

**Internal Operations Manual**

**SUBJECT:** DAS Statewide and Internal Policy Development  
**DIVISION:** Operations Division

**NUMBER:** 107-01-090  
**EFFECTIVE DATE:** 12-01-03

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**APPROVED:** Signature on file with the Office of Business Administration

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**POLICY/PURPOSE:** To establish guidelines and provide the process to be followed for creating and revising the Department of Administrative Services (DAS) Statewide and Internal Policies.

**AUTHORITY:** ORS 184.340

**APPLICABILITY:** **DAS Internal Operations Policies:** All Department of Administrative Services (DAS) employees.

**DAS Statewide Policies:** All State Agency Employees

**ATTACHMENTS:** Exhibit A: Sample Policy Format for Statewide Policies

Exhibit B: Sample Policy Format for Internal Operations Policies

Exhibit C: Policy Tracking Form

**DEFINITIONS:** **Policy:** Directives or guidelines, issued by agencies, to direct employees and to apply consistent standards of operation and public policy within state government. These directives support the goals and responsibilities of the issuing agency.

**DAS Internal Operations Policy:** A policy that is usually originated in the Director's Office or the Operations Division and applies to all employees in DAS divisions. Internal Operations Policies are approved and signed by the Assistant Director of DAS.

**DAS Statewide Policy:** A policy that is specific to the regulations of a DAS division, is developed by a DAS division, but applies but to all state agencies and state employees, **e.g.** a policy on the use of state vehicles that has been developed by the Procurement, Fleet and Surplus Services Division.

Statewide policies are approved and signed by the Assistant Director of DAS.

**Divisional Policy:** A policy that is developed in a specific DAS division and applies only to employees of that division These policies are approved and signed by the Division Administrator. They are not required to go through the review process described in this policy. DAS Internal Operations policies and Statewide policies supercede divisional policies.

**Executive Staff:** The Department of Administrative Services Executive Staff includes the Director, Deputy Director, Assistant Director, Agency Administrators, and others designated by the Director.

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**POLICY NAME: DAS Statewide and Internal Policy Development**

**POLICY NUMBER: 107-01-090**

### **Definitions (Continued)**

**Policy Authority:** The individual responsible for drafting new, or revising current policies. This individual possesses the highest degree of knowledge regarding a specific subject or scope of work.

**Policy Coordinator:** Person responsible for facilitating and coordinating the approval process for DAS policies.

**Subject Matter Expert(s):** An individual or group of individuals e.g. board, advisory committee, council, work group, or other interested parties that possess the greatest experience and knowledge to give advice on a specific subject.

### **GUIDELINES:**

- I. DAS Statewide Policies and Internal Policies will be reviewed by Executive Staff, all interested parties including, but not limited to, Subject Matter Experts and Advisory Committee members. *(The Oregon Accounting Manual is of specialized content applying to a specific group, and will be reviewed and approved in a separate auditing process.)*

After approval by the Operations Division Administrator, the DAS Policy Coordinator will send an electronic copy of the policy to Executive Staff members and other interested parties with a request to reply to the DAS Policy Coordinator with comments and recommendations or to direct questions to the policy author.

The DAS Policy Coordinator will present suggested changes to the policy author and discuss possible changes. If significant or controversial changes are suggested, they will be reviewed by the Operations Division Administrator who will decide if the policy will be resubmitted to Executive Staff members for discussion of the suggestions and possible revision of the policy before it is approved and signed.

- II. Final comment and signature approval for all DAS Statewide and DAS Internal Operations Policies will be by the Assistant Director of DAS.
- III. The Office of Business Administration (OBA) Operations Division, is responsible for developing and maintaining a policy review process and for assisting divisions in complying with that process.
- IV. The Office of Business Administration (OBA), Operations Division, is responsible for keeping all original approved, signed policies.
- V. The DAS Policy Coordinator is responsible for the review of proposed or revised policies to ensure consistent style, format, punctuation, spelling and appropriate language in all policy statements, and to make all revisions to the final draft policy.

