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وزارة الاقتصاد
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GOVERNMENT WEB STANDARDS

معايير المواقع الالكترونية الحكومية

Websites Guidelines and Standards

Jordan Government Websites Checklist 2019

Ministry of Digital Economy and Entrepreneurship

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Prepared By



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1 Introduction

The Jordan Government Website Checklist has been developed as part of the Jordan Government Website Standards v1.0. This checklist acts as an evaluating tool with the objective of ensuring the compliance with the Jordan Government Website Standards.

The Jordan Government Website Checklist aim to train and prepare governmental entities to review the guidance activities planned, coordinated and undertaken by the Ministry of Digital Economy and Entrepreneurship to improve uniformity and quality.

1.1 Jordan Government Website Standards v1.0

The Jordan Government Websites Standards (GWS) aims to make the Jordanian government websites more Usable, User-Centric and Universally Accessible. Additionally, it will bring uniformity in the quality of content and provided services.

The Jordan Government Websites Standards (GWS) addresses the website design, structure, navigation and content writing common issues that Government entities face during development and management of their websites. Throughout (36) Guidelines, categorized under (5) Components, which are:

- Accessibility (8 Guidelines)
- Usability and Design (8 Guidelines)
- Content and Site Architecture (8 Guidelines)
- Responsive Web Design (2 Guidelines)
- Web Security (10 Guidelines)

1.2 How to use this Document

After Reading, understanding, and implementing the Jordan Government Websites Standards (GWS). Governmental entities are highly encouraged to evaluate their websites as per below checklists.

If the an Item isn't applicable due to entity business, leave the " Applicable" check box empty.

2 Component 1 - Accessibility

Web accessibility is the inclusive practice of ensuring there are no barriers that prevent interaction with, or access to, websites on the World Wide Web. When sites are correctly designed, developed and edited, all users have equal access to information and functionality.

#	Item	Applicable	Available
A.1.1 Domain Naming Conventions and Uniform Resource Locators			
1.	Does the domain name end with.gov.jo?	<input type="checkbox"/>	<input type="checkbox"/>
2.	Are the departments and functions reflected as sub-domains? For example: eservices.modee.gov.jo, intranet.Modee.gov.jo", "hr.modee.gov.jo".	<input type="checkbox"/>	<input type="checkbox"/>
3.	Does the entity have short domain name convention? For example: www.modee.gov.jo.	<input type="checkbox"/>	<input type="checkbox"/>
4.	Does the entity have a long domain name convention? For example: www.digitaleconomic.gov.jo	<input type="checkbox"/>	<input type="checkbox"/>
5.	Does the entity have an Arabic domain name convention? For example: الاقتصاد-الرقمي-و-الريادة. الأردن	<input type="checkbox"/>	<input type="checkbox"/>
6.	Is the domain name accessible through https? For example: https://modee.gov.jo	<input type="checkbox"/>	<input type="checkbox"/>
7.	Can the domain name be accessed with and without "www" prefix? For example: www.modee.gov.jo and modee.gov.jo	<input type="checkbox"/>	<input type="checkbox"/>
8.	Does the URL clearly reflect directories and webpages in Arabic and English? For example: www.modee.gov.jo/news, www.modee.gov.jo/الاخبار	<input type="checkbox"/>	<input type="checkbox"/>
A.1.2 Discoverability and Search Engine Optimization			
9.	Are website pages well linked, where each website page leads to where it is supposed to lead?	<input type="checkbox"/>	<input type="checkbox"/>
10.	Does the website have an XML sitemap?	<input type="checkbox"/>	<input type="checkbox"/>
11.	Do webpages contain Description Tags, Title Tags and Keywords Tags?	<input type="checkbox"/>	<input type="checkbox"/>
12.	Are Meta tags unique, meaningful, and relevant?	<input type="checkbox"/>	<input type="checkbox"/>
13.	Does graphical content have proper ALT-values?	<input type="checkbox"/>	<input type="checkbox"/>
14.	Are the page titles and headings easy-to-read and clear?	<input type="checkbox"/>	<input type="checkbox"/>
A.1.3 Cross Browsing and Screen Resolution			

