

**JADUAL BENGKEL PENGEMASKINIAN LAMAN WEB**  
**PROGRAM MEMPERKASA LAMAN WEB LIMA (5) BINTANG KOLEJ KOMUNITI**  
**KEMENTERIAN PENGAJIAN TINGGI MALAYSIA**  
**(19 – 23 MAC 2012)**

MASA & TARIKH	8.00pg – 10.00pg	10.30pg – 1.00tgh	1.00tgh – 2.30ptg	2.00ptg – 5.00ptg
19 MAC	HARI PERJALANAN KE BENGKEL			
20 MAC	PERASMIAN + UCAPAN KATA ALUAN PENGERUSI PROGRAM + PERBINCANGAN JAWATANKUASA LAMAN WEB KK	CONTENT		CONTENT
21 MAC	CONTENT & USABILITY	USABILITY		USABILITY
22 MAC	SERVICES & SECURITY	PARTICIPATION		GLOBAL CONFIGURATION + BACKUP DATABASE & CONTENT
23 MAC	PENILAIAN LAMAN WEB 5 BINTANG (DALAMAN)	KEPUTUSAN PENILAIAN LAMAN WEB 5 BINTANG + PENUTUP		

\*sila rujuk keterangan kriteria penilaian laman web/portal – MAMPU 2012 di bawah untuk maklumat lanjut.

KETERANGAN KRITERIA PENILAIAN LAMAN WEB/PORTAL – MAMPU 2012

KRITERIA	CHECKLIST	EXTENSION	
		JOOMLA V1.5	↑ JOOMLA V1.7
CONTENT	<ul style="list-style-type: none"> <li><input type="checkbox"/> PHONE CONTACT <i>Calls to general number must be answered within 3 ringing</i></li> <li><input type="checkbox"/> ADDRESS <i>Display general address on main page</i></li> <li><input type="checkbox"/> EMAIL <i>Display general email on main page</i></li> <li><input type="checkbox"/> PHRASE "LAMAN WEB / PORTAL RASMI..." <i>Display the phrase of Laman Web/Portal Rasmi within the layout of portals/websites, and NOT on the headers of browsers</i></li> <li><input type="checkbox"/> WEBSITE COUNTER <i>Display counter on main page</i></li> <li><input type="checkbox"/> PUBLICATIONS <i>Publication must be produced by respective agency &amp; available in format of .pdf, .doc etc</i> <i>Eg: bulletin, brochure, ebook, annual report</i></li> <li><input type="checkbox"/> ELECTRONIC ARCHIVE <i>Archive section of any information relevant to agency, starting from 1 year before</i></li> <li><input type="checkbox"/> BROADCAST <i>A section for latest announcement</i> <i>Upon the expiry of announcement, move it to archive section</i></li> <li><input type="checkbox"/> CLIENT'S CHARTER <i>Client's Charter must be measurable</i></li> <li><input type="checkbox"/> ABOUT US <i>An introduction to the agency</i></li> <li><input type="checkbox"/> AUDIO VIDEO</li> </ul>		

	<p><i>Audio or video clips must be related to agency and playable</i></p> <p><i>Landing page that uses flash animation and background sound of portals/websites is NOT considered as this criterion</i></p> <p><i>A video can be uploaded on Youtube and embedded on agency portal/website</i></p> <p><input type="checkbox"/> MOBILE WEB</p> <p><i>Simple version of the website of which is accessible via mobile phone</i></p>		
USABILITY	<p><input type="checkbox"/> HOMEPAGE LENGTH</p> <p><i>Page length is ideally less than 3 page down</i></p> <p><input type="checkbox"/> SEARCH</p> <p><i>Search Function must provide result within portals/websites and NOT limited to certain section</i></p> <p><input type="checkbox"/> FEEDBACK NOTIFICATION</p> <p><i>Notification (inclusive of timeline) prompted upon submission of enquiries via feedback or comment form</i></p> <p><input type="checkbox"/> LINK TO MY GOV</p> <p><i>Agencies provide link to myGovernment Portal</i></p> <p><input type="checkbox"/> LINK TO MSC MALAYSIA</p> <p><i>Agencies provide link to MSC Malaysia</i></p> <p><input type="checkbox"/> SUPPORT LINK</p> <p><i>User guide or manual of the portal/website or online services</i></p> <p><input type="checkbox"/> SITEMAP</p> <p><i>A collection of every pages on the portals/websites that are dynamic links</i></p> <p><input type="checkbox"/> NO BROKEN LINK</p> <p><i>Error that caused a non-viewable page within a portal/website</i></p> <p><input type="checkbox"/> UPDATING ACTIVITIES</p> <p><input type="checkbox"/> WEBSITE PERSONALIZATION</p> <p><i>Align information according to audiences by having different columns of target audience</i></p> <p><input type="checkbox"/> MULTI LANGUAGE</p> <p><i>Availability of Malay, English and any 3rd language, with NO use of online translator for English and Malay language. They must be manually</i></p>		

