



**PALM BEACH COUNTY  
PLANNING, ZONING AND BUILDING DEPARTMENT  
ZONING DIVISION  
POLICY AND PROCEDURE**

**JON P. MACGILLIS, ASLA, DIRECTOR**

**PPM # ZO-O-036**

**Effective: 08/16/17**

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**SUBJECT: Web Update Coordination with Information Technology Section (ITS/PZBWeb)**

**PURPOSE:** To establish standards and policies for the design, deployment and maintenance of Internet and Intranet Web pages for the Zoning Division.

**BACKGROUND:** Provide Zoning employees with step-by-step procedures to ensure consistency in processing Web updates.

**PZBWEB UPDATES:**

- 1) All Zoning Web requests for updates to the Intranet and Internet will be emailed to the Zoning Web Coordinator (ZWC) from the Section Supervisors or their designee. Zoning Web Updates are initiated by the Zoning Director, Administration Review & Public Information, Administrative Variance & Landscape Review, Code Revision, and Community Development Sections.
- 2) The designated Zoning staff Web Coordinator(s) for each Section will review all Web update requests prior to sending to the ZWC for content and accuracy including all required PDF attachments and verification that links are properly linked.
- 3) All requests shall be sent to the ZWC with specific directions, including the URL. If a new Web page is requested, the designee will provide a mockup of page in MS Word or provide an example of existing Web Page by inserting the URL in the email correspondence. Any requests that do not comply with these requirements will be sent back immediately to the Section for compliance.
- 4) The ZWC will place any documents to be uploaded to the Web on to the FTP Site and include the path to the FTP Site with file name in the email request pertaining to the update. All attachments must follow new Naming Convention Guide established by ISS-Web Services Team. All files names should have underscores or dashes inbetween words or numbers in file name. (Example; Form\_#1-General\_Application.pdf.) All files must be in PDF format and audio and/or visual files must be converted to MP4 format.
- 5) ISS-Web Services Team will process the request and coordinate any issues with the ZWC. An email will be sent to the ZWC and the initiator when the Web request has been completed.
- 6) The ZWC and initiator will review the update and verify that all information is correct. If the information is correct the initiator will notify ISS-Web Services Team that they have reviewed the request and verified completion.

**PZBHELPDESK REQUESTS:**

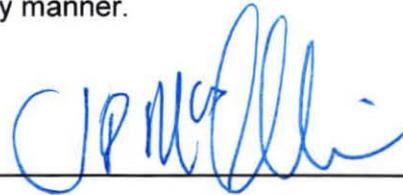
- 1) All new requests and computer related problems should be sent to PZBHelpDesk via the County email system. Type in the **“Subject”** line of the e-mail a very clear and concise nature of the problem to assist PZBHelpDesk in identifying the problem.

Examples: **ePZB-Zoning Applications**  
**ePZB-Technical Manual** (identify Intranet or Internet)  
**ePZB-Interactive Code/ULDC** (specify location of problem i.e. Intranet or Internet)  
**ePZB-ULDC WIP**-(Missing Doc ID)  
**ePZB-Applications-links not working on Web ezInfo PCN Wizard/Comments/Conditions**, etc.  
**ePZB -Variance Online Submittal**  
**Mainframe Issues**  
**Computer Hardware**-scanner or printer not working, etc.

- 2) The Zoning Director and your supervisor are to be copied on all requests and problems sent to PZBHelpDesk to ensure that the appropriate personnel are aware of issues that affect the Section or Division.
- 3) If a meeting between ITS and Zoning is required to resolve an issue, the Zoning Director will coordinate the meeting with all participants.
- 4) Include pertinent information in the email to assist ITS Staff in processing your requests.

Examples: Name/Phone Number/Cube number; Division / Section;  
Application number in ePZB;  
Step-by-Step of how the error occurred;  
Attachments of screen shot displaying the issue; and  
Asset number of your PC

- 5) Provide times you will be at your desk for follow-ups or questions.
- 6) Read and review responses from ITS staff of how technical issues were resolved so you learn to trouble shoot the problem in future. Often it simply requires shutting down your computer, software, or checking plugs. This will ensure ITS staff can focus on bigger issues for the Department.
- 7) Be respectful of turnaround time. Some requests may take more time to resolve than others.
- 8) Do not send multiple emails out on the same request, this delays processing issues in a timely manner.



Director

**Supersession History:**

PPM ZO-O-036, Issued 1/22/08;  
PPM ZO-O-036, Revised 8/16/17;