ARIZONA

DEPARTMENT OF ADMINISTRATION
TECHNOLOGY

AGENCY WEBSITE
STYLE GUIDE

Rev. Date: June 2019

Table of Contents

State of Arizona
Agency Website Style Guide

1. Introduction

The Agency Website Style Guide provides style guidelines for all State agency websites and collateral materials produced for the State of Arizona. The Guide acts as a central repository for brand guidelines, brand assets, UI components and more. State employees or vendors working on official state websites and applications for the State of Arizona are encouraged to follow this Guide.

2. Document Scope

The ASET Digital Government Program develops and maintains agency platform websites to serve the needs of Agencies, Boards, Commissions, Committees, Departments, Funds and State Offices (collectively 'state agencies'). This State of Arizona Website Style Guide was created in accordance with Statewide Policy [P1250: Website Design Policy.](P1250) This guide applies to all public-facing State websites. All state agencies, vendors, contractors and third parties, including other government bodies providing website related goods and services on behalf of the State shall comply with this guide.

It is important the State of Arizona maintains a consistent look and feel across all its websites; therefore, this Guide is applicable for every state agency regardless of the website platform.

3. Target Audience

The Agency Website Style Guide is intended to be used by designers, web developers and business analysts when developing or designing public-facing State websites.

4. Standards

The design standards outlined in this Guide ensures a level of consistency and uniformity across all State of Arizona websites. Once these standards are adopted statewide, website visitors will be able to easily identify a State of Arizona site regardless of the agency. The objective is to obtain consistency in navigation and layout so that website visitors can find what they are looking for when interacting with each state agency.

5. Responsive Web Design

In order to support the IT Initiative to expand digital government and mobile capabilities statewide, it is important that state agency websites aim to provide Arizona citizens with the ability to access state services anywhere, anytime with any device. All public-facing State websites are required to have a responsive web design utilizing techniques such as image

scaling, fluid layouts, and media queries. Responsive web design provides an optimal viewing experience across a wide range of devices from desktop computers to mobile phones.

Responsive Web Design Guidelines:
- 5.1. Built on a fluid grid based on percentages instead of pixels
- 5.2. Video and images that scale depending on the resolution of the screen on which they are viewed
  - 5.2.1. Optimize images to reduce disk size and speed page load
  - 5.2.2. Large background images should not be displayed on screens smaller than 600px wide
  - 5.2.3. Set images to scale for smaller screens
- 5.3. Breakpoints are defined within CSS to alter site layout for a variety of screen sizes
- 5.4. Site content is condensed to essentials to improve site navigation and user experience
- 5.5. Navigation is streamlined to accommodate smaller screens

6. Browser Compatibility

All public-facing websites are required to support all vendor supported versions of major internet browsers with their websites. This requirement applies to the following browsers:

- 6.1. Android
- 6.2. Chrome
- 6.3. Chrome for Android
- 6.4. Edge
- 6.5. Firefox
- 6.6. Internet Explorer
- 6.7. Safari
- 6.8. Safari iPhone

To improve accessibility, public-facing websites should also be compatible with vendor supported versions of minor internet browsers that make up a significant component of the traffic to their websites.

7. Document and File Compatibility

State agencies are responsible for knowing how documents and files are handled and displayed on their website and within all vendor supported versions of major internet browsers

File Compatibility Guidelines:
- 7.1. Documents and files should be uploaded in the most commonly usable format.

7.2.   Files must be available in a format that is usable by the intended audience.

7.3.   Posting files in alternate formats is acceptable as long as the most commonly usable format is also posted

7.4.   Documents or files that are only usable within specific versions of internet browsers or operating systems should not be used.

7.5.   If a file is only available in a specific uncommon file type, such as a GIS file, then the text accompanying the file must clearly communicate the purpose of the file, what application the file can be used with, and how the data can be requested in an alternate format.

8.   Accessibility

All public-facing websites are required to follow the [WCAG standards](#) set forth by [State Policy 1300: WEBSITE ACCESSIBILITY](#). State agencies utilizing the ASET Digital Government Agency Platform will have access to a quality assurance tool that monitor's their website for compliance with these standards and policies. Once noncompliance issues are identified, it is the agency's responsibility to make the appropriate changes and keep their site in compliance. Design elements that inhibit full accessibility of the website should not be utilized.

8.1.   Design Elements

8.1.1.   html lang="en" - Web pages need to specify what language is being used on the page. Since every language has its own pronunciation rules the screen reader needs to know what language it needs to "speak."

8.1.2.   Use semantic headings and structure - Screen readers and other assistive technologies largely ignore visual styling of web pages and focus primarily on semantics and structure. Screen readers have the ability to navigate web pages by heading structure.

8.1.3.   Ensure links have :focus state

8.1.4.   Ensure links are recognizable (underlined)

8.1.5.   Provide a "Skip to main content" link - If the main content is not one of the first items on the web page, a "Skip to main content" link allows users using keyboard and screen readers to skip directly to the content.

8.1.6.   Use appropriate alt text

8.2.   Forms

8.2.1.   Logical layout

8.2.2.   Tab order of the form follows a logical pattern

8.2.3.   Associated label for all form controls

8.3. Media (Audio and Video)

8.3.1.   Provide text transcripts

8.3.2.   Synchronized subtitles for videos

8.4. Color and Contrast

8.4.1.   Test color contrast - WCAG level AA requires a contrast ratio of at least 4.5:1 for normal text and 3:1 for large text. Using a browser extension like WAVE or Tota11y allows you to test your page for correct color contrast.

