

## PROCEDURE OVERVIEW

Policies and Procedures require periodic and event driven review to reflect the current guiding principles and practices within the Engineering Department. This procedure establishes the criteria and activities to be performed by the Policy or Procedures Owners to maintain their documents.

Both the Owner and Engineering Department Senior Management will review each Policy and Procedure at least annually. The review will affirm that the policy or procedure accurately reflects current condition and incorporates known changes that will be rolled out in the department.

All Policies and Procedures shall be reviewed and updated within 3 months of any major organizational change (acquisition, merger, reorganization, etc.). Engineering Department Senior Management shall notify all document owners that an event driven review is to be conducted. Event driven reviews will be conducted as a project and as such will be assigned a project manager to monitor and report progress.

**Procedure Owner: Chief Technology Officer**

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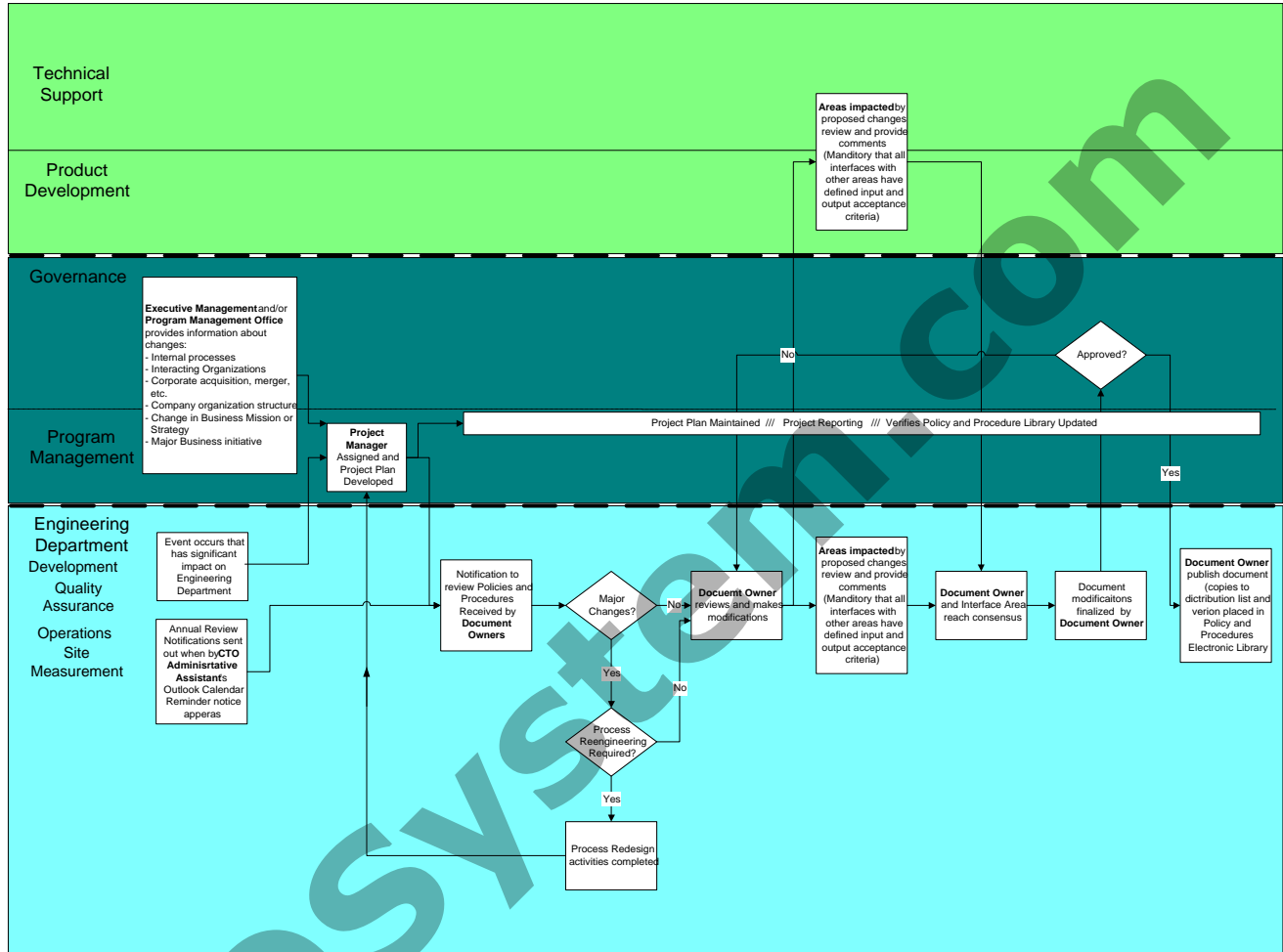
**Revision History**

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Description</b>

**Distribution List:**

- CTO, Engineering Department
- Director, Operations, Engineering Department
- Program Manager, Engineering Department
- Quality Assurance Manger, Engineering Department
- Director, Sustaining Maintenance, Engineering Department
- Manager MIS, Engineering Department

## Procedure Process Flow



### Review Criteria

Policies and Procedures require periodic and event driven review to reflect the current guiding principles and practices within the Engineering Department. Therefore, the following schedule shall be observed.

Description	Policies	Procedures
Annual Review	4 <sup>th</sup> Quarter	1 <sup>st</sup> Quarter
Event (announcement)	With 3 Months	With 3 Months

### Annual Review

The **CTO's Administrative Assistant** will enter into MS Outlook the annual review start date for both Policies and Procedures. On the start date, s/he will forward an e-mail to each document owner notifying them that the annual review has begun (see Appendix 1 – Notification e-mail Template). The **CTO's Administrative Assistant** will send follow-up notices on the first day of the third month. The **CTO** will ensure that all Policies and Procedures are updated in accordance with this schedule.

### Event Driven Review

**Executive Management** provide corporate announcements, any of which may have a significant impact on the Engineering Department. Each event having a significant impact on the Engineering Department shall trigger the immediate review and modification of Policies and Procedures. **Engineering Department Senior Management** will lead the interpretation and necessary response to each announcement.

**Engineering Department Senior Management** or **Program Management Office (PMO)** will provide to the Document Owner information about changes in:

- Internal Processes;
- Interacting Organizations;
- Corporate Acquisitions, Mergers, etc.;
- Organization Structure;
- Change in Business Mission or Strategy; or
- Major Business Initiative.

*Note: It is recommended, by not mandatory, that Policies and Procedures be reviewed whenever a Document Owner changes. The time frame would follow that of any event driven review.*

Event driven reviews will be handled as any other project within the Engineering Department. Project Management will be used. The **Project Manager** will establish a project plan and the project infrastructure to ensure plan maintenance and reporting are timely and accurate. The **PROGRAM/PROJECT MANAGEMENT** procedure will be followed in these cases.

### Review and Update

Each Policy and Procedure has a **Document Owner**. The document owner is stated just prior to the Table of Contents in each Document. (see Appendix 2 – Policy and Procedure Document Owners)

The **Document Owner** is responsible for the review, consensus reaching, document approval and document publication. These responsibilities require the **Document Owner** to:

1. Review documents in light of the current (and known pending changes to) Corporate and Engineering Department environments, and identify inconsistencies and/or inaccuracies.
2. Analyze each exception as to its impact to the underlying activities that the document addresses. Major/significant impacts to the organization or an individual policy or procedure may require a process reengineering effort prior to moving forward to update a document.
3. Review the distribution list and modify as necessary to reflect the current structure of the organization.
4. Prepare proposed modifications for review and comment by those areas that are impacted by the policy or procedure.
5. **Document Owner** distributes the document to all **Impacted Areas**.
6. **Impacted Areas** review and comment on the document. Each input and output between areas is defined in detail as to the acceptance criteria. This acceptance criteria

will be used, when applicable, as the requirement(s) for passing through a SDLC Business Gate.

7. **Document Owner** reviews the **Impacted Areas'** comments.
8. **Document Owner** works with **Impacted Areas** to reach consensus on input and output acceptance criteria.
9. *Note: In cases where consensus can not be reached and the issues are technology based, the CTO shall arbitrate a resolution.*
10. **Document Owner** completes modifications to finalize the document
11. **Engineering Senior Management** reviews the document
  - **Approved – Document Owner** publishes the document to the Policy and Procedure Electronic Library and distributes the document to individuals/titles listed within the Revision History section of the document.
  - **Rejected - Document** is returned to the **Document Owner**, who repeats steps 4 to 11.
12. **Program Management** or **Project Manager** verifies that the electronic version of the document is located in the Policy and Procedure Electronic Library and accessible to Engineering Department Staff.

### Policy and Procedure Electronic Library

The Policy and Procedure Electronic Library is located on the SDLC Network. It is read only to all staff. Program Management has responsibility for version control. Therefore, only Program Management staff shall have write access to the library.

### Version Control

A Policy and Procedure file will have the same name as the policy or procedure it represents. Version numbers will be used for documents under review. Any document removed from the Policy and Procedure Electronic Library will start with version 1. The version number will be incrementally increase with each revision.

Approved documents will be renamed to the same name as the policy or procedure it represents with the MMDDYY appended to the end of the file name.

Example:

Drafts Version	Document Governance V1.doc
Approved Version	Document Governance 040500.doc

### Forms

- None Known

### EXCEPTIONS

- None Known

**AFFECTED/RELATED PROCEDURES**

- Program/Project Management

**TOOLS/SOFTWARE/TECHNOLOGY USED**

- MS Word
- Visio

**APPENDIX**

Appendix 1 – Notification e-mail Template

Appendix 2 – Policy and Procedure Document Owners

**Appendix 1 – Notification e-mail Template**

***Annual Review:***

The Annual Review of SDLC.com Engineering Department Procedures has begun. As the owner of one or more procedures you are required to complete a review and make necessary modifications following the Document Governance Procedure. All reviews are to be completed on or before 12/31 (for Policies or 3/31 for Procedures).

Procedure Owner List:

***Event Driven Review***

The \_\_\_\_\_ event has triggered a review of SDLC.com Engineering Department Policies and Procedures. As the owner of one or more procedures you are required to complete a review and make necessary modifications following the Document Governance Procedure. All reviews are to be completed on or before (date – 3 months from date of notification).

Procedure Owner List:

**Appendix 2 – Policy and Procedure Document Owners**

	Owner
<b>Policy</b>	
SDLC	
SLA	
Operations Maintenance & Support	
<b>Procedure</b>	
<b>Program/ Project Management</b>	
<b>SDLC</b>	
Release Planning	
Business Requirements	
Detailed Design	
Development	
Quality Function	
Deployment and Post Implementation	
AdHoc Reporting	
Training & Documentation	
<b>Operations</b>	
Configuration Management	
Security Administration	
Site Monitoring and Problem Management	
Incident Tracking	
Procurement	
Capacity	
Asset Management	
<b>Strategic Planning</b>	
<b>Service Level Agreement</b>	