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Accessing and Managing SOPs Web Portals, Intranets, Centralized Systems

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The formal presentation will begin at Noon Eastern

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Accessing and Managing SOPs Web Portals, Intranets, Centralized Systems

Speakers:

Jonathan Deeks, *WORLDiscoveries*
Hope Hartman, *Inteum Co LLC*
Sharmila Shearing, *UNSW Innovations*

January 14, 2015



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The following presentation reflects the personal views and thoughts of Jonathan Deeks, Hope Hartman and Sharmila Shearing, and is not to be construed as representing in any way the corporate views or advice of WORLDDiscoveries, Inteum LLC or UNSW Innovations and their Affiliates, Subsidiaries or Divisions, nor the views or advice of the Association of University Technology Managers (AUTM). The content is solely for purposes of discussion and illustration, and is not to be considered legal advice.

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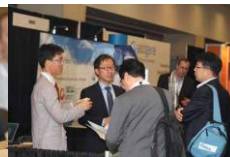
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Hope Hartman,
Vice President

Inteum Company, LLC.



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Sharmila Shearing,
Operations Manager

UNSW Innovations



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Jonathan Deeks,
Business Development Manager

WORLDiscoveries





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Accessing and Managing SOPs

Web Portals, Intranets, Centralized Systems

Title here



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Learning objectives

- Learn how to select and approach implementing a centralized knowledge sharing mechanism for Standard Operating Procedures (SOPs).
- Understand key factors that need to be considered and managed on an ongoing basis in relation to maintaining the value and relevance of SOPs through such a system.
- Identify communication strategies to implement successfully.

Overview

- Benefits of documenting SOPs
- Key factors in effectively managing SOPs on an ongoing basis
- Design & implementation thereof
- Maintaining relevancy
- Case study 1 – Web portal
- Case study 2 – SharePoint Intranet portal
- Case study 3 – Help file system
- Q & A

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Benefits of documenting SOPs

- Provide structure and consistency in everyday business practice
- Help employees understand their roles and responsibilities
- Central repository of resources and documentation
- Transparency across roles and divisions of the business
- Support handover of roles
- Training of new staff
- Demonstrate compliance for audit purposes

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Effectively managing SOPs on an ongoing basis

- Design and implementation of a system for access to SOPs
- Maintain a centralised repository of current and relevant SOPs and resources
- Create awareness of SOPs and resources
 - Ease of accessibility
 - Training and education on purpose, content and location of SOPs

Design and implementation of a system for access to SOPs

- Selection of a system - Centralised system is preferable
- Identifying organisational needs (stakeholder/customer consultation)
- Management buy in as opposed to sign off
- Constraints – budget, resource restrictions
- Allocation of responsibility for content and site maintenance
- Content development and design
- Presentation of content/means of access to information

Maintaining a library/centralised repository of current and relevant SOPs and resources

- Resources and support to assist drafting (ie templates)
- Allocation of responsibility (ie mentors)
- Policy of continual improvement (periodic review program)
- Permissions and editing rights

Creating awareness of SOPs and resources

- Ease of accessibility
- Training and education on purpose, content and location of SOPs



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Case study 1 – Web portal (Inteum LLC)



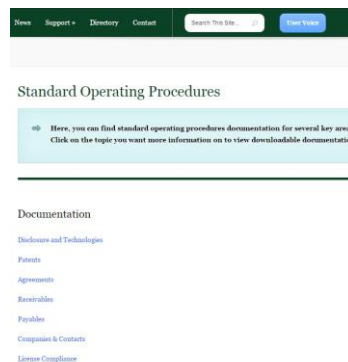
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Why a Web Portal?

Reasons for selection of system

- Easily accessible, any time by all personnel
- Geography- global team members, virtual workers, multiple office locations



Who & How

Allocation of responsibility for content and site maintenance

- Executive Management has Oversight
- Relevant personnel contribute
- Bi-annual review
- Site maintenance – one manager has access rights and organizes the categorical content



When developing and refining your SOPs, use key question words to clarify and envision the process:

Who? Identify Responsible Staff

When? Anticipated or ideal timeline

How? Manually, electronically

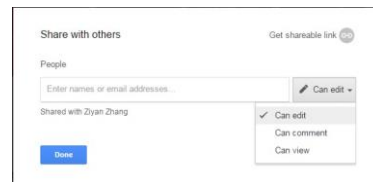
What? Details

Where? Database, file cabinet, conference room, an office

Who & What

Content development and design

- Domain expertise areas: Business Development, Agreements, Admin Support
- Collaborative within units via Google docs
- Design common elements, yet flexible per area. Edited by marketing, approved by Executive Management.



The scanned, electronic copy of the fully-executed license agreement can be linked to the Agreement form through the Documents tab. We recommend this best practice and a copy of the term sheet as a separate document for easy accessibility.

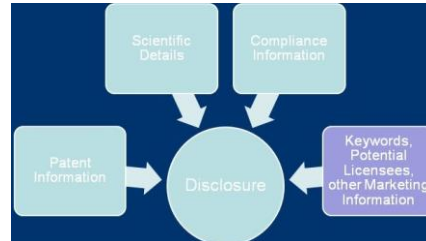
Identify who is responsible for recording all aspects of compliance matters and populate the Responsible field with that individual's name.

1. After the key elements of the license agreement has been saved in the database, identify the key terms for compliance. List them in the Summary tab and/or save the Term Sheet on the Documents tab.
2. For any reporting term (quarterly, annual, etc.) create an Agreement Report record. From the Agreements Group tab/Agreement Report tab, click on New. This will automatically link the Agreement Report to the Agreement Record. Fill out the required Due Date and Report Type fields. The Report Type is a Manager List, therefore someone with access rights and security privileges can determine which values need to be available for selection.