8.5. Images

8.5.1.   "Alt" tags correctly used - Adding alternative text for images is the first principle of web accessibility. The alt text is read by screen readers in place of images.

9.   Agency Logo and/or Mark

9.1.   Primary Mark

The Primary Mark utilizes a combination of black and sedona orange which is the preferred color combination for the State of Arizona logo.

9.1.1.   On a dark background, a white and sedona orange variation may be used

9.1.2.   On a light background, a black and sedona orange variation may be used

9.1.3.   A single color version of the logo is 100% black or white

9.2.   Sub-brand Identifier

The sub-brand identifier is set in text below the Main Logomark. All identifier text should be set in the same font style as the current "Administration" text style. Examples below show several variations of identifiers that utilize single and double line setups.

9.2.1.   Sub-brand Examples

9.3.   Building an Agency Sub-branded Logo

The Arizona identity program allows for integration of other entities. When incorporating an agency sub-brand, it's important to follow the established hierarchy as shown below. The agency sub-brand identifier is created by adding specific text below the ARIZONA logo type.

To create a logo for an agency's division or program you will follow the same rules as mentions but will add the divisions or program name underneath the agency name.

Follow spacing specifics below. Other guidelines include:

      9.3.1.   Do NOT use logo marks under the ARIZONA logotype

      9.3.2.   Use only APPROVED typeface

      9.3.3.   Do NOT create new names

      9.3.4.   Do NOT add color

      9.3.5.   Spacing specifics:

Main Logomark
3.25" wide x .55" tall

ARIZONA

OFFICE OF
ECONOMIC OPPORTUNITY

Sub-Brand Identifier

Font: Gibson Light
Size: 17 pt.
Leading: 18 pt.
Character Tracking: 180
Color: Black

9.4.   Incorrect Logo Usage

Altering the logo in any manner reduces the integrity of the State of Arizona brand including design, color, shadowing, flipping, positioning, etc. The following are examples of incorrect uses:

DO NOT
alter the size of pieces

DO NOT
rotate the bug or the logo

DO NOT
change the font or case

DO NOT
stretch or alter

DO NOT
use on unapproved colors

DO NOT
use a stroke

DO NOT
apply a drop shadow

9.5.   Logo Spacing

A consistent amount of white (clear) space surrounding the Arizona logo is essential to maintain a clean aesthetic. Kerning and spacing are not to be adjusted.

The entire logo requires a cushion equal to the measurement from the baseline to the top of the counter form of the A. This area is not to include any type or graphic element. This rule applies to all versions of the Arizona logo on all mediums.

Spacing Guidelines:

        9.5.1.   Appropriate logo used
        9.5.2.   Appropriate colors used
        9.5.3.   Correct usage
        9.5.4.   Clear space around logo
        9.5.5.   Example:

9.6. Secondary Mark

The Primary Mark is the main logo to be used in most cases.The Secondary Mark is to be used only in necessary situations. If the Primary Mark has to be reduced in size to where it can not be viewed clearly then you would use the Secondary Mark.

Secondary Mark Guidelines

  9.6.1. If a space is too thin but tall, use the Secondary Mark stacked.
  Example:

  9.6.2. If the space is too short but wide, use the Secondary Mark Horizontal.
 Example:

9.7.   Favicon

A favicon, also known as a shortcut icon, is an image file associated with a particular website. In most major internet browsers the favicon will appear in the browser tab when viewing the website and in bookmarks and shortcuts to the website. State Agencies are to use the secondary mark as the favicon for their public facing websites. The favicon is 16X16 pixel and will be added automatically for Agency Platform websites. Agencies that are not on the platform are required to add the favicon appropriately.

Favicon Guideline:

9.7.1.   Correct favicon in use
Example:
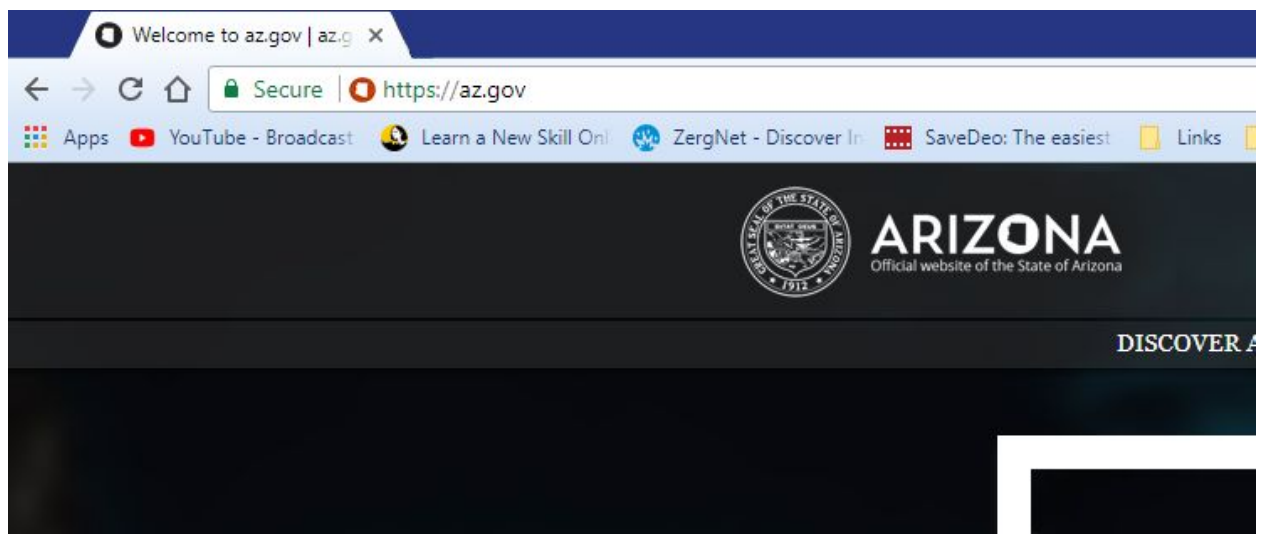
10.   Arizona State Seal and Logo

The State of Arizona Seal and logo combination are pre-designed and can only be used in the set color variations of either black or white. This design cannot be altered in any way aside from resizing to obtain uniformity. If resized, seals and logos must remain legible across all web browsers and devices.
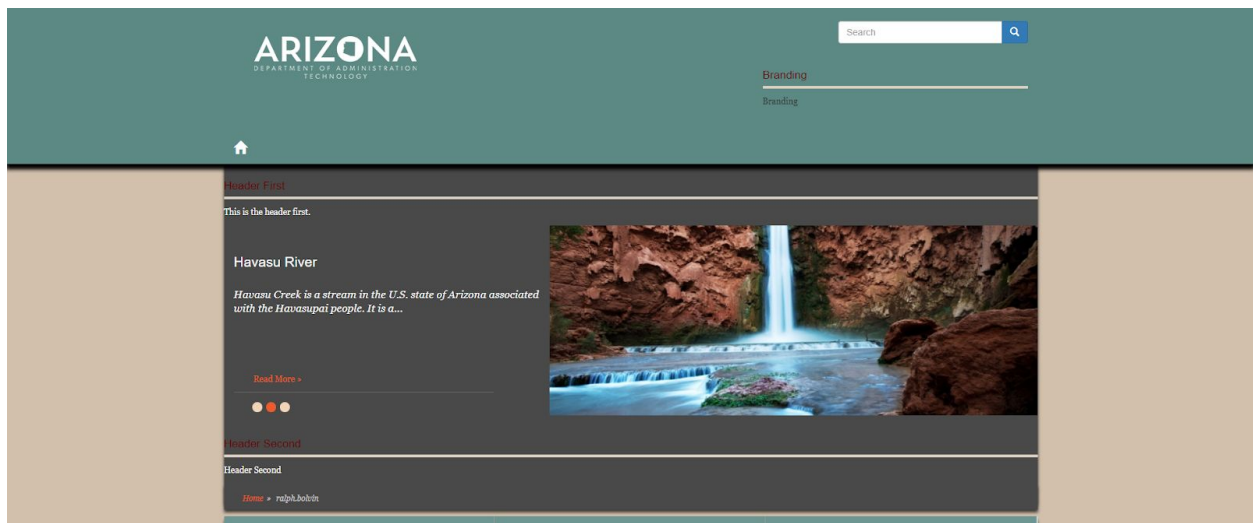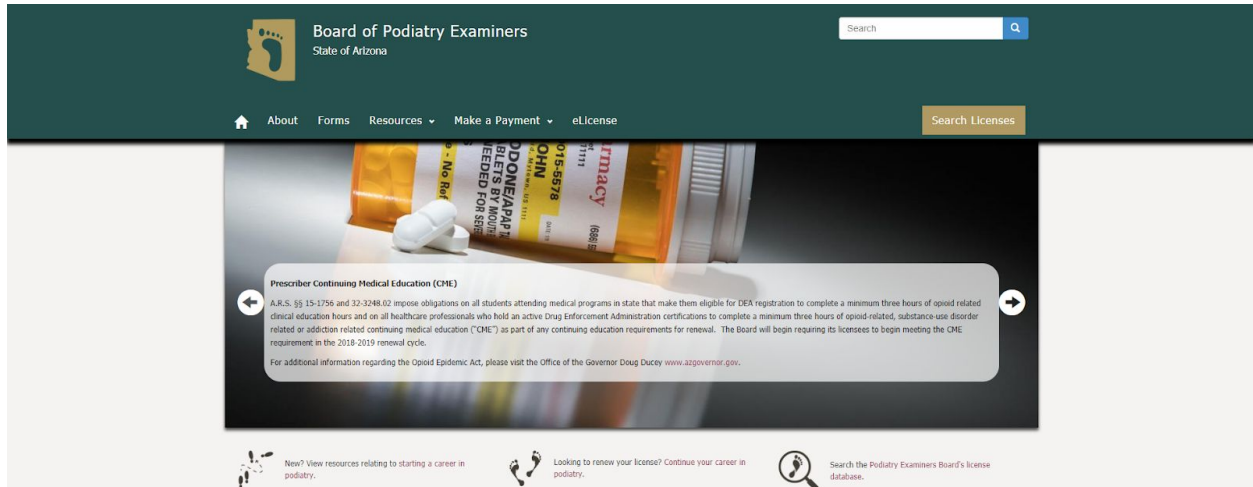
11.   Website Header: Logo Placement

All State public-facing websites are required to have either an agency-specific logo, program-specific logo or State of Arizona logo on the left side of the website header. The header needs to remain static throughout the navigation process and the logo visible on all web pages throughout the site. See examples below.

12. Website Footer: Logo Placement

The state seal is to be placed in the footer of all state agency websites.To the right of the seal is the State of Arizona logo and the tagline "Official website of the State of Arizona" underneath the seal. Please see the example below. This is mandatory on all public-facing State websites to identify that the website is authorized by the State.

12.1.   ASET places the State seal, logo and tagline in the footer position for all Agency Platform websites.

12.1.1.   If a state agency is not on the Agency Platform, agencies are to contact ASET Digital Government to obtain the footer image and place it in the appropriate position on their site.