15.	Does the website support the below browsers at minimum? <ul style="list-style-type: none"> Internet Explorer 11.0 and above Microsoft Edge 40.0 and above Firefox 60.0 and above Safari 11.0 and above Google Chrome 70.0 and above Opera 57.0 and above 	<input type="checkbox"/>	<input type="checkbox"/>
16.	Is the website best viewed at 1366x768 screen resolution?	<input type="checkbox"/>	<input type="checkbox"/>
A.1.4 Access to Language			
17.	Is the website bilingual (Arabic and English) at minimum?	<input type="checkbox"/>	<input type="checkbox"/>
18.	Is Arabic the default language of the website?	<input type="checkbox"/>	<input type="checkbox"/>
19.	Is the change-language button located consistently in the header?	<input type="checkbox"/>	<input type="checkbox"/>
20.	Does the change-language button appear as a full word, "English" to switch to the English version, "عربي" to switch to the Arabic version?	<input type="checkbox"/>	<input type="checkbox"/>
21.	Will changing the language redirect the user to the opposite content in the other language?	<input type="checkbox"/>	<input type="checkbox"/>
22.	If the content doesn't exist in the selected language, does the site mention that the content isn't available in the selected language?	<input type="checkbox"/>	<input type="checkbox"/>
23.	Do files and links match the language the visitor is using? For example, in the English version, all downloadable files are in English.	<input type="checkbox"/>	<input type="checkbox"/>
A.1.5 Accessibility Actions			
24.	Is the accessibility bar easily found, clear, and consistent?	<input type="checkbox"/>	<input type="checkbox"/>
25.	Does the website support text resizing?	<input type="checkbox"/>	<input type="checkbox"/>
26.	Does the website support color blindness?	<input type="checkbox"/>	<input type="checkbox"/>
27.	Does the website support night mood?	<input type="checkbox"/>	<input type="checkbox"/>
28.	Is the page navigation keyboard-friendly, where the user can access major webpage functionalities using the keyboard?	<input type="checkbox"/>	<input type="checkbox"/>
29.	Does the website have a scroll-up button to quickly reach the top of the page?	<input type="checkbox"/>	<input type="checkbox"/>
A.1.6 Enable Social Media			
30.	Does the website have social media buttons linked to the entity social media pages?	<input type="checkbox"/>	<input type="checkbox"/>
31.	Are the social media buttons placed at the footer of the website pages?	<input type="checkbox"/>	<input type="checkbox"/>
32.	Does the "Contact Us" page contain the social media buttons?	<input type="checkbox"/>	<input type="checkbox"/>
33.	Does clicking on the social media buttons opens a new tab?	<input type="checkbox"/>	<input type="checkbox"/>
34.	Do webpages contain social media sharing buttons?	<input type="checkbox"/>	<input type="checkbox"/>

35.	Are the social media sharing buttons displayed in the top of each webpage, where in Arabic it should be shown on the left side of the page and in English on the right side of the page?	<input type="checkbox"/>	<input type="checkbox"/>
36.	Is the label "Share ", "شارك" placed next to the sharing buttons?	<input type="checkbox"/>	<input type="checkbox"/>
A.1.7 RSS Feeds Subscription			
37.	Is RSS Feeds Subscription supported?	<input type="checkbox"/>	<input type="checkbox"/>
38.	Is RSS icon visible, consistent, and clickable?	<input type="checkbox"/>	<input type="checkbox"/>
39.	Is the news covered in the RSS?	<input type="checkbox"/>	<input type="checkbox"/>
A.1.8 Web Performance			
40.	Is webpages load time equal or less than 9 seconds?	<input type="checkbox"/>	<input type="checkbox"/>
41.	Is webpages' size equal or less than 5 MB?	<input type="checkbox"/>	<input type="checkbox"/>
42.	Are HTTP requests at their minimum, with no unnecessary redirects or broken links?	<input type="checkbox"/>	<input type="checkbox"/>
43.	Is the time to First Byte (TTFB) equal or less than 800ms?	<input type="checkbox"/>	<input type="checkbox"/>
44.	Is the size of large images equal or less than 150KB?	<input type="checkbox"/>	<input type="checkbox"/>
45.	Is the size of small images equal or less than 40K?	<input type="checkbox"/>	<input type="checkbox"/>

3 Component 2 – Usability and Design

Usability means to make sure that the site visitor will use the website to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use.

#	Item	Applicable	Available
U.2.1 Site Navigation and Effective Sitemap			
1.	Is the navigation structure from the users' point-of-view simple and predictable?	<input type="checkbox"/>	<input type="checkbox"/>
2.	Does the navigation structure comply with the "Three Clicks Principle"?	<input type="checkbox"/>	<input type="checkbox"/>
3.	Are the navigation menus located in a consistent location across all website pages?	<input type="checkbox"/>	<input type="checkbox"/>
4.	Do navigation menus contain links to all website pages?	<input type="checkbox"/>	<input type="checkbox"/>
5.	Does navigation menus support transitional effects such as hover or mouseover effect?	<input type="checkbox"/>	<input type="checkbox"/>
6.	Are navigation menus flash free?	<input type="checkbox"/>	<input type="checkbox"/>
7.	Is the website's main menu displayed horizontally?	<input type="checkbox"/>	<input type="checkbox"/>
8.	Are there no external links in the main navigation menu?	<input type="checkbox"/>	<input type="checkbox"/>
9.	Are main menu items equal or less than nine items?	<input type="checkbox"/>	<input type="checkbox"/>
10.	Does the main menu follow the serial position effect, where the most important items are placed at the beginning and the ending of the menu?	<input type="checkbox"/>	<input type="checkbox"/>
11.	Is "About us" the first item in the main menu?	<input type="checkbox"/>	<input type="checkbox"/>
12.	Is "Contact us" the last item in the main menu?	<input type="checkbox"/>	<input type="checkbox"/>
13.	Are the main menu labels short and familiar?	<input type="checkbox"/>	<input type="checkbox"/>
14.	In the English site, are all menu items labels capitalized? For example: "About Us" not "about us".	<input type="checkbox"/>	<input type="checkbox"/>
15.	Are main menu labels easily recognized?	<input type="checkbox"/>	<input type="checkbox"/>
16.	Do menu items expand on click, with no expansion on mouse hover?	<input type="checkbox"/>	<input type="checkbox"/>
17.	Does the secondary menu contain a maximum of seven items?	<input type="checkbox"/>	<input type="checkbox"/>
18.	In the English site, are all menu items labels capitalized? For example: "Home" not "home".	<input type="checkbox"/>	<input type="checkbox"/>
19.	Are secondary menu labels short and familiar?	<input type="checkbox"/>	<input type="checkbox"/>
20.	Does the secondary menu contain Home, FAQ, and Sitemap at minimum?	<input type="checkbox"/>	<input type="checkbox"/>
21.	Is the page side menu displayed vertically?	<input type="checkbox"/>	<input type="checkbox"/>
22.	Does the page side menu location depend on the site's language; Left in Arabic pages and Right in English pages?	<input type="checkbox"/>	<input type="checkbox"/>

