



Standard Operating Procedure
Information and Communication Technology Services
Ministry of Health




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1. Scope

- 1.1.** This SOP covers all types of website content, including news, announcements, notifications, reports, publications, and other official information intended for public/internal dissemination through the organization’s website.

2. Objective

- 2.1.** This SOP is to establish a clear procedure for staff to submit posts, announcements, reports, or documents for publication on the official website.
- 2.2.** This ensures that all uploaded content is accurate, approved, and formatted properly.

3. Responsibilities

The following is the responsibility matrix for submission of content for website upload:

Sl	Responsible	Key Responsibilities
1	Content Provider (Staff)	<ul style="list-style-type: none"> ● Prepare content or documents for website publication. ● Ensure accuracy of information. ● Obtain all necessary approvals before submission.
2	Supervisor	<ul style="list-style-type: none"> ● Review the content and approve for publication.
3	Web focal (Division/Department)	<ul style="list-style-type: none"> ● Review the submitted content for completeness and relevance. ● Upload content to the appropriate section. ● Ensure timely publication on the website. ● Maintain content accuracy and up to date. ● Seek technical support from ICT when required. ● Handover responsibilities to the next nominated web focal, including a knowledge transfer and website credentials.
4	ICT	<ul style="list-style-type: none"> ● Ensure website functionality and uptime. ● Provide technical support as needed. ● Upload content if the web focal is unavailable. ● Escalate unresolved Server/Network issues to GovTech.



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4. Definition/Abbreviations

- 4.1. **Access issue:** No rights or permissions to access website resources.
- 4.2. **Authentication issue:** Unable to login due to incorrect credentials or failed verification processes.
- 4.3. **Bugs:** Errors in computer software.
- 4.4. **Content Provider (Staff):** Staff responsible for preparing and submitting content for website publication.
- 4.5. **Credentials:** Login information, such as username and password.
- 4.6. **Device:** Any equipment used to access or manage websites, including computers, laptops, tablets, servers, phones, and other peripherals.
- 4.7. **Effective Date:** It is the date that a document becomes effective for use.
- 4.8. **GovTech:** Government Technology Agency.
- 4.9. **ICT:** Information and Communication Technology.
- 4.10. **MoH:** Ministry of Health.
- 4.11. **SOP:** Standard Operating Procedure.
- 4.12. **Supervisor:** Head of the Unit/Section/Division/Department overseeing content approval.
- 4.13. **Vendor:** Website developer or service provider.
- 4.14. **Web focal:** Nominated and trained staff responsible for managing and publishing website content.

5. Principle

- 5.1. All content must be correct and verified.
- 5.2. Content must be reviewed and approved by the supervisor.
- 5.3. Must follow a consistent format and file type to ensure uniformity across the website.
- 5.4. Ensure traceability and responsibility for content accuracy.
- 5.5. Content must be submitted and processed within a reasonable timeframe.

6. Prerequisite

- 6.1. Nominate a web focal person from each division/department.
- 6.2. Ensure the nominated web focal receives adequate training from the vendor or ICT.