### **GUIDELINES (Continued)**

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- V. The coordinator keeps on file an electronic copy of existing and draft policies in an easily accessible format; maintains the DAS Internal Operations Manual and a Statewide Policy Manual in which all policies with original signature are filed; distributes an electronic copy of the new or revised signed policy to the appropriate people in each division; maintains an index of all policies that are currently in effect, showing the date of original implementation and the next required review date. Notifies the policy author and division administrator when the policy is due for review and update.
- VI. Policies must be reviewed by the appropriate administrator at least once every two (2) years. Each division must develop a written schedule for accomplishing this review. Review Schedules for each division must be submitted to the DAS Policy Coordinator.

**PROCEDURES:**

<b><u>Step</u></b>	<b><u>Responsible Party</u></b>	<b><u>Action</u></b>
1.	Policy Author	Initiates policy development by drafting a new document or revising an existing policy. Policy must follow all state rules and laws.  Presents the draft policy for review to Subject Matter Expert(s) or other staff who have a direct interest in the policy.
2.	Policy Author and Subject Matter Experts	Reviews and analyzes the policy for content, accuracy and ease of reading.  Discusses ways to improve policy and decide how to resolve issues, if any.  Works together to provide a finalized policy draft.  The Policy Author forwards an electronic copy of the finalized policy draft, with request for Executive Staff review, to DAS Policy Coordinator.
3.	DAS Policy Coordinator	Assigns policy number and expected effective date.  Performs general review for content, grammar, punctuation and style using established DAS formats.  Ensures policy is consistent with statewide policies, rules, and laws.  Edits policy for ease of readability.  Reviews any major edits or suggestions with Policy Author.  Finalizes policy draft. Prepares <i>Policy Tracking Form</i> (Exhibit C) and forwards policy draft and Tracking Form to the Operations Division Administrator for approval to send to Executive Staff for review.

**PROCEDURES (Continued)**

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<b><u>Step</u></b>	<b><u>Responsible Party</u></b>	<b><u>Action</u></b>
4.	Operations Division Administrator	Reviews policy draft. Approves policy for distribution to Executive Staff by signing Policy Tracking Form. Returns policy and form to DAS Policy Coordinator.  <b><u>OR</u></b> Indicates changes and comments. Returns policy to DAS Policy Coordinator for further revision.
5.	DAS Policy Coordinator	Receives documents.  a. If policy is not approved, makes changes as indicated and returns policy to Operations Division Administrator for re-evaluation.  b. When approved, sends electronic copy of policy to each member of Executive Staff and their Administrative Assistant with a request for them to comment on the policy draft and return their suggestions and comments within seven (7) days. <ul style="list-style-type: none"><li>• Suggestions are to be sent by e-mail to the Policy Coordinator.</li><li>• Questions may be directed to the author of the policy.</li></ul>
6.	Executive Staff	Reviews policy for legality, appropriateness and possible conflict with statewide policies.  Forwards comments to the DAS Policy Coordinator or questions to the author of the policy.
7.	DAS Policy Coordinator	Reviews all comments from Executive Staff and discusses with the policy author. Policy Author will share any questions received about the policy. If a more in-depth discussion of issues is necessary, or there are issues to be resolved, consults with the Operations Division Administrator and provides contact information and research assistance to quickly resolve any and all issues.
8.	DAS Policy Author/Operations Division Administrator	Communicates to the DAS Policy Coordinator, any necessary changes from the suggestions and comments resulting from the Executive Staff review. (If no changes go to step 11.)
9.	DAS Policy Coordinator	Makes changes as indicated by Policy Author and Operations Division Administrator.

**PROCEDURES (Continued)**

**Step**   **Responsible Party**   **Action**

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If significant change, prints hard copy of revised policy for Operations Division Administrator to distribute to Executive Staff for final discussion and approval.

**10.** Operations Division Administrator      Reviews changes with Executive Staff and reaches an agreement for content of the final policy.