23.	Do webpages contain breadcrumb?	<input type="checkbox"/>	<input type="checkbox"/>
24.	Does the breadcrumb reflect the true hierarchy of the website and not the path site visitors have chosen?	<input type="checkbox"/>	<input type="checkbox"/>
25.	Does the breadcrumb start with the Homepage link?	<input type="checkbox"/>	<input type="checkbox"/>
26.	Are the breadcrumb levels equal or less than five-levels?	<input type="checkbox"/>	<input type="checkbox"/>
27.	Is the horizontal tab navigation ordered depending on language; left-to-right in English, and right-to-left in Arabic?	<input type="checkbox"/>	<input type="checkbox"/>
28.	Are the tab navigation items equal or less than five-tabs?	<input type="checkbox"/>	<input type="checkbox"/>
29.	Are tab navigation labels short and meaningful?	<input type="checkbox"/>	<input type="checkbox"/>
30.	Does clicking on the logo direct the site visitor to the homepage?	<input type="checkbox"/>	<input type="checkbox"/>
31.	Does the secondary menu contain a link to the homepage?	<input type="checkbox"/>	<input type="checkbox"/>
32.	Does Breadcrumb start with the homepage link?	<input type="checkbox"/>	<input type="checkbox"/>
33.	Is there a sitemap?	<input type="checkbox"/>	<input type="checkbox"/>
34.	Can visitors reach the sitemap from the secondary menu?	<input type="checkbox"/>	<input type="checkbox"/>
35.	Does the sitemap list down pages in a clear, hierarchical order?	<input type="checkbox"/>	<input type="checkbox"/>
U.2.2 Homepage			
36.	Are the homepage design and organization of elements based on the users' needs and expectations?	<input type="checkbox"/>	<input type="checkbox"/>
37.	Does the homepage consist of a Header, Body, and Footer?	<input type="checkbox"/>	<input type="checkbox"/>
38.	Are homepage components organized in horizontal sections?	<input type="checkbox"/>	<input type="checkbox"/>
39.	Is the homepage design consistent and user-friendly?	<input type="checkbox"/>	<input type="checkbox"/>
40.	Does the ratio between the graphics and user interface colors equal 3:1 or more?	<input type="checkbox"/>	<input type="checkbox"/>
41.	Does the ratio between the normal text foreground and background colors equal 4.5:1 or more?	<input type="checkbox"/>	<input type="checkbox"/>
42.	Does the ratio between the large text foreground and background colors equal 3:1 or more?	<input type="checkbox"/>	<input type="checkbox"/>
43.	Is the entity's logo placed at the header in the upper-right corner of the Arabic version of the website?	<input type="checkbox"/>	<input type="checkbox"/>
44.	Is the entity's logo placed at the header in the upper-left corner of the English version of the website?	<input type="checkbox"/>	<input type="checkbox"/>
45.	Is the accessibility bar easily found, clear, and consistent at the header?	<input type="checkbox"/>	<input type="checkbox"/>
46.	Does the header contain the main menu?	<input type="checkbox"/>	<input type="checkbox"/>
47.	Does the header contain the secondary menu?	<input type="checkbox"/>	<input type="checkbox"/>
48.	Are urgent and important announcements found in the "highlight ticker"?	<input type="checkbox"/>	<input type="checkbox"/>
49.	Does the Arabic "highlight ticker" text move from left to right?	<input type="checkbox"/>	<input type="checkbox"/>
50.	Does the English "highlight ticker" text move from right to left?	<input type="checkbox"/>	<input type="checkbox"/>

51.	Can the site visitor control the “highlight ticker” text movement, where it can be moved back and forth, and pause on mouse hover?	<input type="checkbox"/>	<input type="checkbox"/>
52.	Does the homepage clearly highlight the entities’ services?	<input type="checkbox"/>	<input type="checkbox"/>
53.	Are Services categorized based on the site visitor perspective? For example: Investors, citizens, etc.	<input type="checkbox"/>	<input type="checkbox"/>
54.	Does the homepage highlight the entity’s core business information? For example: Financial websites highlight the currency prices.	<input type="checkbox"/>	<input type="checkbox"/>
55.	Are the entity’s news highlighted properly in a “news section” that is visible at the homepage?	<input type="checkbox"/>	<input type="checkbox"/>
56.	Can visitors easily access important pages from the “browse the site section”?	<input type="checkbox"/>	<input type="checkbox"/>
57.	Are cross browsing compatibility and ideal screen resolution statements placed at the website footer?	<input type="checkbox"/>	<input type="checkbox"/>
58.	Does the website footer contain links to the software that is necessary to open files? For example: Adobe PDF Reader.	<input type="checkbox"/>	<input type="checkbox"/>
59.	Does the footer mention policies statements? <ul style="list-style-type: none"> • Privacy Policy. • Terms of Use. • Disclaimer. • Copyright. 	<input type="checkbox"/>	<input type="checkbox"/>
60.	Does the footer display the Headquarter Contact information? <ul style="list-style-type: none"> • Phone Numbers. • Working Hours. • Location. • Fax. 	<input type="checkbox"/>	<input type="checkbox"/>
61.	Does the website footer contain Governments’ shared banners?	<input type="checkbox"/>	<input type="checkbox"/>
62.	Does the website footer contain Last Update Date?	<input type="checkbox"/>	<input type="checkbox"/>
63.	Does the website footer display social media buttons?	<input type="checkbox"/>	<input type="checkbox"/>
U.2.3 Search Functionality			
64.	Is search facility visible and consistent?		
65.	Does search neglect Arabic special characters? For example: عربي and العربي bring the same results with and without (J).		
66.	Is English search case insensitive? For example: Searching for “HOMEPAGE” is the same as searching for “homepage”.		
67.	Do search results appear in a new page?		
68.	Does search facility show the total number of results?		
69.	Does search facility shows a maximum of 15 results per page?		
U.2.4 The Use of Icons (Iconography)			

