

NORTHERN MARIANAS HOUSING CORPORATION

WEBSITE MAINTENANCE AND MANAGEMENT

Standard Operating Procedures

May 7, 2021

Prepared by:

Northern Marianas Housing Corporation – CDBG-DR Program Division



This SOP Manual is current as of May 7, 2021. The Manual represents the current version of the Northern Marianas Housing Corporation's (NMHC) standard operating procedures which provide general guidance for maintenance and management of NMHC's CDBG-DR Website. The Manual will be reviewed periodically and updated. Therefore, users are strongly encouraged to visit our website: www.cnmi-cdbgdr.com to access the latest version.

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1.0 PURPOSE

This Standard Operating Procedures (SOPs) Manual is provided as a general guide for designing, upgrading, and uploading contents on the Northern Marianas Housing Corporation’s (NMHC) Community Development Block Grant-Disaster Recovery (CDBG-DR) website.

The Website Management Team consist of:

1. Corporate Director or designee;
2. CDBG-DR Admin Manager;
3. Division Managers; and
4. Webmaster.

Website Management Team’s email address: cnmi-cdbgdrwebteam@nmhcgov.net

2.0 ROLES AND RESPONSIBILITIES

Roles	Responsibilities	Details
Corporate Director or Designee	<ul style="list-style-type: none"> • Web content review and approval 	<ul style="list-style-type: none"> • Reviews and approves contents, as needed
Webmaster	<ul style="list-style-type: none"> • Design and manage website • Provide technical support • Address internal web server issues • Create and modify program related web pages 	<ul style="list-style-type: none"> • Web design/branding decisions • Graphic creation/artwork integration • Sets standards and operations • Ensures conformance to directives • Responsible for posting and uploading of contents • Maintains content updates • Manages links • Conforms to Webmaster directives
CDBG-DR Admin Manager	<ul style="list-style-type: none"> • Gathers approved website contents and transmits them to Webmaster 	<ul style="list-style-type: none"> • Receives division updates and other information that will be uploaded onto the website and presents

	<ul style="list-style-type: none"> • Directs and coordinates Troubleshooting with IT 	<p>them to Corporate Director or designee for review and approval.</p> <ul style="list-style-type: none"> • Transmits approved contents to Webmaster for posting/uploading to Website • Manages and oversees IT Help Desk
Division Managers	<ul style="list-style-type: none"> • Content creation • Periodic review of program-related content 	<ul style="list-style-type: none"> • Responsible for providing accurate up-to-date content covering respective sections/divisions

3.0 REQUIREMENTS

a. CDBG-DR Action Plan and Action Plan Substantial and Non-Substantial Amendments

- i. Must be prominently posted for public comment for no less than 30 days
- ii. Must be posted within three (3) business days of submittal to HUD for approval and labeled as “Draft”
- iii. Once HUD approves, approved action plan must be posted within three (3) calendar days
- iv. Approved Action Plan and Substantial/Non-Substantial Action Plan Amendments must be posted/uploaded to website in reverse chronological order (most recent first)
- v. Must be ADA compliant

b. Reports

- i. Budget Reports
 - 1. The budget reports will be posted to the website on a monthly basis
- ii. Project Progress Reports
 - 1. The project progress reports will be posted to the website on a monthly basis⁴
- iii. Quarterly Performance Reports

1. Must be posted within three (3) business days of submittal to HUD for approval and labeled as “Draft”
 2. Once HUD approves, approved QPR must be posted within three (3) calendar days
 3. Approved QPRs must be posted to website in reverse chronological order (most recent first)
 4. Reports must continue to be posted until all funds have been expended and all expenditures/activities have been reported
- c. Program Operational Policies and Procedures
- i. All CDBG-DR policies and procedures must be posted on the website
 - ii. Policies and procedures will be updated as needed
 - iii. Program Manager will provide up-to-date list of DR policies and procedures
- d. Procurement
- i. NMHC procurement policies and procedures must be posted on the website
 - ii. All CDBG-DR subrecipient RFPs, RFQs, IFBs, contracts, change orders, and amendments to those documents must be posted on the website
 - iii. Contracts/change orders must be posted within seven (7) days of contract (or amendment “change order”) following full execution of these legal instruments
- e. Points of Contact
- i. A list of will be provided on the NMHC CDBG-DR website under “Contacts” tab
- f. Citizen Participation Plan
- i. Must be posted and updated as needed
- g. Public Comments
- i. The following will be posted to the website to facilitate receiving public comments:
 1. An email address specifically for the purpose of receiving public comments for CDBG-DR
 2. Mailing address for the NMHC CDBG-DR Office
 - ii. The website will clearly identify individual serving as the primary contact for all public comment related communications
- h. Updates and Maintenance: Website must be updated periodically

4.0 PROCESS STEPS

4.1 Content Creation and Uploading

- a. All division managers are responsible for drafting and monitoring content for their respective web pages on a regular basis
- b. All content must be approved by the Corporate Director or Designee prior to content upload to Website
- c. The CDBG-DR Admin Manager will transmit approved content to Webmaster for posting/uploading