12.2.   The image is set at the preferred resolution of 430X125 pixels. (The image can be scaled down to 300X87 pixels to fit your needs and cannot be altered in any other way.)

13. Website Color Palette

The color palette for State of Arizona websites should reflect the "brand" of the agency, board or commission. State agencies have the flexibility to choose a color scheme specific to their services. The recommendation is to keep sites looking clean and current; therefore, the use of a color palette with a limited amount of colors is recommended. The main objective is to utilize these colors throughout the entire site to maintain uniformity.

Color Palette Guidelines:
      13.1.   Identifiable Color Pallet
      13.2.   Minimal colors used
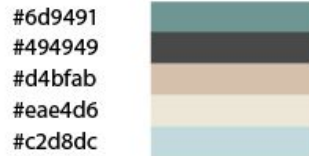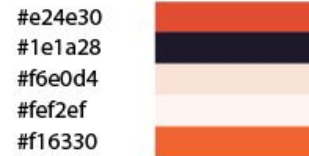
Color Examples:

#4abdac	#062f4f	#d7cdc7
#ff491a	#062f4f	#565656
#f7b733	#b82601	#763240
#dfdce3		#c2a080

13.3. Agency Platform users will have 10 preset color schemes that they can choose from for their agency site.
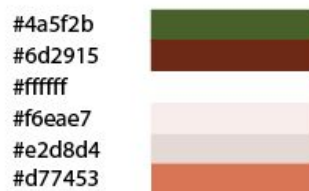Current Theme Color Schemes:

Bisbee

#6d9491
#494949
#d4bfab
#eae4d6
#c2d8dc

Scottsdale

#e24e30
#1e1a28
#f6e0d4
#fef2ef
#f16330

Verde Valley

#4a5f2b
#6d2915
#ffffff
#f6eae7
#e2d8d4
#d77453

Oak Creek

#cb4030
#494949
#c7c6be
#fff8e5
#606751

Flagstaff

#2f6bae
#494949
#f6e7d0
#ffffff
#e4e5e4

Holbrook

#61130b
#0d0d0d
#77584c
#f4d5b6
#fdeede
#be4826

Strawberry

#3e3f5f
#292a1c
#d2bfab
#fcf6e5
#f5e3b9
#403b28

Page

#403b28
#6e2a16
#fcf6e5
#fdd0a5
#f79732
#495568
#61495b
#391d32

Winslow

#a8687b
#09182b
#dfd6c9
#eee8de
#e0dad4
#00b1c1

Douglas

#81964c
#1e3867
#e4c99e
#ffffff
#ede4e3
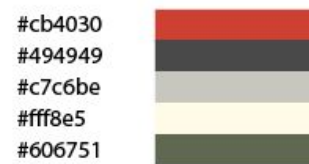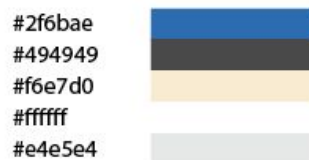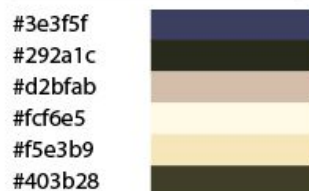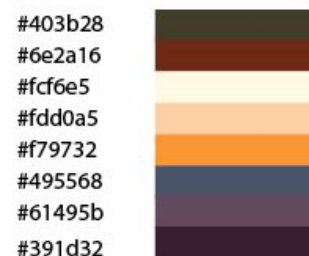
14.   Website Typeface

The typeface used for State of Arizona websites should be web-friendly: the font size should be easy to read on either a large monitor or mobile device. More than two (2) typefaces are not recommended. The default font package for the agency distribution is: Georgia, Times New Roman, Times.
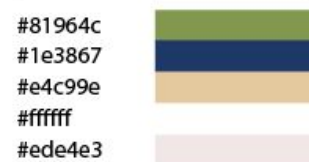
Typeface Guidelines:
   14.1.   Consistent use of typeface(s) throughout the website
   14.2.   Two(2) typefaces used
   14.3.   Web appropriate
   14.4.   Recommended font size is 1em bor body text

Examples:

12pt The quick brown fox jumps over the lazy dog
14pt The quick brown fox jumps over the lazy dog
16pt The quick brown fox jumps over the lazy dog
18pt The quick brown fox jumps over the lazy dog
24pt The quick brown fox jumps over the lazy dog
30pt The quick brown fox jumps over the lazy dog
36pt The quick brown fox jumps over the lazy dog
Georgia Regular

12pt The quick brown fox jumps over the lazy dog
14pt The quick brown fox jumps over the lazy dog
16pt The quick brown fox jumps over the lazy dog
18pt The quick brown fox jumps over the lazy dog
24pt The quick brown fox jumps over the lazy dog
30pt The quick brown fox jumps over the lazy dog
36pt The quick brown fox jumps over the lazy dog
Georgia Bold

12pt The quick brown fox jumps over the lazy dog
14pt The quick brown fox jumps over the lazy dog
16pt The quick brown fox jumps over the lazy dog
18pt The quick brown fox jumps over the lazy dog

24pt The quick brown fox jumps over the lazy dog

30pt The quick brown fox jumps over the lazy dog

36pt The quick brown fox jumps over the lazy dog
Times New Roman Regular

12pt The quick brown fox jumps over the lazy dog
14pt The quick brown fox jumps over the lazy dog
16pt The quick brown fox jumps over the lazy dog
18pt The quick brown fox jumps over the lazy dog