70.	Are "Support Icons" used to draw attention to certain content? For example, Services, menus or features.	<input type="checkbox"/>	<input type="checkbox"/>
71.	Do "Support Icons" have visible text describing their meaning?	<input type="checkbox"/>	<input type="checkbox"/>
72.	Do "Action Icons" accurately represent the actions and perform them when visitors choose them?	<input type="checkbox"/>	<input type="checkbox"/>
73.	Do "Action Icons" have a tool tip on mouse hover that mention the icon function? For example: When mouse hover is on YouTube icon, a label appears with the word "YouTube".	<input type="checkbox"/>	<input type="checkbox"/>
74.	Do website icons follow a consistent style; round edges or sharp, light border or bold, black and white or colored icons?	<input type="checkbox"/>	<input type="checkbox"/>
75.	Are the icons simple and classic?	<input type="checkbox"/>	<input type="checkbox"/>
76.	Do the icons have simple on-hover effect with no motions?	<input type="checkbox"/>	<input type="checkbox"/>
77.	Are icons formats Scalable Vector Graphics (SVG), Portable Network Graphic (PNG)?	<input type="checkbox"/>	<input type="checkbox"/>
U.2.5 Images for Web			
78.	Does removing "design-images" have no effect on the website's functionality? Does it reduce the site visitor's understanding of the content?	<input type="checkbox"/>	<input type="checkbox"/>
79.	Does the website display "content-images"? For example: News images, photo gallery, ad banner, etc.	<input type="checkbox"/>	<input type="checkbox"/>
80.	Are all images used in the website copyrighted to the government entity itself or free to use?	<input type="checkbox"/>	<input type="checkbox"/>
81.	Are image files that are displayed at full widths optimized to 300KB at maximum?	<input type="checkbox"/>	<input type="checkbox"/>
82.	Are images in the content optimized to 300KB at maximum?	<input type="checkbox"/>	<input type="checkbox"/>
83.	Are images displayed in high-resolution; not pixelated, stretched, or shrunk?	<input type="checkbox"/>	<input type="checkbox"/>
U.2.6 Web Forms			
84.	Does the web form introduction comply with GWS? Containing: <ul style="list-style-type: none"> Title Brief Description Form Purpose 	<input type="checkbox"/>	<input type="checkbox"/>
85.	Does the Introduction mention the approximated time needed to finish filling the form?	<input type="checkbox"/>	<input type="checkbox"/>
86.	Does the introduction define any pre-request documents or processes to complete a web form before the site visitor starts filling the form?	<input type="checkbox"/>	<input type="checkbox"/>
87.	Is the web form kept simple, asking the site visitor to enter the needed information only?	<input type="checkbox"/>	<input type="checkbox"/>

88.	Are web forms keyboard-friendly? Can the visitor move through the form using the keyboard?	<input type="checkbox"/>	<input type="checkbox"/>
89.	Do fields and value choices follow logical sequencing? For example: Credit-card number, Expiration date, Security code for fields and a drop-down list of nationality in non-criminal service starts with Jordanian for value choices.	<input type="checkbox"/>	<input type="checkbox"/>
90.	Are mandatory fields kept minimum?	<input type="checkbox"/>	<input type="checkbox"/>
91.	Are mandatory fields clearly labeled or marked with (*) symbol?	<input type="checkbox"/>	<input type="checkbox"/>
92.	Do web form fields provide examples and hints to help the visitor enter the proper information? For example: In credit card data form, give a hint where the visitor can find the CVV code.	<input type="checkbox"/>	<input type="checkbox"/>
93.	Do fields support default values? For example, same day date for date entry fields.	<input type="checkbox"/>	<input type="checkbox"/>
94.	Does the web form have pre-defined inputs? For example: Drop-down lists and radio buttons.	<input type="checkbox"/>	<input type="checkbox"/>
95.	Do web forms mention require types, units, or data formats? For example, JOD, Meters, phone number 07XXXXXXXX, etc.	<input type="checkbox"/>	<input type="checkbox"/>
96.	Do fields that require attachments indicate acceptable sizes?	<input type="checkbox"/>	<input type="checkbox"/>
97.	Is accepted attachments' format clearly indicated?	<input type="checkbox"/>	<input type="checkbox"/>
98.	Does the form contain reCAPTCHA?	<input type="checkbox"/>	<input type="checkbox"/>
99.	Are web forms' action buttons (submit + cancel) displayed clearly?	<input type="checkbox"/>	<input type="checkbox"/>
100.	Do buttons alignment depend on the language? <i>Are the primary action buttons on the right in Arabic forms, and on the left in English forms?</i>	<input type="checkbox"/>	<input type="checkbox"/>
101.	Does the site visitor get a confirmation message after submitting the form?	<input type="checkbox"/>	<input type="checkbox"/>
102.	Does the site visitor receive additional contact information after submitting a web form? <ul style="list-style-type: none"> • Reference number. • Email and/or SMS with additional details. • Duration needed to complete the request. • Facility to print the confirmation message. 	<input type="checkbox"/>	<input type="checkbox"/>
103.	Is the site visitor redirected to the homepage after submitting the form?	<input type="checkbox"/>	<input type="checkbox"/>
U.2.7 Animations			
104.	Are the website's animations flash free?	<input type="checkbox"/>	<input type="checkbox"/>
105.	Are animations kept simple, avoiding animating several elements at once?	<input type="checkbox"/>	<input type="checkbox"/>
106.	Are animations meaningful?	<input type="checkbox"/>	<input type="checkbox"/>
107.	Do the duration and speed of the animation comply with GWS?	<input type="checkbox"/>	<input type="checkbox"/>
108.	Does animations' motion depend on the language? For example, Arabic news ticker movement is from left to right, English news ticker movement from right to left.	<input type="checkbox"/>	<input type="checkbox"/>

U.2.8 Web Design			
109.	is the web design based on the GWS Design Kit?	<input type="checkbox"/>	<input type="checkbox"/>

4 Component 3 - Content and Site Architecture

Web content refers to the textual, aural, or visual content published on a website. Content means any creative element, for example, text, applications, images, archived e-mail messages, data, e-services, audio and video files, and so on. Website architecture creates a logical layout of the website in line with the user and business requirements.

#	Item	Applicable	Available
C.3.1 Sitemap			
1.	Does the website have a Sitemap?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.	Does the Government Website have an "About Us" page?	<input type="checkbox"/>	<input type="checkbox"/>
3.	Does the Government Website have a "Welcome Message"?	<input type="checkbox"/>	<input type="checkbox"/>
4.	Does the Government Website have an "Organization Structure" page?	<input type="checkbox"/>	<input type="checkbox"/>
5.	Does the Government Website have a "Directorates" page?	<input type="checkbox"/>	<input type="checkbox"/>
6.	Does the Government Website have a "Ministers" page?	<input type="checkbox"/>	<input type="checkbox"/>
7.	Does the Government Website have a "General Secretaries" page?	<input type="checkbox"/>	<input type="checkbox"/>
8.	Does the Government Website have a "Service Guide" page?	<input type="checkbox"/>	<input type="checkbox"/>
9.	Does the Government Website have a "Services" page?	<input type="checkbox"/>	<input type="checkbox"/>
10.	Does the Government Website have a "Forms Guide" page?	<input type="checkbox"/>	<input type="checkbox"/>
11.	Does the Government Website have an "Entity News" page?	<input type="checkbox"/>	<input type="checkbox"/>
12.	Does the Government Website have an "Annual reports page"?	<input type="checkbox"/>	<input type="checkbox"/>
13.	Does the Government Website have a "Contact Us" page?	<input type="checkbox"/>	<input type="checkbox"/>
14.	Does the Government Website have a "Useful Links" page?	<input type="checkbox"/>	<input type="checkbox"/>
15.	Does the Government Website have an "FAQ" page?	<input type="checkbox"/>	<input type="checkbox"/>
C.3.2 Site Pages			
16.	Is there a clear delineation in web-content?	<input type="checkbox"/>	<input type="checkbox"/>
17.	Do informative pages contain Page Titles?	<input type="checkbox"/>	<input type="checkbox"/>
18.	Do informative pages contain Headings?	<input type="checkbox"/>	<input type="checkbox"/>
19.	Do informative pages contain Headlines?	<input type="checkbox"/>	<input type="checkbox"/>
20.	Do informative pages contain Content?	<input type="checkbox"/>	<input type="checkbox"/>
21.	Do pages titles properly describe the webpage content? For example, About Us, Contact Us, Organization Structure, etc.	<input type="checkbox"/>	<input type="checkbox"/>
22.	Does the page title match the tab title?	<input type="checkbox"/>	<input type="checkbox"/>
23.	Is the tab title formatted as "Page Title – Website name ". For example, About Us - Ministry of Digital Transformation Entrepreneurship, عن الوزارة – وزارة الاقتصاد الرقمي والريادة.	<input type="checkbox"/>	<input type="checkbox"/>
24.	Does the heading describe the overall point of the page content?	<input type="checkbox"/>	<input type="checkbox"/>

25.	Does each page contain one heading only?	<input type="checkbox"/>	<input type="checkbox"/>
26.	Are headings kept short, consisting of a maximum of 10 words?	<input type="checkbox"/>	<input type="checkbox"/>
27.	Are headlines meaningful, describing the upcoming part of the content?	<input type="checkbox"/>	<input type="checkbox"/>
28.	Are English headlines capitalized?	<input type="checkbox"/>	<input type="checkbox"/>
29.	Does the website describe the main point of the article in details?	<input type="checkbox"/>	<input type="checkbox"/>
30.	Does the website start with a conclusion?		
31.	Are paragraph lines separated by 1.5 px to 3.0 px space?	<input type="checkbox"/>	<input type="checkbox"/>
32.	Are different paragraphs separated by 3.0 px to 5.0 px space?	<input type="checkbox"/>	<input type="checkbox"/>
33.	Is the text aligned based on the language; left to right for English content and right to left for Arabic content?	<input type="checkbox"/>	<input type="checkbox"/>
34.	Are Italic and Underline text styles avoided?	<input type="checkbox"/>	<input type="checkbox"/>
35.	Is Information presented as if it is from a third-party? For example, "The Ministry of Digital Economics will manage the process", instead of "we will manage the process".	<input type="checkbox"/>	<input type="checkbox"/>
36.	Is the content free from spelling, grammar, and wording mistakes?	<input type="checkbox"/>	<input type="checkbox"/>
37.	Do dates on the website follow the format dd/mm/yyyy?	<input type="checkbox"/>	<input type="checkbox"/>
38.	Do website pages provide a printer-friendly feature?	<input type="checkbox"/>	<input type="checkbox"/>
39.	Does the website provide rating for the content?	<input type="checkbox"/>	<input type="checkbox"/>
40.	Does the external link open in a new tab?	<input type="checkbox"/>	<input type="checkbox"/>
41.	Does the website provide lists? For example: List of news, list of services, list of annual reports.	<input type="checkbox"/>	<input type="checkbox"/>
42.	Are "Lists" categorized based on the visitors' point of view?	<input type="checkbox"/>	<input type="checkbox"/>
43.	Do "Lists" that contain more than 10 items have a search functionality?	<input type="checkbox"/>	<input type="checkbox"/>
44.	Does searching in "Lists" neglect Arabic special letters?	<input type="checkbox"/>	<input type="checkbox"/>
45.	Does searching in English "Lists" satisfy case insensitivity?	<input type="checkbox"/>	<input type="checkbox"/>
46.	Are "Lists" items titled clearly?	<input type="checkbox"/>	<input type="checkbox"/>
47.	Does "List" item title consist of 70 characters at most?	<input type="checkbox"/>	<input type="checkbox"/>
48.	Does the "List" page show the whole item title?	<input type="checkbox"/>	<input type="checkbox"/>
49.	Do "Lists" items show briefs under their titles?	<input type="checkbox"/>	<input type="checkbox"/>
50.	Are details links for "Lists" items expressed using the term (view or read more)?	<input type="checkbox"/>	<input type="checkbox"/>
51.	Are "List" items sorted based on its content? For example, Priority, date, alphabetical, etc.	<input type="checkbox"/>	<input type="checkbox"/>
52.	Does the website provide a Service Guide?	<input type="checkbox"/>	<input type="checkbox"/>
53.	Are services in the Service Guide categorized based on the site visitors' point of view? For example, categorized in terms of service type, not in terms of the department that provides the service.	<input type="checkbox"/>	<input type="checkbox"/>

54.	Does the Service Guide support search functionality in case the list contains more than 10 services?	<input type="checkbox"/>	<input type="checkbox"/>
55.	Does searching in the Service Guide neglect Arabic special letters?	<input type="checkbox"/>	<input type="checkbox"/>
56.	Does searching in the English Service Guide satisfy case insensitivity?	<input type="checkbox"/>	<input type="checkbox"/>
57.	If services in the Service Guide are categorized, are they categorized based on the visitors' point of view?	<input type="checkbox"/>	<input type="checkbox"/>
58.	In case of subcategorized lists, are all items displayed by default?	<input type="checkbox"/>	<input type="checkbox"/>
59.	Does clicking on a certain search result lead the visitor to the related Service Card page?	<input type="checkbox"/>	<input type="checkbox"/>
60.	Does the Service Card contain important service information? <ul style="list-style-type: none"> • Name • Description • Requirements • Procedures • Needed Forms • Expected Completion Time • Fees • Centers • eService Option 	<input type="checkbox"/>	<input type="checkbox"/>
61.	Does the website provide a Branches Guide?	<input type="checkbox"/>	<input type="checkbox"/>
62.	Does the search facility in the Branches Guide provide searching by branch name?	<input type="checkbox"/>	<input type="checkbox"/>
63.	Does search facility in the Branches Guide provide searching by branch location (المحافظة)?	<input type="checkbox"/>	<input type="checkbox"/>
64.	Does clicking on a certain search result lead the visitor to the related Branch Card page?	<input type="checkbox"/>	<input type="checkbox"/>
65.	Does the Branch Card contain important branch information? <ul style="list-style-type: none"> • Name • Location Description with Map URL • Services Provided • Contact Information • Working Hours 	<input type="checkbox"/>	<input type="checkbox"/>
C.3.3 Downloadable Files			
66.	Are downloadable files clearly named?	<input type="checkbox"/>	<input type="checkbox"/>
67.	Are files formats and sizes clearly mentioned? For example: PFD, Word, Excel.	<input type="checkbox"/>	<input type="checkbox"/>
68.	Are files sizes optimized to the minimum?	<input type="checkbox"/>	<input type="checkbox"/>
69.	Are uploaded file names free from spaces where spaces replaced with underscores?	<input type="checkbox"/>	<input type="checkbox"/>

