

STATE OF ALASKA
DEPARTMENT OF ADMINISTRATION
DIVISION OF PERSONNEL/OEEO

STANDARD OPERATING PROCEDURE

I. STANDARDS FOR PREPARING STANDARD OPERATING PROCEDURES

A. Purpose

The purpose of this Standard Operating Procedure (SOP) is to provide guidelines for Division of Personnel/OEEO staff in preparing, numbering, and distributing the division's SOPs.

B. Scope

1. SOPs are written to provide consistent procedures for accomplishing personnel functions.
2. Other methods are used by the division to disseminate information. For example, personnel numbered memoranda establish policy or announce changes in policy. These memoranda are of a more permanent nature than unnumbered personnel memorandums. Unnumbered personnel memoranda addressed to all human resources managers are used to provide information, explain bargaining agreement changes, and interpret regulations.

C. Authority

1. Appropriate authority must be cited such as bargaining unit agreement articles, personnel rules, statutes, and personnel numbered memorandums to direct users to the sources and authorities used in writing the procedure.

D. Procedure

1. Format:

- a. All division SOPs will be prepared in the outline format exemplified by this SOP.
- b. The first page of each SOP will be headed with:

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Department of Administration
Division of Personnel/OEEO
Standard Operating Procedure

- c. The title of the SOP is contained in the roman numeral heading for each SOP. The title used should briefly and accurately identify the content of the SOP. SOP titles will be used to prepare a table of contents for the SOP manual. Each major topic within the scope of the title will be

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assigned a capital letter.

- d. The date the SOP was written or revised will appear at the bottom left-hand corner of each page of the SOP.
- e. The bottom center of each page shows the functional area of the SOP subject.
- f. The SOP page number is shown in the bottom right-hand corner of each page.

2. Content (external SOPs)

- a. External SOPs are written to provide guidelines and references for other operating agencies as well as this division. These procedures will be used by departmental and human resources staff as well as managers and staff at all levels throughout State government who are responsible for some part of human resource management. It is important then that our procedures are written in an easily understood, logical sequence for these users.
- b. The division's external SOPs will contain the information necessary for agency personnel to correctly complete the subject process. Details such as the specific person or position in this division to carry out subsequent tasks will not be relevant for these users and are more appropriate for internal SOPs.
- c. Attach addenda to SOPs when appropriate. Addenda may consist of forms, examples, or relevant correspondence. Addenda should be referenced in the text of the SOP and should be numbered and attached in the sequence in which they are referenced.

3. Content (internal SOPs)

- a. Internal SOPs are written to provide instruction on specific tasks for use by Division of Personnel/OEEO staff.
- b. Since these procedures will be used as references or desk manuals, they should be written in a sequence and style that will best aid the individual performing the task. Sufficient detail should be included to cover all necessary steps of the task.
- c. Attach addenda to SOPs when appropriate. Addenda may consist of forms, examples, or relevant correspondence. Addenda should be

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referenced in the text of the SOP and should be numbered and attached in the sequence in which they are referenced.

4. Numbering
 - a. The Audit Unit is responsible for assigning SOP numbers.
 - b. SOPs will be numbered as shown below:

| Number Corresponding to Functional Area | Roman Numeral Corresponding to Title | Page Number |
|--|--|-------------|
| XX | XX | XX |

- c. Numbers assigned to functional areas are given below:

| <u>Number</u> | <u>Functional Area</u> | <u>SOP Page Numbers</u> |
|---------------|----------------------------------|--------------------------|
| 01. | Recruitment | 01-I-01 through 01-XX-99 |
| 02. | Public Services | 02-I-01 through 02-XX-99 |
| 03. | Application Processing and Files | 03-I-01 through 03-XX-99 |
| 04. | Examining | 04-I-01 through 04-XX-99 |
| 05. | Certifications | 05-I-01 through 05-XX-99 |
| 06. | Employee Records | 06-I-01 through 06-XX-99 |
| 07. | Classification | 07-I-01 through 07-XX-99 |
| 08. | Test Development | 08-I-01 through 08-XX-99 |
| 09. | Audit | 09-I-01 through 09-XX-99 |
| 10. | Productivity Improvement | 10-I-01 through 10-XX-99 |
| 11. | Cross Functions | 11-I-01 through 11-XX-99 |
| 12. | Director's Office | 12-I-01 through 12-XX-99 |

5. Addenda are simply lettered in the sequence in which they are attached, i.e., Addendum A, and are page numbered as shown on Addendum A.
6. Internal SOPs are numbered in the same manner as external SOPs and are prefixed by (D) for division, for example (D) 05-I-01. Internal SOPs will be kept and numbered separately from external SOPs. Internal SOPs are printed on green paper.
7. Distribution for external SOPs:

External SOPs will be distributed by the Audit Unit in Juneau.
Distribution will be made by a transmittal memorandum in the format

Standard for Preparing Standard Operating Procedures

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illustrated by Addendum A to the following SOP manual holders:

Director, Division of Personnel/OEEO

**All professional and technical positions in the Merit System
Section, Division of Personnel/OEEO (28)**

**Manager, Office of Equal Employment Opportunity (Anchorage),
Division of Personnel/OEEO**

Record Unit, Division of Personnel/OEEO

**Personnel Assistant, Labor Relations Section, Division of
Personnel/OEEO**

Ombudsman's Office (4)

All Human Resources Managers (15)

Department of Corrections (extra 3)

Department of Transportation and Public Facilities (extra 4)

TOTAL (58)

8. Distribution for internal SOPs

Internal SOPs will be distributed by the Audit Unit in Juneau.
Distribution will be made by a transmittal memorandum in the format
shown by Addendum A to the following SOP Manual holders:

Director, Division of Personnel/OEEO

All professional and technical positions in the Merit System
Section, Division of Personnel/OEEO (28)

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(Anchorage), Division of Personnel/OEEO

Record Unit, Division of Personnel/OEEO

Personnel Assistant, Labor Relations Section, Division of
Personnel/OEEO

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ADDENDUM A

MEMORANDUM

State of Alaska
Department of Administration

To: SOP Manual Holders

Date: August 01, 1988

From: _____

Phone: 465-4430

Director
Division of Personnel/OEEO
Department of Administration

Subject: Standard Operating Procedures Manual Revisions

Attached are approved updates/addenda to the Division of Personnel/OEEO Standard Operating Procedures Manual. Please make these changes to your copy promptly.

| <u>Remove these pages</u> | <u>Dated</u> | <u>Insert these pages</u> | <u>Dated</u> |
|----------------------------|--------------|--|--------------|
| 01-I-5 through 01-I-10 | 06/15/88 | 01-I-5 through 01-I-10 | 08/01/88 |
| 02-III-6 | 07/01/88 | 02-III-6 | 08/01/88 |
| 02-III-1 through 02-III-11 | 06/15/88 | 02-III-1 through 02-III-11 | 08/01/88 |
| 05-IV-13 through 05-IV-14 | 06/15/88 | 05-IV-13 through 05-IV-14 Addendum 09-I-A | 08/01/88 |

Please retain this transmittal in your SOP manual.

Attachments