

NORTHERN MARIANAS HOUSING CORPORATION

WEBSITE MAINTENANCE AND MANAGEMENT

Standard Operating Procedures

May 19, 2023

Prepared by:

Northern Marianas Housing Corporation – CDBG-DR Program Division



This SOP Manual is current as of May 19, 2023. 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. CDBG-DR Division Managers;
4. NMHC & CDBG-DR Procurement Officers; and
5. Webmaster.

All requests relating to uploading, removing, or updating the CDBG-DR website must be sent to the CDBG-DR Admin Manager's email address: admin.manager@nmhc.gov.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• Coordinates website layout• Directs and coordinates Troubleshooting with IT	<ul style="list-style-type: none">• Receives division updates and other information that will be uploaded onto the website and presents them to Corporate Director or designee for review and approval.• Transmits approved contents to Webmaster for posting/uploading to Website• Manages and oversees IT Help Desk

CDBG-DR 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
NMHC & CDBG-DR Procurement Officers	<ul style="list-style-type: none"> • Posting Procurement Matters 	<ul style="list-style-type: none"> • Responsible for providing approved accurate up-to-date content covering Procurement Matters relating to the CDBG-DR Program

3.0 REQUIREMENTS

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

- i. Substantial Amendments must be prominently posted for public comment for no less than 30 days. Non-Substantial Amendments do not require public comment and will be posted on the CDBG-DR website five business days prior to its effective date.
- ii. Once HUD approves, approved action plan must be posted within three (3) calendar days.
- iii. Approved Action Plan and Substantial/Non-Substantial Action Plan Amendments must be posted/uploaded to website in reverse chronological order (most recent first)
- iv. Approved amendments must be updated in the Disaster Recovery Grant Reporting (DRGR) System Action Plan. Once the DRGR Action Plan is approved, the CDBG-DR Finance Team is responsible for submitting the approved DRGR Action Plan to the Website Management Team for uploading to the CDBG-DR Website.
- v. Must be ADA compliant.

b. Reports

- i. Quarterly Performance Reports (QPRs)
 1. The CDBG-DR Finance Team is responsible for submitting the approved QPRs to the Website Management Team for uploading to the CDBG-DR Website.
 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. CDBG-DR Program Manager will provide an up-to-date list of CDBG-DR policies and procedures.

- d. Procurement
 - i. NMHC procurement policies and procedures must be posted on the website.
 - ii. All CDBG-DR and its 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. The “Contact Us” section is found at the bottom of each web page. This section outlines the four (4) NMHC and CDBG-DR Offices on Saipan, Tinian and Rota.
- 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: cnmi-cdbg-dr@nmhcgov.net.
 - 2. Mailing address for the NMHC CDBG-DR Office: P.O. Box 500514 Saipan, MP 96950.
 - ii. The website will clearly identify individual serving as the primary contact for all public comment related communications: NMHC Corporate Director.
- h. Updates and Maintenance: Website must be updated periodically.

4.0 PROCESS STEPS

1.1 Content Creation and Uploading

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