

<b>STATE OF ALASKA</b> <b>DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS</b> <b>STANDARD OPERATING PROCEDURES</b>	<b>NO</b>	<b>PAGE</b> 1 of 2
	<b>ISSUED</b> August 8, 2005	<b>EFFECTIVE</b> Upon Issuance
<b>SUBJECT</b> <b>General Administrative Procedures</b>	<b>APPROVED BY:</b> //signed//	
<b>CHAPTER 1</b>	Craig E. Campbell Commissioner	

**PURPOSE:**

The purpose of this document is to provide the guidelines and administrative procedures for the preparation and issuance of "Standard Operating Procedures" (SOP) within the Department of Military and Veterans Affairs (DMVA).

**DISTRIBUTION:**

All DMVA Divisions

**AUTHORITY:**

DMVA's SOPs augment but do not replace any pre-existing State of Alaska statutes or regulations, the requirements of the Alaska Administrative Manual or any other State of Alaska protocols or procedures.

**DEFINITION:**

Standard Operating Procedures (SOPs) - documents which describe the regularly recurring operations relevant to the day to day operations of DMVA.

**POLICY:**

The procedures outlined in the DMVA SOPs are a compulsory instructions. Deviations from these instructions are allowed only if the procedure fully complies with the purpose and intent of those procedures contained in the SOPs. For example, divisions may develop and use their own Training Request Form rather than the Sample provided in the SOP as long as the Division form contains at a minimum the same information required by the SOP.

**PROCEDURE:**

1. SOPs define roles for key individuals and functions, provide the tools needed to do the job, build and make explicit our knowledge base for managers, supervisors and staff, and codify procedures and practices through a continuing dialogue with all parties involved. They are the DMVA working standards or more simply put they are how do we get things done.
2. Each SOP should be as complete and concise as possible covering all aspects of the SOP subject covered. Standard Operating Procedures should be prepared by the individual or individuals most closely involved in or responsible for the function or functions about which the

SOP is written.

3. All DMVA SOPs should at least:

- a. describe the topic's purpose
- b. state the authority (Statute, regulation etc.) which is the basis for the SOP
- c. provide procedures to follow, usually including supervisory and staff roles
- d. give links to more detailed background information and regulations on the topic
- e. provide sample of any required forms, letters etc.

4. Unless otherwise approved by the Director of the Division of Administrative Services all DMVA SOPs will be prepared in the same format as this document. Prior to issuance each new DMVA SOP will be provided to the Department's Division Directors for their review and comment.

### **Annual/Periodic Reviews**

1. All SOP's should be reviewed annually. This review must be completed within the SOPs anniversary month. Reviews will not exceed two years from the date the SOP was issued. Periodic reviews may be conducted at other times as needed to insure the accuracy and currency of the SOP to include content and updated signatures. The DMVA SOP Administrator will notify the individual responsible for review an SOP via email when a review is required.

2. Reviews will be documented on the reverse side of the master copy of each SOP and will indicate:

- a. Type of review (Annual or Periodic)
- b. Date Review Completed
- c. Name of Reviewer
- d. That the SOP is current and essential or that it requires change/revision

3. Revisions to SOPs should be completed whenever required but NLT 60 days after the SOPs anniversary date.

4. Recommended changes to current SOPs or recommendations for new SOPs may be made by any DMVA employee. These recommendations should forwarded to the Director of Administrative Services for review and/or implementation as needed.

### **RESPONSIBILITIES:**

1. The Director of the Division of Administrative Services (DAS) is responsible for overseeing the publication and distribution of all DMVA SOPs.

2. The Division of Administrative Services Administrative Manager will act as the department SOP Administrator. The SOP Administrator will:

- a. Ensure annual reviews are completed and properly documented
- b. Edit the new SOPs in draft form and provide.
- c. Prepare SOPs in final form and forward to the Commissioner for signature through the DAS Director