24pt The quick brown fox jumps over the lazy dog

30pt The quick brown fox jumps over the lazy dog

36pt The quick brown fox jumps over the lazy dog
Times New Roman Bold

12pt The quick brown fox jumps over the lazy dog
14pt The quick brown fox jumps over the lazy dog
16pt The quick brown fox jumps over the lazy dog
18pt The quick brown fox jumps over the lazy dog

24pt The quick brown fox jumps over the lazy dog

30pt The quick brown fox jumps over the lazy dog

36pt The quick brown fox jumps over the lazy dog
Open Sans Regular

12pt The quick brown fox jumps over the lazy dog
14pt The quick brown fox jumps over the lazy dog
16pt The quick brown fox jumps over the lazy dog
18pt The quick brown fox jumps over the lazy dog

24pt The quick brown fox jumps over the lazy dog

30pt The quick brown fox jumps over the lazy dog

36pt The quick brown fox jumps over the lazy dog
Open Sans Bold

12pt The quick brown fox jumps over the lazy dog
14pt The quick brown fox jumps over the lazy dog
16pt The quick brown fox jumps over the lazy dog
18pt The quick brown fox jumps over the lazy dog

24pt The quick brown fox jumps over the lazy dog

30pt The quick brown fox jumps over the lazy dog

36pt The quick brown fox jumps over the lazy dog
Arial Regular

12pt The quick brown fox jumps over the lazy dog
14pt The quick brown fox jumps over the lazy dog
16pt The quick brown fox jumps over the lazy dog
18pt The quick brown fox jumps over the lazy dog

24pt The quick brown fox jumps over the lazy dog

30pt The quick brown fox jumps over the lazy dog

36pt The quick brown fox jumps over the lazy dog
Arial Bold

```
12pt The quick brown fox jumps over the lazy dog
14pt The quick brown fox jumps over the lazy dog
16pt The quick brown fox jumps over the lazy dog
18pt The quick brown fox jumps over the lazy dog

24pt The quick brown fox jumps over the lazy dog

30pt The quick brown fox jumps over the lazy dog

36pt The quick brown fox jumps over the lazy d
Courier New Regular
```

```
12pt The quick brown fox jumps over the lazy dog
14pt The quick brown fox jumps over the lazy dog
16pt The quick brown fox jumps over the lazy dog
18pt The quick brown fox jumps over the lazy dog

24pt The quick brown fox jumps over the lazy dog

30pt The quick brown fox jumps over the lazy dog

36pt The quick brown fox jumps over the lazy d
Courier New Bold
```

12pt The quick brown fox jumps over the lazy dog
14pt The quick brown fox jumps over the lazy dog
16pt The quick brown fox jumps over the lazy dog
18pt The quick brown fox jumps over the lazy dog
24pt The quick brown fox jumps over the lazy dog
30pt The quick brown fox jumps over the lazy dog
36pt The quick brown fox jumps over the lazy dog
Tahoma Regular

12pt The quick brown fox jumps over the lazy dog
14pt The quick brown fox jumps over the lazy dog
16pt The quick brown fox jumps over the lazy dog
18pt The quick brown fox jumps over the lazy dog
24pt The quick brown fox jumps over the lazy dog
30pt The quick brown fox jumps over the lazy dog
36pt The quick brown fox jumps over the lazy dog
Tahoma Bold

15.   Text Decorations

Text decorations across your site should be used consistently across pages and sections. Designers and developers should use the H1 - H6 tags for properly creating headers.

Text Decoration Guidelines:
15.1.   Only hyperlinks will have an underline - if the text is not a hyperlink, it should not be underlined.
15.2.   Proper use of H1-H6 tags
15.3.   Links correctly identified

16.   Website Sliver

It is mandatory that the Sliver is placed at the top of each site so it appears immediately below the browser toolbar. The Sliver provides access to a directory of State of Arizona agencies, a comprehensive listing of state services, search capabilities across az.gov, and includes legislatively mandated hyperlinks.

Note: The Sliver is automatically installed and activated on all Agency Platform websites. If an agency is not on the Agency Platform, an agency will need to add the Sliver to its site manually.

16.1.   Sliver Requirements
16.1.1.   Sliver installed on site
16.1.2.   The Sliver must be placed at the top of the website in position 0, 0 in the upper left and go 100 percent to the right.

Example:
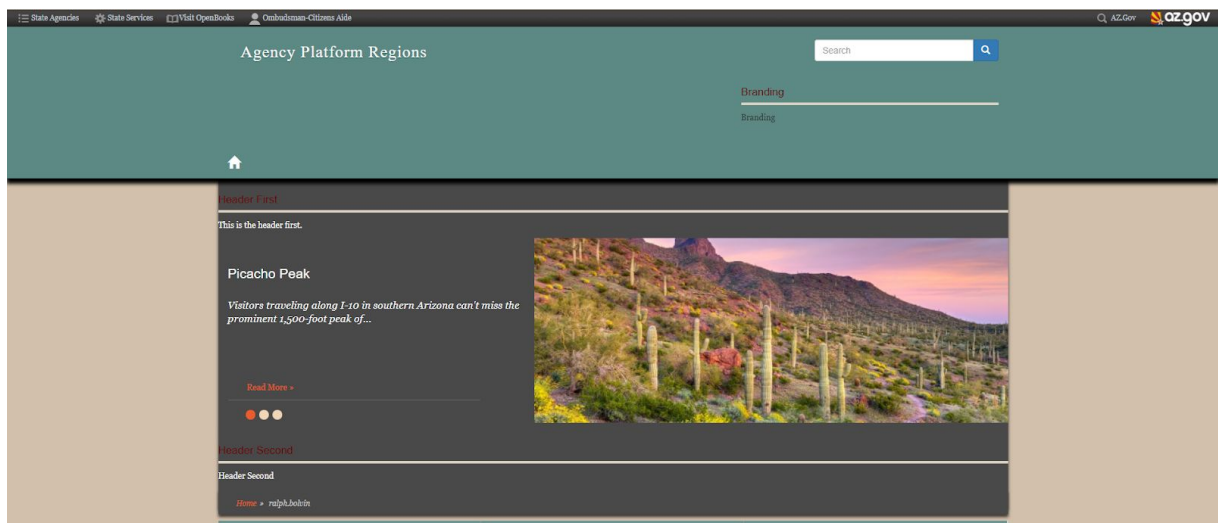
16.2. Installing the Sliver on Non-Drupal Sites