70.	Does the website show "download" "تحميل" label clearly next to the downloadable file?	<input type="checkbox"/>	<input type="checkbox"/>
71.	Are files that require purchasing licensed-software avoided?	<input type="checkbox"/>	<input type="checkbox"/>
C.3.4 Contact Information			
72.	Does contact information comply with GWS? Including: <ul style="list-style-type: none"> Entity Phone Numbers Fax Numbers P.O. Box Address Email Location Description Location on Google Maps National Call Center Numbers Working Hours Branches Directory Link Social Media Channels 	<input type="checkbox"/>	<input type="checkbox"/>
73.	Does the contact information section have a "Contact Us" form?	<input type="checkbox"/>	<input type="checkbox"/>
74.	Does the Contact Us form contain at minimum: <ul style="list-style-type: none"> Contact Type Subject Name Phone Number Email 	<input type="checkbox"/>	<input type="checkbox"/>
75.	Does the visitor receive a confirmation message after submitting the form?	<input type="checkbox"/>	<input type="checkbox"/>
C.3.5 Cross Government Information			
76.	Does the website footer contain links to cross government information? <ul style="list-style-type: none"> Amman Message Website Human Rights National Plan Right to Obtain Information مدونة السلوك الوظيفي حكومتي بخدمتي - بوابة الحكومة الالكترونية بخدمتكم 	<input type="checkbox"/>	<input type="checkbox"/>
C.3.6 FAQ			
77.	Does the website provide an FAQ page?	<input type="checkbox"/>	<input type="checkbox"/>
78.	Is the FAQ page located in the secondary menu?	<input type="checkbox"/>	<input type="checkbox"/>
79.	Are the questions clear and short?	<input type="checkbox"/>	<input type="checkbox"/>
80.	Are FAQ categorized? For example, Digital transformation questions, entrepreneurship	<input type="checkbox"/>	<input type="checkbox"/>

81.	Does FAQs provide a facility for visitors to ask new questions?	<input type="checkbox"/>	<input type="checkbox"/>
C.3.7 Website Policies			
82.	Does the website have a Privacy Policy?	<input type="checkbox"/>	<input type="checkbox"/>
83.	Does the website have a Copyrights Statement?	<input type="checkbox"/>	<input type="checkbox"/>
84.	Does the website have Terms of Use?	<input type="checkbox"/>	<input type="checkbox"/>
85.	Does the website have a Disclaimer section?	<input type="checkbox"/>	<input type="checkbox"/>
C.3.8 Content Management System			
86.	Is the website supported by a Content Management System (CMS)?	<input type="checkbox"/>	<input type="checkbox"/>
87.	Is the CMS user-friendly? Can non-technical users carry out administrative tasks on the CMS?	<input type="checkbox"/>	<input type="checkbox"/>
88.	Does the CMS support an unlimited number of users and groups?	<input type="checkbox"/>	<input type="checkbox"/>
89.	Does the CMS support user roles and privileges in terms of what pages can be controlled and what actions can be done on a page?	<input type="checkbox"/>	<input type="checkbox"/>
90.	Does the CMS support workflow creation?	<input type="checkbox"/>	<input type="checkbox"/>
91.	Does the CMS support content versioning?	<input type="checkbox"/>	<input type="checkbox"/>
92.	Does the CMS support content scheduling?	<input type="checkbox"/>	<input type="checkbox"/>
93.	Does the CMS support administration transactions logging?	<input type="checkbox"/>	<input type="checkbox"/>
94.	Does the CMS carry out an SEO Module?	<input type="checkbox"/>	<input type="checkbox"/>
95.	Does the CMS support multi-language websites?	<input type="checkbox"/>	<input type="checkbox"/>
96.	Does the CMS provide out of the box modules? For example, News, calendar, etc.	<input type="checkbox"/>	<input type="checkbox"/>

5 Component 4 - Responsive Web Design

With the evolution of smart devices with varying screen sizes and resolutions, all government websites should follow a Responsive Web Design. The Responsive Web Design is about using HTML and CSS to automatically resize, hide, shrink, or enlarge a website to make it look good on all devices (desktops, tablets, and phones).

#	Item	Applicable	Available
R.4.1 Design for Mobile			
1.	Is the website designed in a responsive manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.	Do webpages in mobile view show component based on priorities?	<input type="checkbox"/>	<input type="checkbox"/>
3.	Is the logo designed using responsive frameworks and variable sizes? <ul style="list-style-type: none"> • Logo resizes itself to fit whatever available space has been provided for it. • Logo does not stretch. 	<input type="checkbox"/>	<input type="checkbox"/>
4.	Is the logo in the mobile version displayed at the header's center?	<input type="checkbox"/>	<input type="checkbox"/>
5.	Does the "Switch Language" button appear consistently in the header; and isn't placed in the menu?	<input type="checkbox"/>	<input type="checkbox"/>
6.	Does the website mobile version convert regular menus to hamburger menus?	<input type="checkbox"/>	<input type="checkbox"/>
7.	In case of removing the secondary menu, are secondary menu items moved to the main hamburger menu?	<input type="checkbox"/>	<input type="checkbox"/>
8.	Does the main menu appear on the right-side of the header, for both English and Arabic versions of the website?	<input type="checkbox"/>	<input type="checkbox"/>
9.	Does the secondary menu appear on the left-side of the header, for both English and Arabic versions of the website?		
10.	Are menus consistent throughout the pages?	<input type="checkbox"/>	<input type="checkbox"/>
11.	Is the search bar obvious and consistent on the header, not in the menus?	<input type="checkbox"/>	<input type="checkbox"/>
12.	Are unnecessary images removed?	<input type="checkbox"/>	<input type="checkbox"/>
13.	Are images properly resized; images are not stretched or shrunk?	<input type="checkbox"/>	<input type="checkbox"/>
14.	Does resizing or cropping keep content images meaningful and properly displayed?	<input type="checkbox"/>	<input type="checkbox"/>
15.	Are the buttons large enough to be tapped with a finger?	<input type="checkbox"/>	<input type="checkbox"/>
16.	Do buttons have enough space between them, providing accurate clicking?	<input type="checkbox"/>	<input type="checkbox"/>
17.	Does the buttons placement follow the Thumb-Zone Rule?	<input type="checkbox"/>	<input type="checkbox"/>
R.4.2 Content			
18.	Is the breadcrumb removed from all responsive design pages?	<input type="checkbox"/>	<input type="checkbox"/>

