Report on Department Policy

Department: <u>Department of Transformation and Shared Services</u>

Secretary: <u>Amy Fecher</u>

The primary purpose of this report is to review existing policies and prompt an analysis of the opportunities for the integration of division policies within your department for standardization. An analysis of *policies* should consider all relevant factors including outdated processes, duplication across divisions, unique requirements, and opportunities for standardization. This analysis should take a holistic approach for developing action plans to deliver efficiency and effectiveness improvements while maintaining standardization across the Department.

Policy Integration Project

    1.1. Provide a brief description of integration opportunities across divisions for policy standardization at the department level where practicable. What is the action plan for integrating policies? What are the benefits?

Create a One TSS Employee Handbook for all TSS employees and create essential and uniform policies for TSS.

Action Plan:
1. Create a single point of reference for all TSS employees, new and existing, on organizational structure, departmental and statewide policies, and hiring guidelines.
2. Evaluate the need for statewide policies and develop the policies as needed.
3. Create and implement twelve (12) newly standardized, uniform TSS policies.
   - <u>Code of Ethics</u>: A policy that creates and maintains a culture of integrity.
   - <u>Background Check Policy</u>: A uniform policy would not only ensure the integrity of state-owned assets but create a pathway for those in certain classifications who may have previously been unable to serve the citizens of this state.
   - <u>FOIA Policy</u>: A policy that facilitates timely, accurate responses to requests for public records.
   - <u>Hiring Policy</u>: A policy that would develop a robust review to identify needs, build processes that promote hiring the best available talent, and communicate the Department's values while helping implement a service-minded culture.
   - <u>Signature Authority Policy</u>: A policy to ensure that appropriate and authorized individuals grant approvals or commit TSS resources.
   - <u>Vehicle Policy</u>: A policy to provide clarity in implementing vehicle management strategy, utilizing resources effectively, and maintaining the vehicle fleet.
   - <u>Disciplinary Policy</u>: A uniform disciplinary policy would allow for consistency across the Department allowing for swift problem resolution.
   - <u>Grievance Policy</u>: A policy that would develop procedures for filing and adjudicating grievances and rules for appeals.
   - <u>Sexual Harassment Policy</u>: A policy concerning sexual harassment (Title VII of the Civil Rights Act of 1964).
   - <u>Social Media Policy</u>: Social media is a valuable tool for providing information, promoting awareness of services, and engaging with the public. With social media use becoming increasingly common, there is an expectation that when using social media, employees conduct themselves in a manner consistent with their function and role as government employees.
     - Would cover three areas with a safeguard to prevent unreasonable encroachment on the rights of employees: (1) Official, (2) Personal, and (3) Employment-Related Use.
   - <u>Technology and Internet Usage Policy</u>: With the reliance on technology in the workplace, protection of citizen assets has become a serious concern. Currently, DIS has policies and standards on security, technology use, software and applications, email and Wi-Fi access, data privacy, and encryption requirements; however, all of these could be addressed more effectively and more efficiently in a single TSS-wide policy.

- **Travel Policy**: To define responsibilities and expectations for travel and reimbursements for departmental and state-government-related employee travel.

Benefits:
- Familiarizes employees, new and existing, to the culture, mission, and values of TSS.
- Guarantees policies are consistently available to all employees of TSS.
- Establishes uniform, well-defined policies for all TSS employees.
- Reduces risk by ensuring compliance with federal and state laws.
- Eliminates the inconsistency of application of differing policies at the division level.

1.2. *What steps will you take to gather the necessary information to determine whether division policies can be integrated? Address any key division requirements preventing policy integration if applicable.*

- Step One: Identify duplication and areas of need across all TSS divisions.
- Step Two: Develop, implement, and distribute employee handbook.
- Step Three: Meet with other department stakeholders to determine where policies may be standardized.
- Step Four: Create a policy working group for policy implementation.
- Step Five: Implement new policies.
- Step Six: Effectuate new policies and handbook into the Orientation and Onboarding Process.

1.3. *Are there any anticipated costs associated with revising and standardizing policies? Does your current budget have sufficient funds to cover all anticipated costs?*

- No additional resources needed.
- No anticipated additional cost.

1.4. *What is the implementation timeline and key action steps for this policy roll-out? How will you communicate this timeline and policy roll-out to division stakeholders?*

- Winter 2019/2020: Identify duplication and areas of need across all TSS divisions. Begin development of one handbook for TSS. Create a policy working group for implementation and creation of policies.
- Spring 2020: Meet with department stakeholders to determine where policies can be standardized.
- Summer 2020: Implement one handbook for TSS.
- Fall/Winter 2020: Implement new policies. Effectuate new policies into the Orientation and Onboarding Process.

1.5. *How could the Department of Transformation and Shared Services provide support to your Department?*

- Not applicable.

Additional thoughts/comments: