabilities. Section 508 requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, must also have access to and use of information and data that is equal or comparable to that provided to individuals without disabilities. The mandatory accessibility standards for EIT are developed and maintained by the Architectural and Transportation Barriers Compliance Board (now referred to as the U.S. Access Board), as set forth at 36 CFR Part 1194.

Content administrators and content managers should all ensure that their BUNET sites are in compliance with Section 508 standards.   For training or assistance regarding Section 508 compliance, send an email to [   ]   b7E

13. Site Support

The content administrator is responsible for the day-to-day management and maintenance of a BUNET site, and is therefore the primary point of contact for a site. End users must contact the content administrator for all issues directly relating to a site, including content, formatting, and user privileges.

If the content administrator needs any assistance with BUNET, or cannot resolve a user's inquiry, he/she should contact the Enterprise Operations Center (EOC). The EOC will assign the issue to the appropriate Service Manager Group. Subject matter experts from OPA and ITB will staff relevant Service Manager Groups.

For any questions regarding BUNEWS, all users should contact the BUNEWS Editor directly.

14. Site Reviews

Content management on BUNET will be critical to making sure that knowledge is effectively shared. The content administrator oversees and ensures that rules and guidance governing BUNET sites are correctly applied. As such, content administrators are ultimately responsible for the content published on the division BUNET site. The content administrator should regularly review site content and organization to ensure that information is relevant, accessible, and current. Content that is no longer current should be updated or archived in a timely manner. During these content reviews, content administrators should also ensure any broken links are fixed or removed. As a best practice, these content reviews should be done at least once per quarter, if not more frequently.

In addition, OPA/ECU will conduct periodic compliance site reviews, to occur at least twice per year. These compliance reviews will ensure sites are in adherence to the governance model, including but not limited to the standards and templates listed in the Style Guide (see: Section 17 of this document). OPA/ECU will refer any findings of non-standard script to the ITB Web Services Team.

If a violation is discovered during the course of a site review, OPA/ECU will contact the content administrator regarding the nature of the violation and ways to fix the error. If the content administrator does not comply with the request to fix the error, OPA/ECU will present their findings to OPA senior management to determine if direct intervention with the content administrator's division management is needed to resolve the issue.

15. Tools

The use of tools in the BUNET environment will be reviewed and monitored by OPA to ensure compliance with BUNET policies and procedures. This includes, but is not limited to SharePoint Designer and other 3rd party add-ons.

16. Content Guidance

All content on BUNET sites should be directed to an FBI-wide audience. The information should be applicable and usable to all end users. The BUNET template provides guidance on the types of content that should or should not be included on BUNET sites. All content should be in compliance with Section 508 federal accessibility laws and the BUNET style guide. Content administrators and content managers should ensure that all content is kept up-to-date and relevant.

All FBI employees should request and receive express permission from a site's content manager before reusing any materials downloaded from that site. Content managers should be aware that all content posted to BUNET is viewable and potentially downloadable by all BUNET users.

17. Definitions

Term	Definition
Adhoc site	A restricted website with a target of more than 2 groups.
Content	Useful and relevant information that is published in various forms, such as: HTML (.htm, .html); rich text (.rtf); video (.mp4); PDF; etc.
Content administrator	Content administrators will be assigned at the division level. The content administrators represent the division's BUNET interests and site(s) at large. The content administrator is responsible for maintaining user access privileges on behalf of the division. This role oversees and ensures all policies, rules, and guidance governing BUNET sites are correctly applied. The content administrator may also manage, produce, and/or own content.
Content contributor	Someone who drafts, reviews, and edits content.
Content management	A disciplined process for managing the content life cycle.
Content manager	The content manager manages one or more pages of a BUNET site, managing content, design, and layout. This role is responsible for BUNET content quality and complying with BUNET governance. The content manager may also produce and/or own content.
Governance	The means by which the structures and actions of an organization are defined, managed, and enforced.
Information architecture	The structural design for a shared information environment. The information architecture essentially determines how information is organized and labeled, and how search and navigation are conducted.

Portal	A website which serves as a single point of entry for information and collaboration regarding a major topic, functional area, or organization/community.
Section 508	Section 508 requires that Federal agencies ensure any information and communications technology (ICT) (previously referred to as electronic and information technology (EIT), see definition in Section 15) developed, procured, maintained or used provides: • Federal employees with disabilities (i.e., persons with visual, hearing, motor, or cognitive disabilities) access to and use of information and data that is equal or comparable to the access to and use of the information and data by Federal employees without disabilities; and • Individuals with disabilities, who are members of the public seeking information or services from a Federal department or agency, access to and use of information and data that is comparable to the access to and use of the information and data by such individuals without disabilities.
Site administration	Treated separately from content, site administration deals with managing access to the various sites, controlling which features are enabled/disabled, and other similar activities.
Team site	A restricted website open only to one group.
Usability	The extent to which a system produces results for the end user in an easy, enjoyable, and productive way.

18. Style Guide

See attached.

Federal Bureau of Investigation
BUNET Style Guide and Procedures

Revised: March 3, 2015

Table of Contents

Introduction

This style guide applies only to intranet SharePoint Presence sites, which are defined as websites and pages containing information intended for a Bureau-wide audience. This guide does not apply to Team or Ad hoc sites, which contain information restricted to a particular user group(s).

In order to better reflect the FBI of today, the intranet presence sites were redesigned in 2015. The templates, standards and guidelines listed in this style guide were established by OPA's Employee Communications Unit (ECU) and reflect changes from the intranet redesign project. Every presence site contributes to the user's perception of the Bureau and its departments. To ensure a unified web presence, the intranet presence sites should appear visually consistent in order to help promote usability and reinforce the intranet's brand identity.

As part of the branding strategy it is expected that all presence sites adopt the BUNET template in order to provide a consistent user experience. While consistency is important, this style guide takes into consideration certain design standards may vary for individual groups. There are several options available within the branded template to assist in the creation of a website. While the variety of options offered may reflect elements of BUNET, there is no template that duplicates the BUNET homepage. Attempts to duplicate the homepage should NOT be made to preserve the unique gateway to BUNET.

Requests to work outside of the template should be addressed in the planning stages of a project and directed to the BUNET Support Team at [   ] Exceptions to using the standard template will be reviewed on a case-by-case basis.

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BRANDING

BUNET

This guide covers basic usage of the BUNET brand, however if you have more specific questions please contact the Employee Communications Unit (ECU) at [   ]

To ensure a unified, professional appearance across all intranet sites the intranet brand must remain a part of the BUNET template. The BUNET brand should always be seen in the top left corner of all presence sites and its sub-sites and web pages. When using the BUNET brand on imagery, always make sure it is positioned away from competing imagery and stands out from background color.
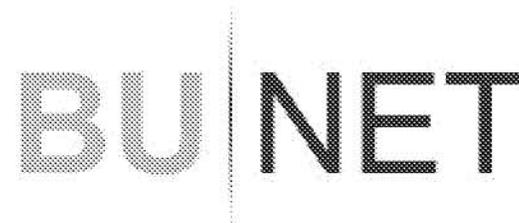
BU|NET

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Light background

BU|NET

Dark background

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FBI Seal

When using the FBI Seal certain guidelines must be followed. Below are some basics on proper usage:

DO NOT CHANGE THE COLOR	DO NOT BLUR	DO NOT FADE	DO NOT CHANGE THE WORDS OR OBJECTS IN THE SEAL	DO NOT DISTORT
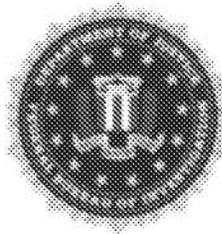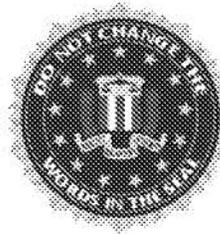
DO NOT USE AS PART OF ANOTHER LOGO

DO NOT REPRESENT THE SEAL IN A WAY OTHER THAN INTENDED

DO NOT USE ON PHOTOS OR BACKGROUNDS THAT MAKE IT DIFFICULT TO SEE

DO NOT USE ELEMENTS OF THE SEAL BY THEMSELVES

DO NOT PLACE OBJECTS OR WORDS OVER THE SEAL

For further guidance on usage of the FBI seal reference the official Seal and Image Policy.