16.2.1. HTML

In the <head></head> section. Copy and paste the following:

<script src="{+}https://static.az.gov/sliver/sliver.js+" type="text/javascript"></script>

16.2.2. PHP

In your index.php paste the following:

echo '<script src="{+}https://static.az.gov/sliver/sliver.js+" type="text/javascript"></script>';

16.2.3. ASP/.Net

Place the following in the head section of your page:

<script src="src="{+}https://static.az.gov/sliver/sliver.js+"type="text/javascript"></script>

17. Agency Contact Footer

Agency contact information should be visible in the footer of every page. If an agency has multiple primary locations and listing a single location would cause confusion, the alternate footer guidelines may be followed.

Agency Contact Footer Guidelines:
The agency footer should include the following elements:

    17.1.   Agency name
    17.2.   Full street address
    17.3.   Email or webform link (in the examples below the words "Contact Us" are linked to a contact form)
    17.4.   Phone
    17.5.   Fax (If used by the agency)
    17.6.   Thumbnail image of the map location or building
    17.7.   Link to the agency location in Google Maps

Agency Platform Theme Examples:
THEME 1:

Contact Us

Arizona Department of Theme 1

400 East Van Buren

Phoenix, AZ 85004

phone: (602) 867-5309

fax: (602) 867-5309

View in Google Maps

THEME 2:

Contact Us

Arizona Department of Template 2

400 East Van Buren

Phoenix, AZ 85004

phone: 602-867-5309

fax: 602-867-5309

View in Google Maps

Alternate Footer Guidelines:

The footer for an agency that has multiple address should include the following elements:

- 17.8. Agency name
- 17.9. Hyperlink to a web page containing the required elements (in the examples below the words "Contact Us" are linked to a contact form)
- 17.10. Main Switchboard Phone Number (If used by the agency)

If not provided in the footer, the Contact Us page must contain the following for each location:

- 17.11. Address
- 17.12. Email or webform link
- 17.13. Phone Number
- 17.14. Fax (If used)
- 17.15. Thumbnail image of the map location or building
- 17.16. Link to the agency location in Google Maps

Agency Platform Theme Example:

18. Agency Platform Standard Themes and Structure
18.1. Arizona Government Theme

Traditional government oriented theme and based off the following keyword concepts:

- Professional
- Simple
- Clean
- Direct
- Easy
- Research-based

Example:

18.2. Branded Government

Marketing oriented and based off the following keyword concepts:
- Commercial
- Exciting
- Engaging
- Thought inspiring
- Story telling
- Customer focused

Example:

18.3. Layout Diagram

The diagram below demonstrates the standard template structure common to both AZ Government and AZ Branded themes details the contents of each region. See the "Optional" section, detailed below, for customization options.

18.3.1. **Sliver:** The sliver provides access to a directory of State Agencies, a comprehensive listing of State Services, search capabilities across az.gov and collects full site analytics.

18.3.2. **Header:** Agencies have the option to upload a logo (maximum width x height is 260px x 80px) or use the State seal and display a site name and slogan.

18.3.3. **Home Page Feature:** Customizable home page slideshow.

18.3.4. **Preface:** The preface highlights important or popular content.

18.3.5. **Main Content:** The standard configuration shown here. Contents displayed in a variety of layouts.

18.3.6. **Footer:** The footer echoes header settings for logo, site name, and slogan. It also contains a utility menu for site map, privacy policy, and a postcard containing agency contact info. "Follow" links contain optional agency social media connections.

19. Iconography

The icon style for agency websites should use one style for the entire site. The style should be clear and viewable on either desktop or mobile devices. The style should be professional and appropriate for the site. The colors of the icons should match the colors of the site and be used in a high contrast manner.