19.	Are page side menus removed from all responsive design pages?	<input type="checkbox"/>	<input type="checkbox"/>
20.	Are ads banners removed from all responsive design pages?	<input type="checkbox"/>	<input type="checkbox"/>
21.	Are empty spaces within the content increased for more text readability?	<input type="checkbox"/>	<input type="checkbox"/>

6 Component 5 – Security

To secure a website, secure the website application itself, infrastructure, and connectivity. This standard document focuses on the minimum requirements of website application security only.

#	Item	Applicable	Available
1.	Is a vulnerability assessment performed on the websites annually?	<input type="checkbox"/>	<input type="checkbox"/>
S.5.1 OWASP Top 10			
2.	Is the website protected and secured against OWASP Top 10? <ul style="list-style-type: none"> • Injection Attacks • Broken Authentication • Sensitive Data Exposure • Broken Access Control • Security Misconfiguration • Cross-Site Scripting • Insecure Deserialization • Using Components with Known Vulnerabilities • Insufficient Logging and Monitoring 	<input type="checkbox"/>	<input type="checkbox"/>
S.5.2 HTTPS protocol			
3.	Does the website use HTTPS protocol?	<input type="checkbox"/>	<input type="checkbox"/>
4.	Is HTTPS certificate renewed annually?	<input type="checkbox"/>	<input type="checkbox"/>
S.5.3 Software Updates			
5.	Is the Content Management System constantly updated?	<input type="checkbox"/>	<input type="checkbox"/>
6.	Are CMS plugins and 3rd party components always updated?	<input type="checkbox"/>	<input type="checkbox"/>
7.	Are hosting services updates and patches installed once they're released?	<input type="checkbox"/>	<input type="checkbox"/>
S.5.4 Restrict File Uploads			
8.	Regarding files uploaded by visitors, does the website impose extension restrictions?	<input type="checkbox"/>	<input type="checkbox"/>
9.	Are files uploaded by visitors stored in separated folders and databases?	<input type="checkbox"/>	<input type="checkbox"/>
10.	Are executable files banned?	<input type="checkbox"/>	<input type="checkbox"/>
11.	Are double extension files banned?	<input type="checkbox"/>	<input type="checkbox"/>
S.5.5 Using Captcha			
12.	Do forms contain reCAPTCHA v2.0 by Google?	<input type="checkbox"/>	<input type="checkbox"/>
13.	Is passing reCAPTCHA mandatory before submission?	<input type="checkbox"/>	<input type="checkbox"/>
S.5.6 Users Passwords			
14.	Does the website configure a strong password policy and provide strong password setting guides? For example, 8 4 Rule.	<input type="checkbox"/>	<input type="checkbox"/>
15.	Are passwords stored as encrypted values?	<input type="checkbox"/>	<input type="checkbox"/>

16.	Does the account get periodically locked after three failed logins?	<input type="checkbox"/>	<input type="checkbox"/>
S.5.7 Viruses and Malware			
17.	Are the website and hosting environment protected from viruses and malwares?	<input type="checkbox"/>	<input type="checkbox"/>
S.5.8 Adjust Default Settings			
18.	Are account configuration default settings changed for both the hosting environment and content management system?	<input type="checkbox"/>	<input type="checkbox"/>
S.5.9 Error Messages			
19.	Does the error message display information that the visitor actually need, without revealing the structure of any component of the website?	<input type="checkbox"/>	<input type="checkbox"/>
20.	Are detailed errors kept in the server log?	<input type="checkbox"/>	<input type="checkbox"/>
S.5.10. Secure APIs			
21.	Do APIs use HTTPS?	<input type="checkbox"/>	<input type="checkbox"/>
22.	Does the API Use OAuth?	<input type="checkbox"/>	<input type="checkbox"/>
23.	Does the tokens have an expiration time?	<input type="checkbox"/>	<input type="checkbox"/>
24.	Does the API have a limitation on how many times the client is allowed to call it?	<input type="checkbox"/>	<input type="checkbox"/>
25.	Are parameters always validated?	<input type="checkbox"/>	<input type="checkbox"/>
26.	Are IDs opaque and globally unique? For example, rather than using the ID "1002 "and "1003 "use "r5t844fsg6fssf2vfrb9bd8".	<input type="checkbox"/>	<input type="checkbox"/>
27.	Is the IP address filtered, where the API IP address can be only accessed for certain IPs?	<input type="checkbox"/>	<input type="checkbox"/>
28.	Is Timestamp added in the Request, where it only accepts requests within a reasonable timeframe?	<input type="checkbox"/>	<input type="checkbox"/>
29.	Is the URL free of exposed information? For example: Usernames, passwords, session tokens, API keys, etc...	<input type="checkbox"/>	<input type="checkbox"/>