**11.** DAS Policy Coordinator      Makes suggested changes to policy.  
Removes the word "DRAFT" from the signature line of policy. Prints hard copy.

Writes memo to DAS Assistant Director giving a brief summary of the policy, or if a revised policy, what and why revisions were made'

Resubmits the *Policy Tracking Form*, memo and a hard copy of the final policy, which is ready for signature, to the Operations Division Administrator.

**12.** Operations Division Administrator      Reviews. Approves for signature by DAS Assistant Director.

**13.** Assistant Director of DAS      Reviews, approves and signs policy. Returns to Policy Coordinator.

**14.** DAS Policy Coordinator      Sends electronic copies of approved and signed policy to Executive Staff and the Administrative Assistant for each division. Includes e-mail notice stating that the policy is approved and signed and now may be distributed to appropriate people in each division.

Sends an electronic copy to the DAS Web Page Coordinator to post on the Policy Web Site.

Files signed copy of policy in appropriate DAS Statewide Policy Manual or DAS Internal Operations Manual.

Files draft copies, completed tracking form, suggestion e-mails and other back up in the appropriate file.

Notifies division administrator and policy author when it is time to review and update the policy.

<b>DAS Statewide Policy</b>			
<b>SUBJECT:</b>		<b>NUMBER:</b>	107-00-000
<b>DIVISION:</b>		<b>EFFECTIVE DATE:</b>	00-00-00
<hr/>			
<b>APPROVED: DRAFT</b>			

**Policy Form**

**POLICY/  
PURPOSE:**

Use this template to build a new policy.  
 Press **Ctrl + A** to highlight and select the whole template.  
**Ctrl + C** to make a copy.  
**Ctrl + N** to create a new document, select **Normal**.  
**Ctrl + V** to paste the template into your new document.  
**File / Save As** – Use the policy number (if known).  
 Note: This document is a MS Word Table. To add blank sections (paragraph returns, steps, etc.) chose **Table, Insert Rows**. Use **11 point, Arial** for the font. Always run **Spell Check** from the Tools menu to verify the readability score is no higher than 12.

**AUTHORITY:** *Applicable statutes and regulations*

**APPLICABILITY:** *Who the audience is*

**ATTACHMENTS:** *Forms and other relevant documents*

**DEFINITIONS:** *New definitions not currently in the IOM*

**GUIDELINES:** *List of responsibilities, DAS mandates and criteria*

- I.
- II.
- III.

**PROCEDURES:** *How it is actually done – list of steps*

<b><u>Step</u></b>	<b><u>Responsible Party</u></b>	<b><u>Action</u></b>
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- 1.
- 2.
- 3.

## DAS Internal Operations Policy

**SUBJECT:**

**NUMBER:** DIV 107-00-000

**DIVISION:**

**EFFECTIVE DATE:** 00-00-00

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**APPROVED: DRAFT**

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1.

2.

3.

4.

# Operations Division

## Office of Business Administration

### *Policy Tracking Form*

**Date:** \_\_\_\_\_ **Division:** \_\_\_\_\_

**Policy Name:** \_\_\_\_\_

**Internal Operations Policy**  **Statewide Policy**

Grade Level Readability

Draft to Operations Division Administrator for review \_\_\_\_\_   
Date

Operations Administrator approves draft to send to Executive Staff \_\_\_\_\_   
Initial

Signature \_\_\_\_\_ Date \_\_\_\_\_  
Operations Division Administrator Date

Electronic copy sent to Exec Staff for approval/comments \_\_\_\_\_   
Date

Operations Administrator indicates if significant changes need to be made \_\_\_\_\_   
Date

If significant changes, policy is returned to Exec Staff for discussion \_\_\_\_\_   
Date

Finalize policy; send to DAS Asst. Director for signature \_\_\_\_\_   
Date

Policy is signed and complete \_\_\_\_\_   
Date

Send out for distribution, Web, and file signed copy in book \_\_\_\_\_   
Date