

**SCOPE:** This standard applies to Multimedia which is developed and/or maintained by staff or consultants employed by the Business Systems Support Office (BSSO). Covers media placed on the current servers (wbt.dot.state.fl.us and cbt.dot.state.fl.us).

## DEFINITIONS

**Captioning<sup>1</sup>:** Captions are used to display spoken dialogue as printed words on a television or computer screen. Captions come in two forms: open or closed. **Open captions** are displayed automatically as part of the video, without having to be selected by the user. **Closed captions** normally do not appear as part of the video portion of a multimedia presentation unless the viewer has selected them to appear.

**Computer Based Training (CBT):** Electronically-delivered training that is self-paced and self-contained. The content of a CBT is delivered electronically and without the need for a live instructor.

**Electronically-delivered:** Content provided across a variety of platforms including, but not limited to, Internet, Intranet, Flash Drive, CD, DVD, BluRay, and EXE files.

**Multimedia:** Productions which consist of at least one media portion within the presentation.

- **Media Portion:** Specifically the video, audio, and/or animation portion of the multimedia presentation.
- **HTML Wrapper:** The web page in which the Media Portion is displayed.
- **Presentation:** The comprehensive rendering of the content perceived by the user, including the media portion and the wrapper (if applicable). A presentation is received by the user in one download.

**Presentation Set:** A group of presentations that address a similar subject and are intended to be viewed in a specific order.

**Splash Screen:** An initial screen displayed by interactive software, usually containing a logo, version information, author credits and/or a copyright notice.

### Video:

- Embedded: Video presentation that is contained within another media format such as a CBT.
- Standalone: Video only presentation.

## STANDARD

### 1. Supported Software and Approved Formats

- 1.1. For a complete list of supported multimedia development and publishing software, see the supported software document available at <http://infonet.dot.state.fl.us/bss0/RTS/services/cbt/SoftwareList.htm>
- 1.2. All multimedia formats must be compatible with the currently supported standard FDOT desktop configurations.

### 2. Accessibility

- 2.1. Multimedia must meet the following standards established in Section 508 of the Rehabilitation Act.
  - 2.1.1. § 1194.22 Web-based intranet and internet information and applications.
  - 2.1.2. § 1194.24 Video and multimedia products.
  - 2.1.3. Link to an accessibility page which must include the following, but not limited to:
    - 2.1.3.1. List of hot keys available in the application
    - 2.1.3.2. Recommended browsers

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<sup>1</sup> Information on captioning from <http://www.access-board.gov/sec508/guide/1194.24.htm>

- 2.2. Use the standard keyboard commands (hot keys) available at <http://infonet.dot.state.fl.us/bssso/RTS/services/cbt/SoftwareList.htm>.

For more information on Section 508 and other compliancy information you can visit <http://infonet.dot.state.fl.us/bssso/Section508.html>

### 3. Fonts and Colors

- 3.1. Content
  - 3.1.1. The font face must not be a script-based font.
  - 3.1.2. The minimum font size must resolve to 10 points.  
**Supporting Details:** The minimum font is dependent on the screen area used in the presentation. To calculate the effective font size, use the following formula: (Area of Media Portion/Area of 800\*600) x 10 = Minimum Font Size.
  - 3.1.3. Text or graphic based text must not blink.
  - 3.1.4. Text or diagrams and their background must have a luminosity contrast ratio of at least 5:1

### 4. Transcripts and Closed Captioning

- 4.1. A transcript is required for audio only presentations.
- 4.2. Synchronized closed captioning is required for media that contains both audio and visual information.
  - 4.2.1. The background must be black.
  - 4.2.2. The text must be white.
  - 4.2.3. The font face must be Arial.
  - 4.2.4. The Closed Caption area must not obscure any meaningful content.

### 5. Hyperlinks

- 5.1. Hyperlinks that navigate outside of the presentation or presentation set must open a new or separate browser instance.
  - 5.1.1. A tooltip must be used to indicate the link will open another instance of the browser. A description of the link must precede the term, "**Opens in new window**".
- 5.2. The default text hyperlink properties within the html wrapper must be underlined and use the default browser hexadecimal color settings. For Unvisited Links use blue "#0000FF", Visited Links use purple "#800080", and Active Links use Red "#FF0000".
- 5.3. Text hyperlinks must not extend beyond the element to which it is related.
- 5.4. Hyperlinks to downloadable files must include a text description that includes the file size, file type, and length (hh:mm:ss format) for multimedia presentations.
- 5.5. If the presentation requires an applet or plug-in on the client system, a link must be provided to a page where the plug-in can be downloaded.
- 5.6. The hyperlink text must be descriptive of the link's purpose and/or intent.

