#### Department of Veterans Affairs M27-1, Part III, Subpart i, Chapter 3

**Veterans Benefits Administration September 7, 2016**

**Washington, DC 20420**

#### Transmittal Sheet

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| Changes Included in This Revision | The table below describes the changes included in this revision of Benefits Assistance Service Procedures, M27-1, Part III, Subpart i, Chapter 3, “Web Content.”  **Notes**:   * Minor editorial changes have also been made to * update incorrect or obsolete hyperlink references, * update obsolete terminology, where appropriate, * reassign alphabetical designations to individual blocks and repaginate, where necessary, to account for new and/or deleted blocks within a topic, * correct grammatical and spelling error, * clarify block labels and/or block text, and * bring the document into conformance with M27-1 standards. |

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| Reasons for the Change | Citation |
| Added VBA Web Communications Office responsibilities. | III.i.3.2.a |
| Added responsibilities for the web content lead. | III.i.3.2.c |
| Added responsibilities for the web technical lead. | III.i.3.2.d |
| Added responsibilities for the subject matter experts. | III.i.3.2.e |
| Added responsibilities for the regional offices. | III.i.3.2.f |
| Added information about managing content external to VBA. | III.i.3.2.g |
| Removed information on the computation length of service. | III.i.3.3.c |
| Updated information on web page designs. | III.i.3.4.b |
| Updated information about content driven home pages. | III.i.3.4.c |
| Removed information on the Interagency Committee on Government Information’s Categorization of Information Working Group. | III.i.3.4.d |
| Added information on standards and requirements for navigation. | III.i.3.4.d |
| Added information on additional sources of information for organization. | III.i.3.4.e |
| Updated information on the Plain Language Mandate. | III.i.3.5.a |
| Updated and added information on quality standards of information quality. | III.i.3.6.b |
| Added information on timeliness of information quality. | III.i.3.6.c |
| Added information on transparency of information quality. | III.i.3.6.d |
| Updated information on actions to take when accuracy is questioned. | III.i.3.7.a |
| Removed the section on ensuring content is current and annotating updates. | III.i.3.9 |
| Updated information on the process language translations. | III.i.3.12.c |
| Removed the section on posting the VA privacy policy on websites. | III.i.3.15 |
| Removed the section on easy access to online services. | III.i.3.16 |
| Removed the section on access to online forms. | III.i.3.17 |
| Added information on requirements for images. | III.i.3.15.a |
| Added information on planning multimedia content. | III.i.3.15.b |
| Updated information on requirements for video content. | III.i.3.15.c |
| Added information on multimedia hosting. | III.i.3.15.d |
| Added an appendix for a web content checklist. | III.i.3.16 |
| Added an appendix for a web writing checklist. | III.i.3.17 |

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| Rescissions | None |

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| Authority | By Direction of the Under Secretary for Benefits |

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| Signature | Mike Carr, Acting Director  Benefits Assistance Service |

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