

<b>Finance and Administration Cabinet STANDARD PROCEDURE</b>		<b>ISSUED BY:</b> Department of Revenue; Information Management
<b>PROCEDURE # 6.10.1</b>	<b>SUBJECT:</b> DOR Internet Home Page	
<b>EFFECTIVE DATE:</b> 6/22/10		
<b>CONTACT:</b> Security Office		<b>LOCATION:</b> State Office Building, Station #17 <b>PHONE:</b> 502-564-4456

## STATEMENT OF AUTHORITY

1. The Finance and Administration Cabinet's Standard Procedures Manual establishes standard mandatory internal procedures cabinet-wide. These procedures are established in accordance with the Secretary's statutory authority under KRS 42.014 and KRS 12.270 to establish the internal organization and functions of the Cabinet as necessary to perform the duties effectively.
2. The Standard Procedures Manual may only be revised in accordance with the process outlined in Standard Procedure #1.1 entitled: "Finance Standard Procedures and Manual".

### I. PURPOSE

The Department of Revenue (DOR) has established a home page on the Internet's World Wide Web (WWW) for the dissemination of information, publications, forms, services and resources related to Kentucky's tax structure. The home page's Uniform Resource Locator address is <http://revenue.ky.gov>.

DOR has established a process for approving documents and data for publication to its home page in order to ensure the accuracy and appropriateness of such information.

### II. PROCEDURE

#### A. Approval

1. Information shall be submitted in its original form and approved by the Branch Manager, Director, and Executive Director of the applicable programmatic areas and then by the Deputy Commissioner before being published to DOR's home page.
2. The approval of information may take several forms, including but not limited to, printed documents and/or electronic documents.

#### B. Content Restrictions

1. The DOR's Internet home page shall not contain confidential taxpayer information or any information/materials not approved for public release.
2. Confidential information shall not be transmitted over the Internet in response to any electronic mail messages received.

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### C. Publishable Information

Publishable information is information that may be of general interest to the public, which may include, but is not limited to:

1. Agency mission, philosophy and goals;
2. Contact information of DOR personnel, offices and Taxpayer Service Centers located throughout Kentucky;
3. DOR publications, informational brochures, press releases, and special announcements;
4. Links to other Kentucky state agencies, the Internal Revenue Service, and other revenue and taxation resources.
5. Information on the taxes administered by DOR and services offered, such as electronic filing, Tax Facts, etc.
6. An electronic mail link allowing taxpayers to communicate with DOR.
7. "[Live Tax Help](#)", which allows taxpayers to interact with DOR in real time.