	<p><i>translated</i></p> <p><b><i>A mixture of Malay and English language on the English section is NOT ALLOW</i></b></p> <p><b><i>Portal is using Translator tool for English Language</i></b></p> <ul style="list-style-type: none"> <li>□ W3C DISABILITY ACCESSIBILITY</li> </ul> <p><b><i>Compliance of <u>Level A</u> in the WCAG 2.0. Comply when no problems were found by AChecker</i></b></p> <p><b><i>Compliance of <u>Contrast</u> (Level AA) in the WCAG 2.0</i></b></p> <p><b><i>Comply when no problems were found by AChecker under section Contrast</i></b></p> <p><b><i>Compliance of <u>Text Resize</u> (Level AA) in the WCAG 2.0 Comply when no problems were found by AChecker under section Text Resize</i></b></p> <ul style="list-style-type: none"> <li>□ LOOK AND FEEL</li> </ul> <p><b><i>Maintaining the same look and feel of every page, via consistent header, footer and side panels</i></b></p>		
SECURITY	<ul style="list-style-type: none"> <li>□ SECURITY AND PRIVACY POLICY</li> </ul> <p><b><i>Refer Lampiran B &amp; C in Pekeliling Am Bil. 1 Tahun 2006, Pengurusan Laman Web/Portal Sektor Awam, MAMPU</i></b></p> <ul style="list-style-type: none"> <li>□ SINGLE SIGN ON</li> </ul> <p><b><i>Allow access to several online services using the same username and password</i></b></p>		
PARTICIPATION	<ul style="list-style-type: none"> <li>□ FEEDBACK / COMMENT</li> </ul> <p><b><i>Only feedback and comment form are considered. Guestbook, forum and complaint form are excluded</i></b></p> <p><b><i>Notify the purpose of form</i></b></p> <ul style="list-style-type: none"> <li>□ FEATURE ADDITIONAL TECHNOLOGY</li> </ul> <p><b><i>Agencies have the option to provide any technology advancement or Web 2.0 applications (e.g. Social Media)</i></b></p>		
SERVICES	<ul style="list-style-type: none"> <li>□ FAQ</li> </ul> <p><b><i>To publish the questions frequently asked to agencies together with their answers</i></b></p> <p><b><i>Provide contacts (e.g. email) for other questions that are unavailable in</i></b></p>		

	<p><b>the FAQ</b></p> <ul style="list-style-type: none"> <li>□ FEEDBACK RESPOND <i>Response must be made within 3 working days to the enquirer 's email</i> <i>Auto reply are not consider as Feedback Response</i></li> <li>□ NUMBER OF ONLINE SERVICES <i>Provide automate services ranging from G2B, G2C and G2G and even intranet</i></li> <li>□ SEARCHABLE DATABASES <i>Search function of a specific section</i></li> </ul>		
*PORTAL	<ul style="list-style-type: none"> <li>□ ADDITIONAL NUMBER OF ONLINE SERVICES <i>Provide automate services ranging from G2B, G2C and G2G only</i></li> <li>□ E-PAYMENT <i>Channels may be FPX payment, Online Banking or Integrated e-payment and its availability must be disclose portals/websites</i></li> <li>□ DIGITAL CERTIFICATE / TRUST MARK <i>Disclose digital certificates or trusted marks or seal on the portals/websites</i></li> </ul>		