

SUBJECT: Document Development and Management	Effective Date: 12/3/18	Procedure Number: FS 2018 FS0035	
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	Responsible Authority: Associate Vice President for Administration and Finance (Facilities & Safety)		

APPLICABILITY/ACCOUNTABILITY:

This procedure applies to all Facilities & Safety (F&S) employees responsible for document development, release, or management. The procedure applies to documents covered by F&S policy FSP 2018 FS0020, Document Management System.

PROCEDURE STATEMENT:

This procedure defines the requirements for creating and maintaining F&S policies and procedures using a standardized document management system. The document system includes templates for development of policies, procedures, handbooks, manuals, etc.; review and approval process; release and posting process; revision updates and version control; storage; and archiving.

DEFINITIONS:

Department Administrator: Department point of contact for policies and procedures.

Department procedure: A procedure with actions or activities that reside within a single department.

Document Administrator: F&S point of contact for F&S and UCF policies and procedures.

Document change table: A table at the end of the document that summarizes changes made to the document between each version.

Form: A logical, structured document designed for capturing data elements and communicating information as required by a process, procedure, or other work instruction.

Guides: An informal document that provide rule sets for activities; does not necessarily follow a required format or template.

Handbook: A document that describes the philosophy, history or other background information that aids in understanding the full scope of the department. May include a manual.

Instruction: A document that describes the specific steps to complete an action. Instructions have a narrow scope and usually a narrow use.

Manual: A step-by-step guide to a particular topic that can also serve as a reference book.

Policy: A guiding principle used to set direction under a given set of circumstances, which guides decision-making within the framework of objectives, goals, and management philosophies.

Procedure or Standard Operating Procedure (SOP): A document that outlines how to carry out a specific work process or activity.

Process Document: For ease of reading, in this procedure, ‘process document’ will mean a F&S policy, procedure, template, guide, manual, handbook, instruction, SOP, program, or form.

Program: A document that describes a planned series of actions with responsibility to achieve a result.

Reference Documents: Other documents that may need to be altered if the current document is revised, or supplement the procedure. Changes to reference documents may drive a change to a F&S document.

Templates: A standardized format used to create documents such as and procedures. Other document types may use any format suitable for the topic and audience.

Roles and Responsibilities

1. Document Administrator

The Resource Management (RM) Document Administrator serves as the point of contact for F&S policies, procedures, manuals, guides, forms, or templates from initial draft, review, approval, release, and storage. Duties include:

- a. Create and maintain F&S policies, procedures, manuals, guides, forms, or templates, including version and numbering control
- b. Assist document authors in the review and revision processes
- c. Staff documents through Directors for review and obtain approval from F&S AVP
- d. Maintain templates
- e. Notify F&S personnel of changes to F&S process documents
- f. Maintain a current list of F&S policies, procedures, manuals, guides, forms, or templates and revision dates
- g. Request posting of approved F&S process documents
- h. Store and archive F&S policies, procedures, manuals, guides, forms, or templates

- i. Provide documents or templates for creation or revision upon request from the Department Administrator

2. Department Administrator

Each F&S Department Director will assign a Department Administrator to act as a point of contact for F&S process-related documents and departmental policies and procedures. Duties include:

- a. Verify and release department policies and procedures
- b. Maintain department policy and procedure templates
- c. Notify department personnel of changes to department policies and procedures
- d. Maintain a current list of departmental process documents and revision dates on the shared drive, with read-only accessibility granted to the Document Administrator
- e. Request posting of approved departmental process documents
- f. Store and archive departmental policies and procedures in released and native formats
- g. Create and maintain departmental policy and procedure version and numbering control
- h. Maintain active departmental policies and procedures on the shared drive with at least Read-Only accessibility to F&S personnel
- i. Create and maintain an archive location for archived department policies and procedures in both Word and PDF format.

PROCEDURES:

A. F&S Policy and Procedure Preparation and Release

1. For a new F&S policy or procedure, the Department Administrator shall request the current template from the Document Administrator.
2. To update an existing F&S policy or procedure, the Department Administrator shall request the most recent version of the document from the Document Administrator.
3. To rescind a F&S policy or procedure, the Department Administrator shall request cancellation from the Document Administrator.
4. The Department Administrator shall create or update the document.
5. The Department Administrator shall email the document to the Document Administrator.
6. The Document Administrator shall review the document for formatting, consistency of language, grammar, content, and general understanding. The Document Administrator may request a meeting with the Department Administrator and any other authors of the updated document to clarify any questions, and edit the document using Track Changes.

7. The Document Administrator will staff the policy or procedure to the F&S Directors for their review, with Track Changes turned on. The review period for each document is typically one week.
8. The Directors will review the document, provide edits to the text and/or comments using Track Changes, and return the document to the Document Administrator.
9. The Document Administrator will consolidate all received feedback and return to the Department Administrator and department Director for resolution or clarification (e.g., a Director has a question that must be answered before proceeding.)
10. The responsible department Director will work with the other Directors to resolve any concerns, and agree to processes, language, and intent. When any issues have been resolved, the initiating Department Administrator or Director shall send the updated document back to the Document Administrator. The Document Administrator will note any issues that are unresolved.
11. The Document Administrator will present the composite draft, as well as the feedback received, to the F&S AVP for approval. A clean copy and a copy showing Track Changes will be presented. If any issues are still unresolved, they will also be noted.
12. The F&S AVP will return the document to the Document Administrator either signed for posting, or with questions, edits, or comments to be addressed.
13. The Document Administrator will continue with the review cycle in Steps 8-10, until the document receives approval from the F&S AVP.
14. The Document Administrator will create a PDF of the signed document and send it to the F&S webpage point of contact to post. If it is an updated version of an existing document, the previous version shall be replaced.
15. The Document Administrator shall store the current and archived versions of the document in both Word and PDF.
16. Every five years, on their effective dates, the Document Administrator will staff active process documents for review and possible update. Documents that are determined to not require an update will be reported as “Reviewed (date) with no changes”.
17. The Document Administrator will maintain the F&S document list.

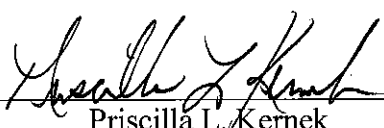
B. Internal F&S Department Process Document Preparation and Release

1. Department personnel shall create and follow an internal departmental policies and procedures creation, update, and approval process.

2. The Department Administrator shall maintain current information on the departmental document list, located on the share drive with read-only access to the Document Administrator.
3. The Department Administrator shall send the document to the department webpage point of contact for posting and removal of prior version.
4. The Department Administrator shall maintain the documents in both Word and PDF, in the share drive location with read-only access to the Document Administrator.
5. Every five years, on the documents' effective dates, the Department Administrator will initiate a review and update of each active document, per internal departmental procedures. Documents that do not require an update will be reported as "Reviewed (date) with no change".

Revision Log

Version	Description of Changes	Date
0	Original approved	12/2018

Approved By:	Date Approved:
 _____ Priscilla L. Kernek Associate Vice President Administration and Finance Facilities and Safety	12/3/18 _____