### 6. File Size and Page Width

- 6.1. A single presentation without video must not exceed 25MB.
- 6.2. A single presentation of a standalone video must not exceed 75MB.
- 6.3. A single presentation using embedded video must not exceed 75 MB.
  - 6.3.1. The Media portion (excluding video) must not exceed 25 MB.
- 6.4. The presentation must be viewable on a screen resolution of 1024 x 768 pixels with no horizontal or vertical scrolling.

## 7. Copyright and Attribution

- 7.1. Never use intellectual property such as, but not limited to text, diagrams, photographs, audio, multimedia, program source code, script or graphics, from another author's web pages unless the author explicitly states it may be freely copied or you make appropriate arrangements with the author.
  - 7.1.1. When copying or paraphrasing information always make an appropriate attribution within the Change Log, in addition to other copyright agreements.
- 7.2. Source provider of images must be added to the change log. This includes all images purchased or obtained via free download.

## 8. Coding Methods and Techniques

- 8.1. You must not override the server settings.
- 8.2. Browser features must not be disabled.
- 8.3. Modifications of the browser features are allowed if they are a requirement of the training material.
  - 8.3.1. You must provide notification to the user when browser features are modified.
  - 8.3.2. Browser features must be restored at the conclusion of the training.
- 8.4. Absolute URLs and email addresses must be fully qualified.
- 8.5. Use group, not individual, email addresses.
- 8.6. The NoScript element is required. The NoScript element must include access to a non-scripting alternative or provide contact information for assistance:

### Examples

<NOSCRIPT> This page requires scripting to be enabled. For more information please contact the Department's Service Desk at [FDOT.ServiceDesk@dot.state.fl.us](mailto:FDOT.ServiceDesk@dot.state.fl.us) </NOSCRIPT>

<NOSCRIPT > This page requires scripting to be enabled. To view the content without scripting visit [xxx.dot.state.fl.us/xxxxxxx/xxxxxxx](http://xxx.dot.state.fl.us/xxxxxxx/xxxxxxx). For more information please contact the Department's Service Desk at [FDOT.ServiceDesk@dot.state.fl.us](mailto:FDOT.ServiceDesk@dot.state.fl.us) </NOSCRIPT>

- 8.7. When visual information is necessary for the comprehension of the content it must also be audio described.
- 8.8. Complex graphics (graphs, charts, etc.) must be accompanied by detailed text descriptions, such as a description in the body of the page, a link to a description on a separate page, or the longdesc attribute.
- 8.9. Decorative graphics with no other function, such as background images or spacers, must have an associated alt tag with a blank description using a single space(`alt= " "`).

## 9. Naming Convention (this includes directory and file names)

- 9.1. Do not use spaces.
- 9.2. Do not use underscores.
- 9.3. File names must be descriptive of the training material.
- 9.4. The CBT index (home) html file should be named `index.htm` or `index.html`.

## 10. Change Log

- 10.1. A Change Log for the presentation set must be maintained within the root folder of the presentation.
- 10.2. The Change Log must include the full name as well as the acronym of the multimedia presentation.

- 10.3. The Change Log must include but is not limited to the following: individual presentation name, purpose, date of change, developers name or UserID, action, provider information for images, including any applicable licensing date information. **See example below.**

```
*****
Purpose: This is a brief description of the presentation set and/or functionality.
Notes: None
*****

Change Log
Date      Presentation  UserID/Name  Action
*****!
01/07/2010 Search          William Fry   Original CBT Implementation.
01/08/2010 Administrative Sara Cattau   Maintenance Release Implemented.
*****!

Provider Information for Images, audio, all applicable content
PhotoStock.com – License dates: xx/xx/xxxx – xx/xx/xxxx
PIO Stock – No date limitations
*****
```

## 11. Organization

- 11.1. Presentation sets provided on the Internet must include the Department's Privacy Policy on the Main/Index file. Privacy Policy located at <http://www.dot.state.fl.us/PublicInformationOffice/privacypolicy.shtm>
- 11.2. Index Page
  - 11.2.1. An Index page or Table of Content must be provided for a given Presentation Set.
  - 11.2.2. The Index page and other associated static pages in support of the Presentation Set must follow the appropriate standards for static files.
- 11.3. Video – Stand Alone
  - 11.3.1. Each Video must be presented within an Html page (wrapper) and must include but is not limited to the following:
    - 11.3.1.1. Title of presentation
    - 11.3.1.2. Accessibility instructions (or link to instructions)
    - 11.3.1.3. FDOT, OIS, Multimedia Team and MyFlorida logos
    - 11.3.1.4. Video Player which, at a minimum, allows the user to play, pause, mute, full screen and toggle Closed Captioning.
    - 11.3.1.5. Contact information:
      - 11.3.1.5.1. Email and phone number for the Owner/Office
      - 11.3.1.5.2. Email and phone number for the Service Desk
  - 11.3.2. Video must be explicitly started by the user.
  - 11.3.3. The presentation must conclude with, but not be limited to, the following information:
    - 11.3.3.1. Copyright and Attribution (if applicable)
    - 11.3.3.2. Announcement of the end of the video.
- 11.4. Video - Embedded Video
  - 11.4.1. Automatically plays
  - 11.4.2. At the end of the Video the user must be automatically returned to the presentation from which it was initiated.
  - 11.4.3. Must use the <NOEMBED> HTML Tag.

### Examples

<NOEMBED> This page includes an embedded element. For more information please contact the Department's Service Desk at [FDOT.ServiceDesk@dot.state.fl.us](mailto:FDOT.ServiceDesk@dot.state.fl.us) </NOEMBED>

<NOEMBED > This page has an embedded element. To view the content without the embedded element visit [xxx.dot.state.fl.us/xxxxxxxx/xxxxxxxx](http://xxx.dot.state.fl.us/xxxxxxxx/xxxxxxxx). For more information please contact the Department's Service Desk at [FDOT.ServiceDesk@dot.state.fl.us](mailto:FDOT.ServiceDesk@dot.state.fl.us) </NOEMBED>

## 11.5. CBT

11.5.1. Each CBT must provide an Introduction Splash Screen which includes, but is not limited to:

- 11.5.1.1. Application Name and Version (if applicable)
- 11.5.1.2. CBT Name
- 11.5.1.3. MyFlorida Logo, FDOT Logo, and OIS Logo
- 11.5.1.4. CBT Updated Date
- 11.5.1.5. Provide navigation along with the Accessibility "hot keys" referenced in Section 2.

11.5.2. Each CBT must be presented within an HTML page (wrapper) and must include, but is not limited to, the following:

- 11.5.2.1. Playbar which, at a minimum, allows the user to play, pause, mute and toggle Closed Captioning.
- 11.5.2.2. Link to the Index or Table of Contents for the Presentation Set (if applicable).

11.5.3. CBT must be explicitly started by the user.

11.5.4. The presentation must include :

- 11.5.4.1. Copyright and Attribution (if applicable)
- 11.5.4.2. Announcement of the end of the CBT.
- 11.5.4.3. Contact Information:
  - 11.5.4.3.1. Email and phone number for the Owner/Office
  - 11.5.4.3.2. Email and phone number for the Service Desk

## 12. Exceptions or Changes to the Multimedia Standards

12.1. Project Teams may request exceptions or changes to the standard.

12.2. The exception or change requests must be provided, in writing, to the BSSO Quality Assurance Specialist by the OIS Application Coordinator of the Project. The request must include:

- 12.2.1. Standard(s) for which they are requesting the exception or change.
- 12.2.2. Business Case justifying why the exception or change is needed.
- 12.2.3. Technical details of the non- standard implementation or the change being proposed.
- 12.2.4. Impact to the Department for the exception or change.
- 12.2.5. The request for exception or change will be reviewed by a team assembled by the BSSO Quality Assurance Specialist.
- 12.2.6. The review team will provide a written recommendation to the BSSO Manager.
- 12.2.7. Final decision will be determined by the BSSO Manager.