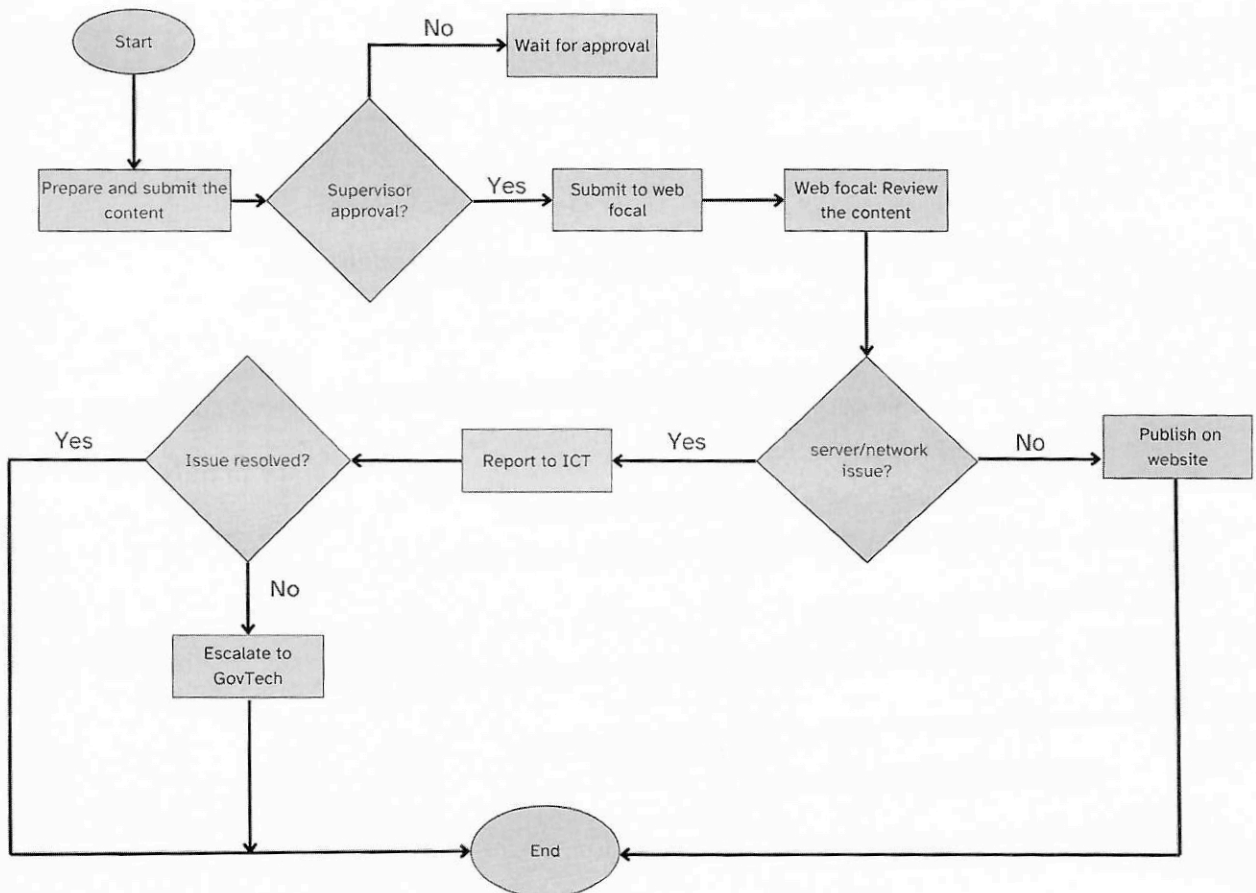
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7. Known Incidents

- 7.1. Network issues
- 7.2. Server issues
- 7.3. Power supply interruptions
- 7.4. Device malfunctions
- 7.5. Software bugs
- 7.6. Authentication and access issues

8. Process Map in Flow Chart:





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9. Procedures

9.1. Preparation of content

- 9.1.1. Prepare the content by the responsible staff.
- 9.1.2. Seek approval from the supervisor.

9.2. Supervisor review and approval

- 9.2.1. Review the submitted content.
- 9.2.2. Provide feedback or approve the content.

9.3. Submission to web focal

- 9.3.1. Submit the approved content to the web focal person for publication after receiving supervisor approval.

9.4. Review and Publication

- 9.4.1. Review the submitted content.
- 9.4.2. Publish the approved content on the website.

9.5. Server/Network issues

- 9.5.1. Report any server or network issues to the ICT team for technical support.

9.6. Resolution of issues

- 9.6.1. Investigate and resolve the reported issue.
- 9.6.2. Inform the web focal person of the issue status.

9.7. Escalation to GovTech

- 9.7.1. Escalate unresolved issues to GovTech for further technical assistance.

10. Annexure (Related Forms or Work Instructions)

10.1. Annexure I: Type of content

Staff may submit the following types of contents

- Announcements or notifications
- News and events
- Reports and publications
- Policy documents or guidelines
- Awareness materials and official orders
- Forms and images

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9.2 Annexure II : Submission requirements

All submissions must include:

- Title of the post/document
- Short summary or description
- Full content or attached document
- Relevant images/videos (if applicable)
- Department/Program name
- Date of submission
- Contact person (Name, email, phone)

9.3 Annexure III: Accepted formats

- Documents: PDF, Docx, Xlsx
- Images: JPG, PNG

11. References

1. Department of Health Services, Ministry of Health. *Standard Operating Procedure on SOP: Standard Format*. Thimphu: MoH; 2025.
2. *Standard Operating Procedure on ePIS Troubleshooting*. Thimphu: MoH; 2023.