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Latest Version:	1.0	Revision Date:	10/30/2013
Effective Date:	12/1/2013	Replaces:	NEW
Revised By:	Fonda Logston	Review Cycle/Date:	Annually
Reviewed By:	Fonda Logston	Reviewing Unit:	ISD Standards Review Committee
Title:	Adding, Updating or Retiring an Operating Standard SOP		
Description:	This document is the operating standard for adding, updating or retiring an operating standard.		

Adding, Updating or Retiring an Operating Standard Standard Operating Procedure

1. General Statement of Purpose

- 1.1. This document is the operating standard for adding, updating or retiring an operating standard for OMES/ISD.
- 1.2. Operating standards may be proposed and/or written by anyone in the division, without regard to whether the material covered is within their particular area of responsibility. Non-ISD personnel, acting on behalf of OMES/ISD in a contract or partnership agreement, may also write standards.
- 1.3. Operating standards will apply to all personnel in the Information Services Division of OMES.
- 1.4. Once a standard is issued, it can only be complied with or appealed, it cannot be ignored without the approval of the State CIO. Even though a standard is under question or has been appealed, it must be complied with until it is retired or modified. The affected units will first review any such proposal.
- 1.5. The submission, review and approval processes are described in this standard.

2. Scope

- 2.1. This standard pertains to new and existing standards developed by and for OMES/ISD, unless explicitly exempted in this document. The review and approval paths for standards are described in this standard.

3. Terms and Definitions

- 3.1. Document – A file that contains information used to make decisions.
- 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.

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3.4. Standard

- 3.4.1. 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.
- 3.4.2. An acceptable level of achievement though perhaps of less than top quality; a degree or level of requirement, excellence, or attainment.
- 3.4.3. Commonly used or supplied.
- 3.5. Standard Operating Procedure (SOP) - A document containing steps, operations or practices that are widely recognized or employed, especially because of its excellence.

4. Process to Create a New Standard

- 4.1. Determine the need for a new standard.
- 4.2. Create the new standard.
 - 4.2.1. This step consists of writing the new standard using the template specified in **01.1.3a Standard Template.**
- 4.3. Review in Affected Units.
 - 4.3.1. The first opportunity to review a proposed standard should be in the units that will be affected by the standard.
 - 4.3.2. This review should focus on the technical issues and practical aspects of implementing the standard.
 - 4.3.3. Any discrepancies identified by the reviewing unit must be rectified through consultation with the author.
- 4.4. Submit Standard to the Project Management Office's Technical Writer.
 - 4.4.1. Once the standard has been approved by the affected units, it should be attached to the IT Standard request type (SoOK – IT Standards) created within the PPM Tool.
 - 4.4.2. The PMO's Technical Writer will assign the standard a category and number.

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4.5. Information Services Division Review.

4.5.1. Once the standard has been assigned a category and a number, the Technical Writer will submit the standard to the State CIO Wiki for a two-week review.

4.5.2. The Technical Writer will gather all comments and suggestions.

4.6. Technical Standards Committee Review Meeting.

4.6.1. Once the two-week Wiki review is complete, the Technical Writer will submit the standard and collected comments to the ISD Standards Review Committee.

4.6.2. Every two weeks, the ISD Standards Review Committee will meet to review and vote on any new, updated, or retiring standards. The author of any standards up for review will be invited to this meeting.

4.6.3. The ISD Standards Review Committee will review the standards and comments, and then either approve or deny a standard.

4.6.4. If the standard is approved, the Technical Writer will publish the new standard at the following locations: *J: < Function < ISD Operating Standards* and the ISD Process Library (<http://eclipse.omes.ok.gov/>). A weekly notification is sent out to all ISD personnel, informing them of any Standards that have been approved or that have been posted to the Wiki for review.

4.6.5. If the standard is not approved, the Technical Writer will not publish the standard. The committee may provide suggestions to the standard, and the author will have the opportunity to edit the standard and resubmit.

5. Process to Update a Standard

5.1. Determine the need for an update to a standard.

5.2. Update the standard.

5.2.1. This step consists of saving a separate copy of the standard, and then editing it using the template specified in **01.1.3a Standard Template**. All changes should be identified and tracked using the tracking method within Microsoft Word.

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5.3. Review in Affected Units.

5.3.1. The first opportunity to review an updated standard should be in the units that will be affected by the standard.

5.3.2. This review should focus on the technical issues and practical aspects of implementing the changes to the standard.

5.3.3. Any discrepancies identified by the reviewing unit must be rectified through consultation with the author.

5.4. Submit Standard to PMO's Technical Writer.

5.4.1. Once the changes to the standard have been approved by the affected units, a CRM Case should be created with the updated standard attached to the case.

5.5. Standards Review Committee Meeting.

5.5.1. Once the updated standard has been received, the Technical Writer will submit the standard to the ISD Standards Review Committee.

5.5.2. The ISD Standards Review Committee will review the standards and comments, and then either approve or deny the standard.

5.5.3. If the updated standard is approved, the Technical Writer will publish the new version of the standard and a notification will be sent out to all ISD personnel.

5.5.4. If the changes to the standard are not approved, the Technical Writer will not publish the updated standard. The committee may provide suggestions to the standard, and the author will have the opportunity to edit the standard and resubmit.

6. Process to Retire a Standard

6.1. Determine the need to retire a standard.

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6.2. Review in Affected Units.

6.2.1. The first opportunity to review the need to retire a standard should be in the units that will be affected by the standard.

6.2.2. This review should focus on the technical issues and practical aspects of retiring the standard.

6.2.3. Any discrepancies identified by the reviewing unit must be rectified through consultation with the author.

6.3. Submit Standard to the PMO's Technical Writer.

6.3.1. Once the standard has been approved to be retired by the affected units, it should be updated in the PPM Tool.

6.4. Standards Review Committee Meeting.

6.4.1. Once the standard has been received, the Technical Writer will send the standard and collected comments to the ISD Standards Review Committee.

6.4.2. The ISD Standards Review Committee will review the standards and comments, and then either approve or deny the retirement of the standard.

6.4.3. If the standard is approved to be retired, the Technical Writer will retire the standard and send out a notification to all ISD personnel.

6.4.4. If the standard is not approved to be retired, the Technical Writer will not retire the standard.

7. Roles and Responsibilities

7.1. Author, Editor

7.1.1. Writes the standard in accordance with established OMES/ISD operating standards.

7.1.2. Coordinates the review with affected unit(s).

7.1.3. Attends the ISD Standards Review Committee meeting when needed.

7.2. Affected Unit - Reviews and approves proposed standards documents.

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7.3. Technical Writer

- 7.3.1. Coordinates all standards.
- 7.3.2. Assigns category and number to new standards.
- 7.3.3. Collects all standard comments and suggestions.
- 7.3.4. Attends ISD Standard Review Committee Meetings.
- 7.3.5. Notifies standard authors of progress.

7.4. ISD Standards Review Committee Member

- 7.4.1. Attends ISD Standards Review Committee Meetings.
- 7.4.2. Reviews new, updated and retiring standards.
- 7.4.3. Shares updated standards with their respective areas.
- 7.4.4. Collects and reviews comments from their respective areas.
- 7.4.5. Passes valid comments to the Technical Writer.

8. Limitations or Implementation Notes

- 8.1. This documentation standard does not apply to Applications, Training Guides, or User Guides.

9. References

- 9.1. 01.1.2a Creating a New Standard Flow Chart
- 9.2. 01.1.3 Standard Format of Standards
- 9.3. 01.1.3a Standard Template