Color Palette

A standard color palette is essential for setting a consistent visual experience. The BUNET color palette consists of three primary and three secondary colors. A range of tints are included in the below chart.

Color models below include CMYK, Hexadecimal, and RGB for primary and RGB and Hexadecimal for tints.

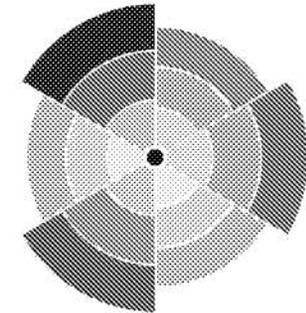|	C	M	Y	K	R	G	B	Hexadecimal
	96	70	41	28	14	68	96	#0E4460
	11	89	89	0	217	67	52	#D94334
	35	37	68	5	165	145	99	#A59163
	100	0	0	0	0	173	239	#00ADEF
	35	0	100	0	178	210	52	#B2D234
	8	22	80	0	235	194	81	#EBC251

	R	G	B	H		R	G	B	H		R	G	B	H
	14	68	96	#0E4460		0	173	239	#00ADEF		178	210	52	#B2D234
	110	143	160	#6E8FA0		102	206	245	#66CEF5		209	228	133	#D1E485
	186	204	214	#BACCD6		178	231	251	#B2E7FA		232	241	194	#E8F1C2
	217	67	52	#A59163		235	194	81	#EBC251		217	67	52	#D94334
	202	190	162	#CA8EA2		244	219	151	#F4DB97		233	142	134	#E98E86
	228	222	208	#E4DED0		249	237	202	#F9EDCA		244	198	194	#F4C6C2

To ensure consistency across BUNET sites please try to stay within above the color palette. For more guidance please contact the BUNET Support Team at:

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Icons
To maintain consistency a standard set of icons have been created for use on BUNET sites. Example images below (Not exact images provided)

HOMEPAGE

Homepage

The BUNET homepage features, highlighted in the picture to the right: topic based navigation, BUNEWS, Highlights, floating tabs, Trending Now, and alternate features for locating information.

While the template may reflect elements of the BUNET homepage, there is no template that duplicates the BUNET homepage.

Branches, divisions, field divisions, sections, or units should use the templates provided and not attempt to duplicate the homepage, which is intended as a unique gateway to BUNET.

Requests to add, edit, or remove content from the BUNET homepage should be directed to the BUNET Support Team at:

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Main Navigation

BUNET's main navigation can be found at the top of every BUNET page, below the BUNET branding and main search box. The navigation structure was built with the assistance of a usability group made up of Bureau employees from a variety of backgrounds. The navigation is organized by topics and when focus is given reveals a mega menu with links to sub-topics. The links within these mega menus are intended for pages, which contain information for Bureau-wide consumption.

Link Criteria

- **Bureau-wide audience:** information applicable and relevant to all employees regardless of security classification, job function and/or location.
- **Permissions:** links must direct a user to content that is open to all employees and not restricted to a group.
- **Frequency:** site is accessed routinely as determined by site traffic analytics.
- **Currency:** links must take users to information that is current and accurate.
- **Link title:** should be simplified to a minimum number of words while retaining context (acronyms should be spelled out).
- **Maximum links:** number of links will be determined by the BUNET Team, based on industry best practices for an optimal user experience.
- **Organization menu:** scoped at Branch level with exception of those divisions under the Director's Office.

The links within the mega menus are managed by ECU through and reserves the right to add/remove links based on the above criteria.

A-Z Index

The A-Z Index link is located at the top of every BUNET page, next to the main search box. This page is automatically generated by items within BUNET's mega menu and managed term sets. Links appropriate for this feature are intended for pages, which contain information for Bureau-wide consumption and should be the single source authority for high-level topics. Inquiries to include a term to the A-Z Index should be sent to the BUNET Support Team for review at:
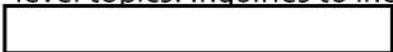
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BUNEWS

News articles by writers from around the Bureau are featured in BUNEWS, formerly known as In Depth articles. Writers within ECU typically write articles, which highlight FBI initiatives, events, and accomplishments. ECU welcomes draft articles for review will post at discretion. ECU reserves the right to edit all submissions and ensure all articles are properly vetted with any affected divisions.

Article Criteria

Stories deemed inappropriate include retirements, obituaries, politically sensitive stories that cast a bad light on the Bureau, unconfirmed reports involving the Bureau, and active cases.

*Submissions must include a **title no longer than 40 characters** (including spaces) and **description no more than 160 characters**. Link to relevant page or document must be provided. Images sent should be 640x225 pixels, if an image is not provided a generic thumbnail will be used.*

Each division has been assigned a communications advisor to assist with communication efforts, to include writing articles. If you would like assistance please contact your ECU communications advisor.

Floating Tabs

Two floating tabs appear to the right of every BUNET page and provide end users a quick and consistent point of reference for locating support information and personally bookmarked pages. Information in this feature is maintained by ECU.

Support Tab

Information in the support tab consists of Bureau-wide support mechanisms. If you are the content owner of information linked within this tab it is important to coordinate URL changes with ECU. These types of changes include site/page movement or renaming. Changes can be submitted to the BUNET Support Team at:

Favorites Tab

The favorites tab contains information a user has marked as a favorite page. This can be done by clicking on the star at the top of any BUNET page. The favorites tab will show a users top 5 favorite pages in addition to the last 5 visited pages. A users favorite pages list is saved to their profile and is only viewable by the user. Issues with this feature should be submitted to the ITB's Web Support Team at:

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Highlights

The highlights section, found to the right of BUNEWS, serves as a marketing space to promote Bureau-wide announcements, initiatives, products, and services. A linked thumbnail image will direct users to a specified site, page, or document.

Highlights Criteria

Submissions must include a **title no longer than 75 characters** (including spaces) and **description no more than 160 characters**. Link to relevant page or document must be provided. Images sent should be 92x76 pixels, if an image is not provided a generic thumbnail will be used.

Trending Now

The **Trending Now** feature is located below **BUNEWS** and **Highlights** and is dynamically generated using SharePoint 2013's smarter analytic feature. Pages displayed in this area represent the most active pages across the intranet. Users have several options for changing the way the data is displayed such as filter, sort, etc.

Updating your site, pages, and documents tags will help users locate your information quicker.

TEMPLATES

Templates

The BUNET template has been designed for readers to quickly scan through text through a fixed width content block. The content portion of the template is sized to accommodate a screen resolution of 1024 x 768. Content should fit within approximately 960 pixels wide, however the template has been developed to be flexible to contain content that extends beyond 960 pixels wide (i.e. large tables, etc.)

By default all BUNET pages are pre-built with a "printable version" which only prints the content and not the outside.

Common Elements

All presence sites will include certain fixed components such as Privacy Act bar, brand, BUNET search, local site navigation, breadcrumbs, date last modified bar, rating feature, and footer. Additionally, editable components are included within the template, which are maintained through SharePoint's Site Settings. These components include local navigation, local search, optional team site link, tags, Leadership, and Page Information boxes.

Page Properties

New features of BUNET require all site pages and documents have properties updated. To update page properties go into Edit Page and the properties will appear above the page content. At a minimum, the following fields need to be updated to ensure documents and pages are listed properly in search results and **Trending Now**. Reference our BUNET How To's for more information on Page Properties

Biography Pages

Please reference our BUNET How To's for more information on Biography Page templates.

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Local Navigation

The local navigation helps users find content that lives within a particular site. Content Managers with proper permissions to the site can configure the local navigation using SharePoint's **Site Settings**. Up to two sub-levels can be set which will be rolled up into an expandable and collapsible menu. Local navigation menus should allow users to find information within the local site easily and quickly.

Some examples have been established to provide content managers as a guideline to help build out an effective navigation structure.

General topics and sub-topics might include:

Topics	Sub-topics
About	Mission & Priorities
	Leadership Bio's
	Office Contacts
Services & Products	
FAQs	

Branch and Division sites should include:

Branch Topics	Sub-topics
Divisions	Sections

Division Topics	Sub-topics
Sections	Units

At this time color modifications to the local navigation are not available. Future enhancements to the templates might include allowing a custom color palette but is not guaranteed.

Text Styles

The BUNET template utilizes the standard SharePoint 2013 typeface Segoe UI®, owned by Microsoft Corporation. This font comes standard with Windows 7 and above, as well as Office 2007 products and above.

Using SharePoint to control the styles is necessary to ensure 508 compliance and proper formatting. When the pre-configured styles are used font type, size, and color are included for each style. An alternate style is available to provide some flexibility.

Applying the proper style formatting can be easily applied using the Styles feature in SP2013 ribbon under Format Text

BUNET Font Styles

| Style	Font
Heading 1	Segoe UI 2.3em, 28pt
Heading 2	Segoe UI 1.46em, 17pt
Heading 3	Segoe UI 1.15em, 13.5pt
Heading 4	Segoe UI 1em, 10pt
Alt. H1	Segoe UI 2.3em, 28pt
Alt. H2	Segoe UI 1.46em, 17pt
Alt. H3	Segoe UI 1.15em, 13.5pt
Alt. H4	Segoe UI 1em, 10pt
Paragraph	Segoe UI 1em, 10pt
Link	Segoe UI 1em, 10pt
Ordered List	Segoe UI 1em, 10pt
Unordered List	Segoe UI 1em, 10pt
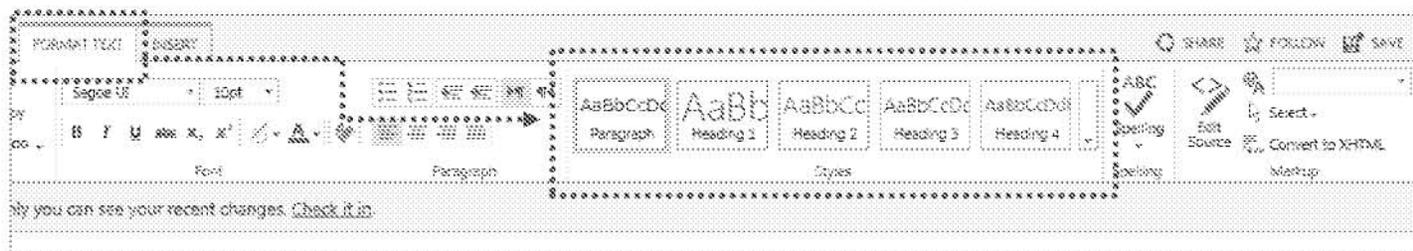
Pre-Formatted Content

Additional styles are pre-configured and can be applied through various SharePoint options.

Quotes

Two styles for quotes are available through the Styles feature. Please see picture above.

Tables

A variety of styles are available through Design feature. These options are available once a table has been created.
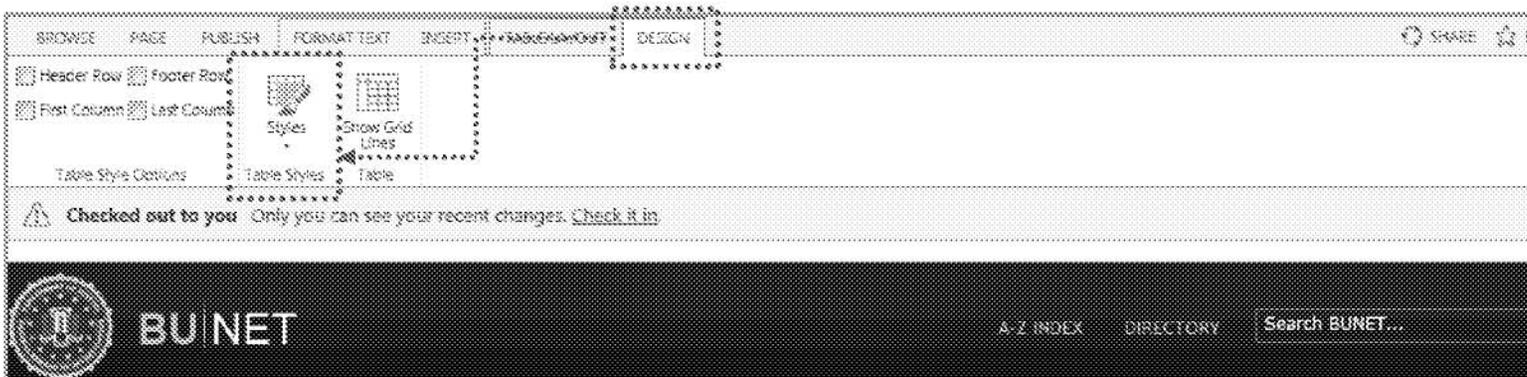
ACCESSIBILITY (508 COMPLIANCE)

