



## Guidelines for Custom Functionality on an Agency Platform Site

The Agency Platform is highly customizable using its base modules and standard functionality. Agency Platform websites are built using a custom Drupal 7 distribution and hosted in Pantheon. However, we understand that there are instances where agencies would like to expand the functionality of their site with additional software, modules or other features which are not standard in our distribution.

There are three primary methods for incorporating functionality into an Agency Platform website:

- Custom or Contributed Drupal modules
- Using an iframe to display an external application
- Hosting a stand-alone application within the Pantheon cloud environment

While we are happy to assist you in adding this functionality, there are some items customers should consider first. Agencies wishing to add custom functionality that can not be achieved through the existing supported distribution must follow the below guidelines:

- All software requires ongoing maintenance to ensure security and functionality updates are applied in a timely fashion. ADOA-ASET only provides maintenance and support for the platform, Drupal core and the modules and themes that comprise the Agency Platform. Maintenance of contributed or custom modules, themes, or other software not part of the Agency Platform Distribution is the responsibility of the agency (either by performing the maintenance themselves, performed through a support agreement with a vendor, or performed by our service team on a time and materials basis).
- If an agency is unable to support an added or custom module/software or other functionality and requests that ADOA-ASET provides the maintenance and support, The agency will be billed at the current [Application Technical Services](#) rate as posted on the ASET website. The agency will be billed for any work that is outside of the supported Agency Platform website.
- The Digital Government Team will continue to maintain and support your site. However, non-standard changes or customizations can cause a delay in the ability of the Digital Government Team to quickly and efficiently service your site.
- If an update to Drupal core or an agency platform module interferes with or removes a custom change made to your site, ADOA-ASET will do our best to help you recover. Ultimately, the ADOA-ASET Digital Government Team is not responsible for any loss of functionality or information due to unsupported changes.
- The added modules, software or functionality will not disable any security systems, modules, software, or any security-based settings within Drupal.
- The added modules, software or functionality will not require a downgrade, upgrade or change to Drupal core, or any modules, without prior approval and instructions from the ADOA-ASET Digital Government Team.
- Prior to any non-standard changes, contact with the Digital Government Team via a service desk ticket will be made to ensure a backup is made first.

- Under certain circumstances the ADOA-ASET Digital Government Team may have to restore your site from a recent backup. As a result, loss of data and changes may occur.
- **In the event that ADOA-ASET, or a third party, should need to perform work related to custom changes made to your site; any and all costs associated with the required work will be the responsibility of your agency. The agency will be billed at the current [Application Technical Services](#) rate as posted on the ASET website.**

**Drupal Module:** If a Drupal module not included with our distribution is needed to provide the desired functionality, the following guidelines must be met:

- Must be a numbered, published and supported stable release covered by the [Drupal.org security advisory policy](#). (We will not install –DEV, –alpha, or –beta releases of contributed modules.)
- Must not conflict with the [current Agency Platform distribution](#).
- Must not conflict with the [Pantheon hosting environment](#).
- Must work with Drupal 7.
- Custom developed modules will be considered. Custom developed modules must comply with [Drupal development standards](#) and will be subject to additional testing.
- Outside vendor/developer will only have access to Drupal site development environment and must work with the Digital Government Team for coordinating testing and go-live processes.
- The Agency will be responsible for maintenance and support of the module, including any conflicts with other site functionality. The agency must either have staff capable of providing timely maintenance or support, or a support agreement in place with an approved web portal vendor for maintenance and support of the module.
- At some point in the future, the agency platform will be migrating to Drupal 8. We do not have a timeframe for this at this point, as many of the modules that are used as part of the Agency Platform currently do not have a Drupal 8 version (or equivalent replacement). There is no guarantee that the requested custom modules will have a published release available when the Agency Platform is migrated. While the risk of this is low, it is something to consider.

*The Digital Government team reviews requests for adding additional modules to the Agency Platform distribution. In general, modules that will benefit the entire platform, or multiple agencies, are likely to be considered for addition to the distribution if the functionality can not be achieved through existing supported modules. When considering modules, the team evaluates the impact on the current distribution, the likely increase in training and support required, and the overall benefit to adding the module. If a module is added to the platform, then the Digital Government team will take over responsibility for maintenance and support of the module.*

**Inline Frames:** An inline frame (iframe) can be used to embed a document, application or webpage within a node on an agency platform website. Most often it is used for an application hosted on an external domain. Note: Embedding content within an iFrame can pose a security risk to your site. If the target server (the one that is being embedded in your site) becomes compromised, your site or users can also become compromised. The following guidelines must be followed when using inline frames on an agency platform website:

- The Agency will be responsible for maintenance and support of the iframe content, including any conflicts with other site functionality.
- The inline frame must meet [State of Arizona Accessibility Standards](#):
  - Must have a descriptive frame title
  - Must use correct doctype
  - Must provide noframes content, which should indicate what the contents of the frame is when the user cannot, or chooses not to, display the iframe

- All content within the frame must:
  - Conform to all [State of Arizona IT policies](#) (security, accessibility, design, etc.)
  - Be fully responsive in order to support view in multiple devices and browsers (Chrome, Firefox, iOS, Android, etc.)
  - Must have scrolling set to auto, but should be designed to eliminate or reduce scrolling as much as possible
  - Be hosted on a secure server and delivered via https.

**Standalone Application:** Agency Platform websites are hosted within the Pantheon environment. This environment is specifically designed for hosting Drupal web applications with a scalable infrastructure and robust content delivery network. As such, not all applications or configurations are supported within this environment. If an agency desires to host a stand-alone application within the Pantheon platform, the following guidelines must be met:

- The developer is responsible for understanding the architecture and limitations of the [Pantheon hosting environment](#).
- The application must not conflict with the [current Agency Platform distribution](#).
- The application must conform to all [State of Arizona IT policies](#) (security, accessibility, design, etc.)
- Outside vendor/developer will only have access to Drupal site development environment and must work with the Digital Government Team for coordinating testing and go-live processes.
- The Agency will be responsible for maintenance and support of the application, including any conflicts with other site functionality. The agency must either have staff capable of providing timely maintenance or support, or a support agreement in place for maintenance and support of the application.

### Next Steps

After considering the above items, if your agency would like to move forward with additional software, modules or other features which are not standard in our distribution, please have your Agency Director or Agency CIO provide authorization to proceed by opening a request for the additional functionality with our Service Desk.

### Drupal 7 and Pantheon Reference Materials:

- Pantheon information can be found at <https://pantheon.io/docs/faq/> and <https://pantheon.io/docs/platform/>
- Drupal 7 information can be found at <https://www.drupal.org/docs/7>