Examples:
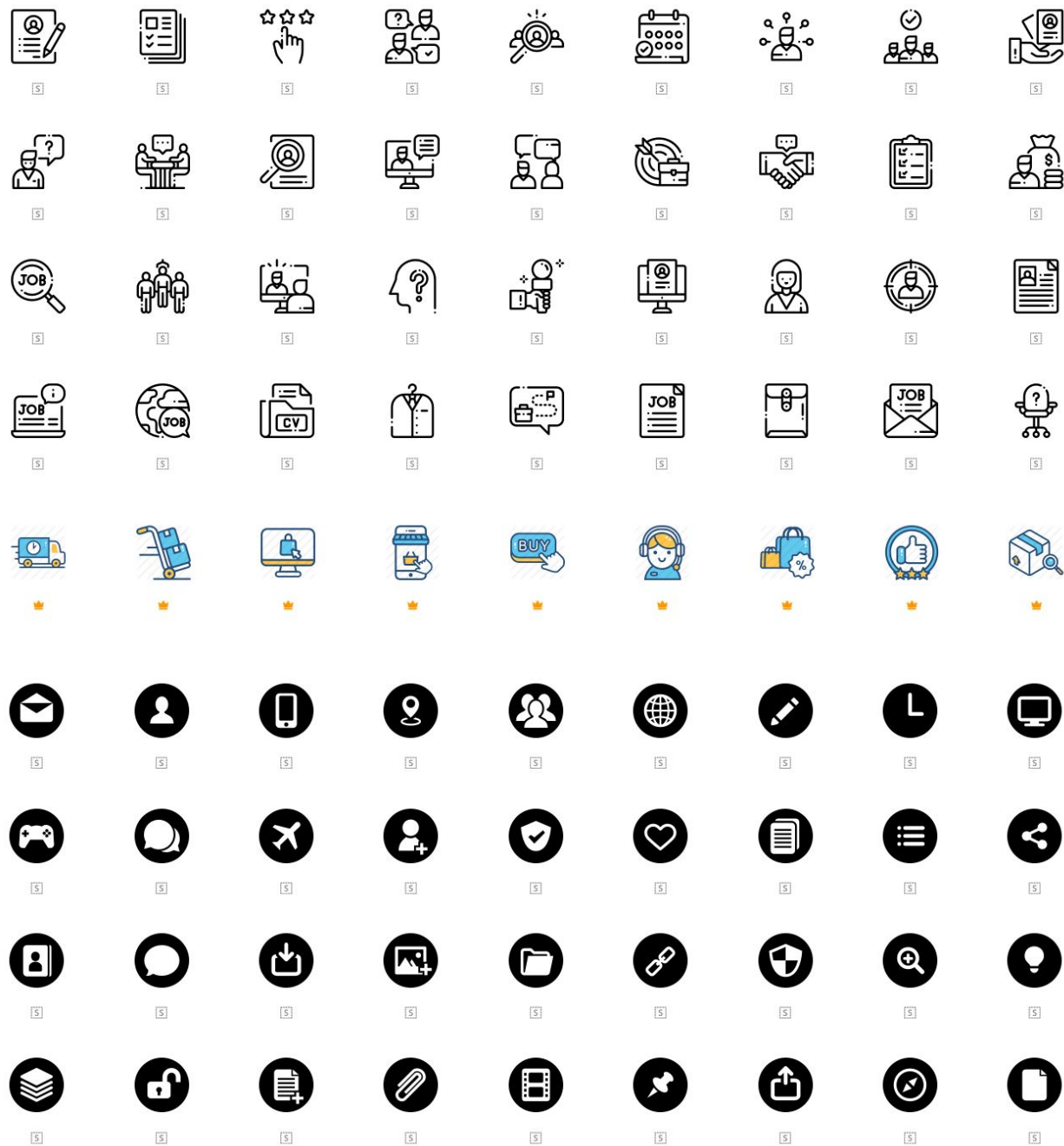
20. Social Media

Social media icons can be added to the page and placed where necessary (the header or the footer are the most common areas.). If you are on Agency Platform we provide a social media module that you can use that has the proper icons to for each platform.

Note: If you chose not to use this or are not on Agency Platform you will need to add the appropriate icon for each platform. You must use an official icon from the platform, you can not alter the icon in any way and the icons must all match in the same style (square, rounded corner, circle, full color or black and white).

Social Media Guidelines:
   20.1.   Appropriate icons used
   20.2.   Consistently styled icons
Examples:

21.   Photography

Photography should be clear and in focus and representing of what you have going on your webpage/site. Photos should either be taken by an Agency representative or from a website where you have obtained the rights to use the photos. You **CAN NOT** use an image straight from the internet - you must obtain the rights to use the image.

Photo Guidelines:

21.1.   All photos used have appropriate use rights

22. Infographics

Infographics are used to keep the branding consistent.

Infographic Guidelines:
22.1. Use existing color palette of your website
22.2. Secondary color palette can be used – but sparingly
22.3. Use web friendly font family
22.4. Use white space for a clean, easy-to-read look
22.5. Use the same style of icons on your website
22.6. Graphs and charts should reflect the icon style

Examples:

23.   Standard Linking Conventions

Linking should be done appropriately. It needs to be not only accessible, but it also needs to be correct based on the type of link used

Note: If you are on the Agency Platform then there are modules setup within the Drupal CMS to handle appropriate linking for you

Linking guidelines:

23.1.   Links to internal pages should open with the same browser window
Example: A new page on your site

23.2.   Links to external pages open in a new browser window or tab
Example: A third party page not on your domain

23.3.   Links to documents open in a new browser window or tab. Always label the link so the viewer knows the link will open a document and not a webpage.
Example: Document download (PDF)

23.4.   Do not use "click here" in a text link. Using a "click here" text link is not informative for user experian and it is not SEO-friendly. Refrain from using it.

23.5.   Text links are required to be identified by being a different color than the paragraph text and it had be underlined.

24. "More" and "Download" Links:

AZ Government AZ Branded themes use different styles of "more" and document "download" links:
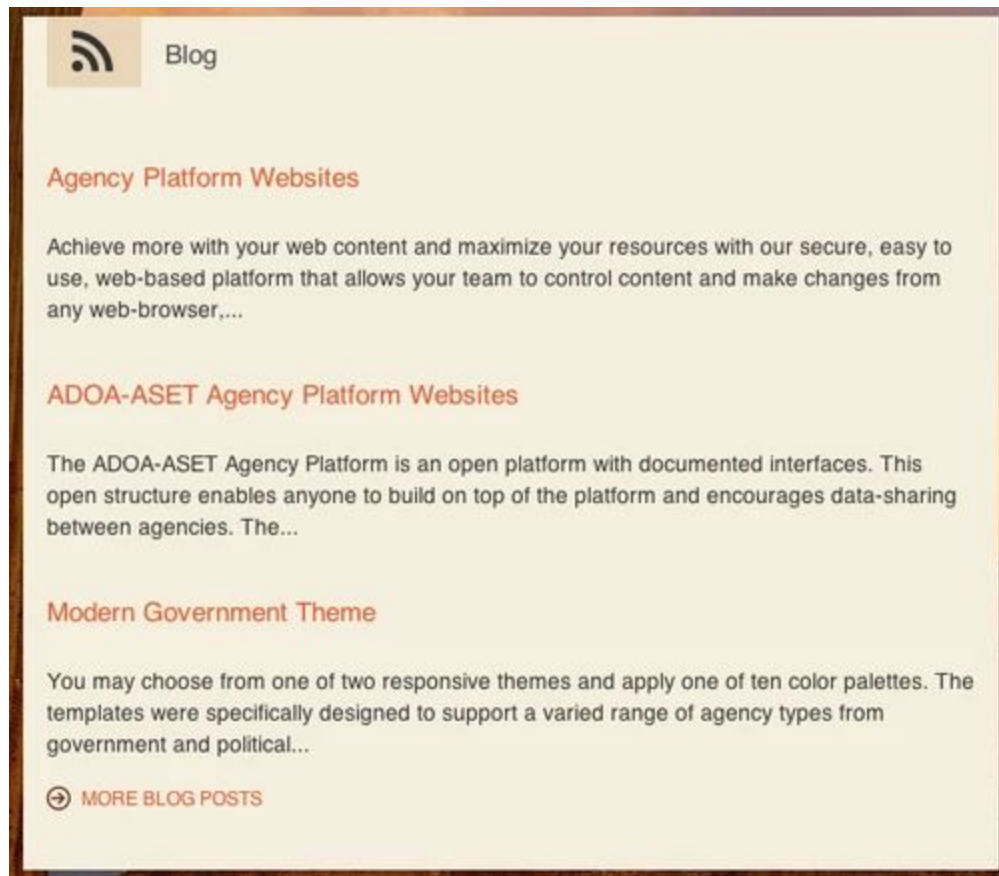
Branded Government uses an arrow graphic before the text link for "more" and "document" links inside the highlight boxes and main content area. The arrow graphic can be colorized to match your site palette using PHP files, which are included with the arrow graphic in the [Graphics Library GitHub download.](#)

AZ Government uses only plain text links in the highlight boxes. It incorporates buttons for both "more" and "document" links within the main content area of the site. The buttons contain a white arrow graphic after the text link.

Branded Government highlight box "more" link example:
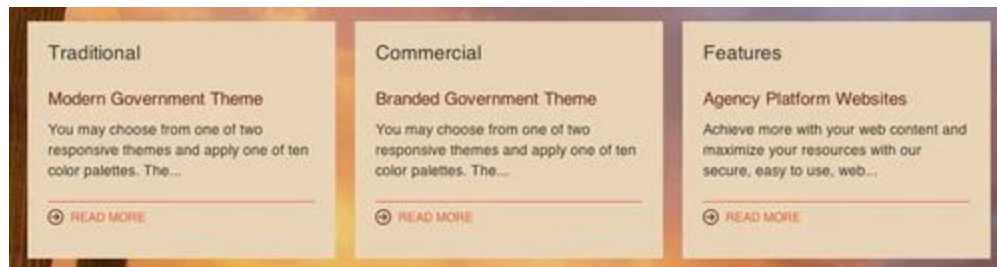
Branded Government main content area "more" link example:

Modern Government highlight box "more" link example:

Modern Government main content area "more" link example:

25. Exceptions

This State of Arizona Website Style Guide was created in accordance with Statewide Policy P1250: Website Design Policy. This guide may be expanded upon or exceptions may be taken by an agency following the below Exception Procedure. Prior to submitting an exception request, agency's should review the following guidelines:

- Existing IT Products and Services
  - BU subject matter experts (SMEs) should inquire with the vendor and the state or agency procurement office to ascertain if the contract provides for additional products or services to attain compliance with PSPs prior to submitting a request for an exception in accordance with the Statewide Policy Exception Procedure.
- IT Products and Services Procurement
  - Prior to selecting and procuring information technology products and services, BU SMEs shall consider Statewide IT PSPs when specifying, scoping, and evaluating solutions to meet current and planned requirements.
- Agencies should not deviate from Style Guide without an approved exception request.
- It is the agencies responsibility to submit requests in advance to allow sufficient time for the approval process.
- A copy of all exception requests along with their disposition will be kept within the ADOA-ASET Service Desk ticketing system.
- Agencies are encouraged to retain copies of exception requests, along with any supporting documentation for specific exceptions, when appropriate.

  25.1. Exception Procedure: To request an exception to any required item in the State of Arizona Website Style Guide, please follow the below procedure
  - 25.1.1. Submit a written request to the Digital Government Program via the ADOA Service Desk Ticket System (servicedesk@azdoa.gov) requesting your exception
  - 25.1.2. The request should include the specific guidelines you are seeking an exception for and the justification for the exception. Include a reference to the appropriate section (i.e. section number and title, page number, etc.). What exception are you proposing? Why is the exception warranted? What compensating controls will you be implementing?
  - 25.1.3. The Digital Government Program Manager will review the request and either approve or deny your request in writing, within the Service Desk Ticket