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Revised By:	Fonda Logston	Review Cycle/Date:	10/30/2014
Reviewed By:	Fonda Logston	Reviewing Unit:	ISD Standards Review Committee
Title:	Purpose and Scope of Operating Standards Standard		
Description:	This document defines the purpose and scope of operating standards at OMES/ISD.		

Purpose and Scope of Operating Standards Standard

1. General Statement of Purpose

- 1.1. This document defines the purpose and scope of operating standards developed by and/or for the Office of Management and Enterprise Services / Information Services Division (OMES/ISD).
- 1.2. Operating standards will be developed and published for all areas of the Information Services Division (ISD) providing services to state agencies and customers.
- 1.3. Their primary purpose is to ensure orderly and effective development and implementation of all systems and computer programs, effective and economic processing of data through operations for the preparation of all required output, and effective and consistent performance of business processes.
- 1.4. In addition, operating standards will:
 - 1.4.1. Serve as a major communications tool.
 - 1.4.2. Assure uniformity of operations.
 - 1.4.3. Avoid duplication in publishing procedures.
 - 1.4.4. Serve as a training tool.
 - 1.4.5. Assure adequate documentation.
 - 1.4.6. Reduce maintenance and testing costs.
 - 1.4.7. Aid in revision or redesign of systems and/or programs.
 - 1.4.8. Facilitate audit procedures.

2. Scope

- 2.1. This standard pertains to all standard documents developed by and for OMES/ISD, unless explicitly exempted in this document.

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3. Terms and Definitions

- 3.1. Document – A written dissertation that is used to furnish decisive information. A written composition created with and about an application, which contains certain prescribed elements and information.
- 3.2. Procedure – A series of steps, operations, actions, changes, or functions performed in a specified manner with the objective of producing a particular result.
- 3.3. Process – A set of established methods for conducting the affairs of an organized body such as a business, organization, or government; a set or collection of procedures that achieve a specific task as a way of producing or affecting a desired outcome.
- 3.4. Rule – Any agency statement or group of related statements of general applicability and future effect that implements, interprets, or prescribes law or policy, or describes the procedure or practice requirements of the agency. The term includes the amendment or revocation of an effective rule.
- 3.5. Standard
 - 3.5.1. An acknowledged measure of comparison for quantitative or qualitative value; a criterion; an object that under specified conditions defines, represents, or records the magnitude of a unit.
 - 3.5.2. An acceptable level of achievement though perhaps of less than top quality; a degree or level of requirement, excellence, or attainment.
 - 3.5.3. Commonly used or supplied (standard personal computer configuration).
- 3.6. Standard Operating Procedure (SOP)
 - 3.6.1. A document containing steps, operations or practices that are widely recognized or employed, especially because of their excellence.
 - 3.6.2. The minimum requirement for conducting certain operations.

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4. Operating Standards (Instructions to Staff)

- 4.1. Instructions to Staff - each ISD Unit is responsible for ensuring that rules, policies, and procedures which affect the work of the unit or division are developed and revised based on needs identified as a result of changes in federal regulation, legislative mandate, executive order, or director directive. If the requirement directly affects only ISD staff or describes internal procedures, it is not a rule, but is considered to be Instructions to Staff.
- 4.2. For ISD, Instructions to Staff are often, and necessarily, very detailed and technical. In order to facilitate the dissemination of this highly technical information to the staff for which it is intended, the Instructions to Staff must be separated into more manageable and understandable documents. All standards, processes, and operating procedures will utilize the same basic format unless otherwise exempted.
- 4.3. Instructions to Staff do not necessitate processing through the standards committee. Each ISD unit is also responsible for ensuring regular review and updating of its policy and procedures with minor refinements submitted on a regular basis without prompting by an external source. In order to comply with this, each unit within ISD will be accountable for ensuring regular review and updating of the policies, standards, processes, and operating procedures for which they have been primarily responsible and/or those for which they are the primary architects.
- 4.4. Types of Documentation
 - 4.4.1. The types of documentation developed by and for ISD are numerous and variable. The following types of documents are subject to this standard.
 - 4.4.1.1. Procedures – (See “Standard Operating Procedures” below).
 - 4.4.1.2. Processes – Processes, as defined in the Terms and Definitions, will generally consist of one or more procedures. Each procedure could outline established methods for conducting the affairs of an organized body such as a business, organization, or government; a set or collection of procedures that achieve a specific task as a way of producing or affecting a desired outcome.

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4.4.1.3. Standard Operating Procedures – The documentation of Standard Operating Procedures is vital to producing an organization where processes are uniformly executed and repeatable. The Standard Operating Procedures must be clearly and concisely written and not unnecessarily lengthy. They must provide specific information as to how to perform the subject operation, and may reference other standards by document number and title.

4.4.1.4. Standards – Documenting standards is necessary in order to maintain consistent and quantifiable measures for the quality or degree of completeness attained through the execution of the associated Standard Operating Procedures. A Standard may be referenced by, but must not duplicate the content of a Standard Operating Procedure.

5. References

- 5.1. 01.1.2 Adding Updating or Retiring an Operating Standard
- 5.2. 01.1.3 Standard Format of Standards