Accessibility (508 Compliance)

Overview

Screen readers convert text into synthesized audio. Visually impaired employees can request a copy of JAWS, by Freedom Scientific. Additionally, Windows 7 has built in accessibility tools, which the user can turn on and use at leisure. To turn on Windows 7 accessibility options go to **Control Panel > Ease of Access**.

Content is presented in a linearly, one item at a time from top to bottom and left to right. For this reason content skimming is an essential method for quickly identifying relevant information. Some consideration should be given to presenting information in a step-wise manner.

Basic guidelines for formatting content to be more accessible for screen readers are covered here. For more detailed information on accessibility regulations please see ***FBI Section 508 Program*** or contact the 508 Coordinator at

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Having an understanding of how screen readers interact with a web page will help you develop strategies for formatting content to make it more accessible. Some common keyboard shortcuts can be found in the table to the right.

QUICK KEY	JUMP TO
F	Form control
H	Heading
L	List
T	Table

When using screen reading software it is strongly recommended to use headphones. The use of headphones prevents unauthorized access to information you may be working on which your neighbor may not be cleared for.
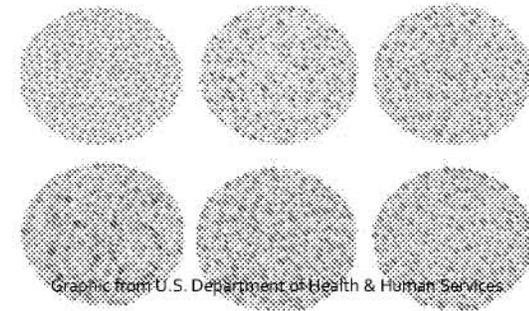
Using Color

When using color, be sure color is not conveying important information such as instructions.

Examples

Below are "**don't**" and "**do**" examples of using color.

Graphic from U.S. Department of Health & Human Services

Don't

Click the blue button to learn about services we provide.

| Click here | Click here | Click here | Click here | Click here |

Explanation: *It would be difficult to identify which button to use because no unique information was provided. Additionally, two shades of blue have been used with one that could be interpreted as a purple for someone capable of seeing color.*

Someone with color blindness might see the buttons this way:

| Click here | Click here | Click here | Click here | Click here |

Do

Click the blue services button to learn about services we provide.

| About | Find Products | Services | Events | Contacts |

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Explanation: Color was not the sole method for identifying the button.

Headings

Proper use of headings will play an important role in making content accessible. Headings can be strategically used to allow screen readers to quickly jump to a page's main ideas, the user can then back track to read the parts they are most interested in.

To the extent possible, headings should represent an accurate outline of the content. Within the SharePoint ribbon, under **Format Text***, you can select document headings under* **Styles***. More information can be found on page 11, Text Styles.*

DO NOT use headings for formatting text, i.e. large or bold text. Find another way to call attention to the text such as a feature box or by simply bolding and enlarging the text.

Examples

Below are "don't" and "do" examples of using headings.

Don't			
Implemented as an:	Paragraph, Normal	Paragraph, Normal	Paragraph, Normal
Content	Overview	Mission	Click here

Do			
Implemented as a:	Heading 1	Heading 2	Paragraph, bolded

Images

Adding text to an image should be kept to a minimum, no more than 3-5 words. Images containing words must use descriptive text, using the **alt** attribute. A screen reader will read through the alt attribute so the text should be descriptive by relaying text within or describe what the image represents.

