Focus: Division of Personnel DIR	State of Alaska Department of Administration Division of Personnel **Policies and Procedures**
Topic: Writing Policy & Procedure 10120 PRO	Effective Date: 12/28/05 Supercedes: SOP 11 Division Procedures Section II (1995)
Link(s): DIR 10110 POL DIR 10120 POL DIR 10130 POL DIR 10110 PRO DIR 10120 CHK SPR 10130 PRO DIR 10110 FRM	

PROCEDURE:
I. Determination of the audience (Focus):
The author must consider the scope of the topic and identify the types of procedures needed to implement the policy. The audience is determined by answering the question, "Who is going to implement this policy?" The topics to be addressed can be determined by answering the question "How is the policy to be implemented?"
a. All procedures for departmental employees, supervisors and administrative staff should be published as Departmental Procedures (DEP).
b. Other users will predominantly be in Technical Services (TS), Management Services (MS), Employee Services (ES), Statewide Planning & Research (SPR), Training and Development (T&D), Director's Office (DIR), Equal Employment Opportunity Services (EEO) and Classification (CLS).

II. Identification of the subject code (Topic):
When preparing to write a policy or procedure, the writer must always start with identifying the P&P subject number. If the writer does not find a number specifically assigned to the topic, s/he should contact the Statewide Planning & Research Team Leader for assistance.
a. One of the workflow consultants will help determine how the topic fits into the P&P structure, or if the structure needs to be adjusted to provide for the topic.
b. The writer should use cross-references within the body of the text to assure that the reader is directed to related material. The cross-references must be included in the form of "Refer to" in parentheses.

III. Effective Date:
The effective date is to remain WORKING DRAFT until such time as the Director of the Division of Personnel Director has approved the policy and procedure and determined the implementation date. There will be 2 spaces between the colon and the date (WORKING DRAFT).

IV. Supercedes:
Supercedes refers to the document the policy or procedure is replacing, usually the SOP, that the P&P is to replace. There is to be two spaces between the colon and the supercedes information.

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V. Links:
There may be links to other policies or procedures. They will be identified by the initial alphabetic indicator for the audience plus the subject index code, followed by the link code, shown below:
a. Policy (POL): statements of underlying principles guiding human resources activities.
b. Procedure (PRO): the procedure used to implement the policy.
c. Form (FRM): to process the procedure or apply under the policy
d. Chart (CHT): a chart, graph or list to highlight or categorize information in the policy or procedure
e. Checklist (CHK) to assist staff, employees and supervisors assure that all steps in a complex process are completed.
f. Summary (SUM), in the form of an outline, bullets or short statements to clarify information.
g. Example (EXM): An example link identifier is DOP 10120 CHK, the checklist linked to this procedure.

VI. Policy VS Procedure:
The author is to determine the focus of the document. The author must consider the definitions of 'policy' and 'procedure', consider the topic to be covered and identify the policy statements associated with it. The policies will be statements of underlying principles guiding the human resources activities of the state. If there are several policy issues regarding one specific subject, then they can be published in one Statewide Policy (POL) for the specific subject indicator code.

VII.   Language:
a. Plain English that is clear, concise and to the point to convey meaning without redundant or bureaucratic wording is to be utilized.
b. Language will be gender neutral. Refer to EEOP guidelines.
c. Specialized terminology is to be avoided. The use of plain language provides state employees and the public with a clear statement of what is required and what services are available.
d. The content is to be logically organized so that the reader can find the specific information needed.
e. The writer is to consider the audience of the policy or procedure and use language common to that readership. The target readability level for general readership should be 8th grade level. The target readability level for professional staff should be 12th grade level.

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f. For readability statistics in Microsoft Word, select Tools/Options/Spelling & Grammar; Check the boxes labeled 'Check grammar with spelling' and ' Show readability statistics'. Whenever you perform a 'spell check', the program will end with a dialog box with language statistics. The last line will be the Flesch-Kincaid Grade Level.

VIII. Footer:

The footer must contain the following items in order as listed: Document filename, pagination information, and the revision date.

a. Filename: Files are to be named and saved in the order listed. Focus (DIR, DEP, etc), subject code, and followed by the link code.
b. Page: The pagination section shall be listed as Page X of Y.
c. Revision Date: The date of the current revision or "original" in place of the date if the document is an original.