Screen readers only process a set number of characters per alt tag. When an alt tag has gone beyond the character threshold, the information is broken into sections and delivered out of order. It is important not to include a lot of text in an image with the intention of including it in the alt tag.

Examples

Below are "**don't**" and "**do**" examples of using alt text.

Don't			
Graphic		BU|NET	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut aliquet euismod sapien vitae tempor. Donec molestie feugiat lectus, ut interdum justo dabus.
Alt text		*logo*	*Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut aliquet euismod sapien vitae tempor. Donec molestie feugiat lectus, ut interdum justo dabus.*

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Explanation	No text provided, user is only notified that a picture is present.	More information about the logo being presented is helpful to the listener	Graphic contains too much text. This can be achieved by using one of the featured content boxes from the Reusable Content web part.

Do			
Graphic		BU|NET	*Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut aliquet euismod sapien vitae tempor. Donec molestie feugiat lectus, ut interdum justo dabuc.*
Alt text	*Happy professional customer service woman wearing a headset.*	*BUNET logo. Branding for FBI intranet presence sites.*	
Explanatio n	Description provides user with enough information to understand what the image represents.	Description provides user with specific logo information and a brief statement of what the brand is.	The text featured in the box was not created as a graphic. No alt text is needed because a screen reader is able to recognize the text. An easy way to tell is you can select individual words in this example.

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*Adding alt tags for an image can be done through **Image Tools** in the SP2013 ribbon.*

Videos

Videos posted to BUNET or any other government system must contain closed captions.

Videos must comply with all applicable state and federal laws for intellectual property rights, including copyright and trademarks. Using copyrighted material is a federal offense so be sure to check sources for any video, imagery, or audio used.

Other Video Requirements

Video must be embedded into the provided template media player. Videos should not auto start, however if an auto start is used then there should be 5-second delay to allow the screen reader to catch up to the video content. Videos should not pop-up as a standalone browser window.

BEST PRACTICES

Best Practices

Downloading Content

If you find a document on an intranet site such as an image, PowerPoint, or Word document and want to reuse it for formatting, style, or content you must obtain permission from the owner prior to using. This protects sensitive information from getting into the wrong hands and ensures copyright laws are not violated. A good place to start for tracking down the content owner would be to contact the person who last posted the information, the content manager, or the content administrator. This information is available on every BUNET page.

Photographs

If you are uploading photographs that were taken with a digital camera it is advisable to optimize the images for the web. Reducing an images dpi will improve download times for the end users but also save on storage space.

Images

If you have software to create images understanding the different types of image formats will help determine the best format to use for best quality and lower file sizes. The table below represents different image formats and best usage.

Formats

Format	Type	Usage
BMP	Raster	Good for any type of bitmap image, no loss in quality. This format has very large files, which make this not the best choice for web.
EPS	Vector	An older format but can be used for working with a variety of programs. Format can retain layers and editable text.
GIF	Raster	Best used for simple web graphics with minimal colors, hard-edged shapes, and large areas of solid color. Can be used to create very basic animation. Format has color palette limitations.
JPG, JPEG	Raster	Best for photos, camera based, but can be computer generated. Not best format for crisp lines and large blocks of color. This format is good for the web but images should be compressed to 72 dpi. For printing 300 dpi is best and in some cases you may need 600 dpi for large print.
PNG	Raster	Similar to a GIF, higher quality with no loss in quality. Supports transparency but not animation. Format has color palette limitations.
PDF	Vector	Multiple uses, format can retain layers and editable text. Great for document publishing
TIFF	Raster	Good for any type of bitmap image, no loss in quality but produces large files. Ability to be used in a variety of programs. Supports transparency and layers.

Using Images From the Internet

Images can be an effective way of representing information or an idea. Before using any images ensure you have permissions from the image owner and be sure to give proper credit.

There are a number of websites that claim to have free graphics. Use caution with these sites! Downloading images from these sites may install malicious code on to your computer. You should only use images from a reputable source.

Other VIS' in the Bureau can be an excellent source of imagery. However be sure to check that the images shared are not restricted to an individual.

DO NOT *use images from another site without permission. I.e., using images found through a Google search. Provide source of content that is not original once permission for publishing has been obtained.*

Hyperlinks

Below are some simple guidelines, which can help reduce maintenance overhead and improve user satisfaction.

URL Paths

As a best practice you should take this time to change any absolute URLs to relative ones. This ensures future changes to your site will not affect your links or images.

Example:

URL Type	URL Example	Explaination
Absolute		Changes to the file path structure will create broken link because the absolute path. I.e. Organizational name changes or infrastructure changes like the redesign. An absolute path is like the area code of a phone number, it's not always necessary to reference the area code.
Relative		A relative path excludes the root level domain, in this case [_____] Your relative path must start with a forward slash "/" which tells the browser to start at the root. *In the above phone number analogy if you are located in a region where it's common knowledge that the area code is 555 then you wouldn't need to say my number is (555) 123-4567*
Exceptions	An absolute path must be used when linking to a different server. For instance if you are linking to an adhoc or teamsite, an absolute link is necessary because you are referencing a different path root.	

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External links

When creating links be sure the links work within the network. Creating links users cannot use can be frustrating and confusing for the end user. For instance links to the Washington Post, FBI.gov, YouTube, etc. will not work within FBINET, the red Secret enclave, which BUNET resides on. The same guidance applies to linking e-mail addresses which are intended for the green Unclassified network such as an e-mail address for an external contact.

Creating links to external sites and/or e-mail addresses can be confusing and frustrating for end users because the expectation is they will be able to use the link by going to another page or send an e-mail. What they will actually get is a 404 Page Not Found error or e-mail recipient not found bounce back.

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File Naming Conventions

When naming pages or documents you should refrain from using special characters such as quotes, apostrophes, and commas. Acceptable special characters include, dashes and underscores. It is preferable that dashes are used to separate multiple words within file names, although spaces are permitted. Spaces are converted to "%20" when used in a filename.

User Focused

BUNET was designed and built with user-focused principles. Sections and content should be organized according to users' needs, not necessarily by organizational or hierarchy. Identify what a user would logically want, even if it means grouping functions from different areas together.

Written Text

Voice

Tone

All intranet presence sites should portray excellence and professionalism. Semi-formal, plain language but avoiding colloqialisms be concise and clear. Avoid gimmicks, maintain a professional tone that's easy to read and engages users.

Messaging
* Be concise and mindful of length. Long blocks of text are difficult to read online.
* Navigation links and page titles should be brief.

* Use active, rather than passive voice to keep content interesting.
* Be mindful of the audience and think of each group's different needs.
* Spell out all acronyms at the first introduction and explain proprietary items.

Writing Styles

The Bureau follows AP Style however the following is a list of special case rules. This list will expand over time.

Do	Don't	Examples
and		In body text always spell out or unless and is part of a proper name.
&		In page navigation, headings and page titles
e-mail	email	
Internet	internet	
website	web site	
al Qaeda	Al-Qaida or other variations	
a.m./p.m.	AM/PM, am/pm, A.M./P.M.	2:00 p.m.
FBI Headquarters		
pled	Pleaded	

Transcription Guidelines

When transcribing text...

Words should be transcribed exactly as spoken. Below are some general guidelines for transcribing spoken material into a written medium.

Acronyms

Acronyms should be written in all caps with a single space between each letter to ensure proper pronunciation from screen readers. **For example:** F B I, or D O J

Acronyms that are pronounced as a combined term do not require spaces. **For example:** PARs

Noises

Other noises such as a cough, laughter, or music should be indicated as part of a transcription. **For example:** (The speaker coughs or clears his throat), (The audience laughs)

Partial words

A single dash used at the point where a word was broken off should be used...

Mispronounced words

An asterisk * should be used for words that have been mispronounced.

Unclear speech

When the audio is unclear identify the section as you would with noises. **For example:** (Indiscernible speech.)