What

Presentation of content/means to access information

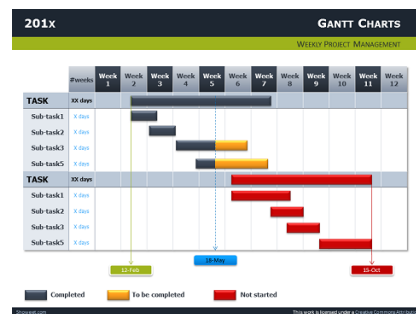
- Authenticated login – automated by one click
- Videos/ webinars (Vimeo), documents/web content pages
- Online access
- Include Infographics



When

Maintaining currency and relevance of SOPs and resources

- Any time there is change, constant work in progress
- Business demands we change
- Executive Management determines the who/how/when
- Review at minimum once a year



How

Creating awareness of SOP resources

- Discussions/meetings
- Guided online walk-thru
- Reinforce email messaging/intranets
- Disseminate links
- Implement, assess, refine



Case study 2 – SharePoint Intranet portal (UNSW Innovations)



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Why an intranet portal?

- Centralised, secure access to company information for staff and external persons given access
- Remote access
- One stop shop to manage multiple team needs for information relating to core business and administration, applications and collaboration
- Transparency across company



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Why SharePoint?

- Functionality
- Resource limitations dictated by budget and University
- Company needs met and opportunity to make use of additional functionality
- Increase employee engagement



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Responsibility for the Online Operations Manual (OOM) SOP Register

- Permission levels to modify content correlates with position and responsibility
- Mentors for intranet pages and mentors for SOPs
- Operations Manager as mentor for SOPs generally and the OOM intranet page supports uniformity in content through templates, guidelines for drafting and editorial advise
- Exec Assistant who has responsibility for uploads ensures SOPs are consistent in format



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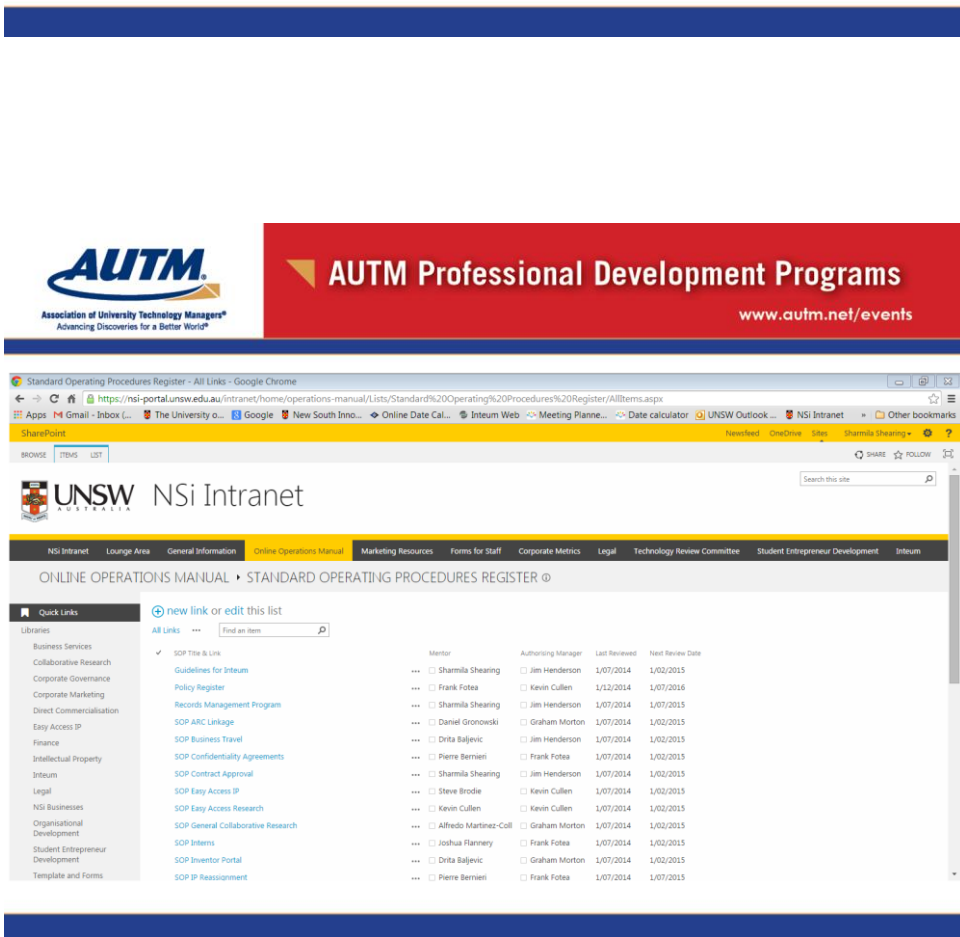
The screenshot shows the UNSW NSi Intranet page for the Online Operations Manual. The page title is "ONLINE OPERATIONS MANUAL - SOP CONTRACT MANAGEMENT - REPORTING". The content includes a table with the following data:

STEP	TASK	INPUT OUTPUT	PERSON RESPONSIBLE	DEPENDANT ACTIONS	COMMENTS GUIDELINES
1	Run Inteum Compliance Manager	Input First week of the month Output Inteum Activities automatically generated for all outstanding	OM	New agreement details and contract compliance requirements (financial and reporting) current in Inteum Information for antecedent reporting period current and updated in Inteum	Refer to Guideline Inteum Agreement Record for CM Guideline Inteum Agreement Record Reporting

Additional page details: Mentor: Sharmila Shearing; Authorising Manager: Jim Henderson; Last Review Date: July 2014; Responsibility Team: Operations Manager (OM) with Contracts Manager part of the Operations Manager position (CM), Business Development Manager (BDM), Patent Manager (PM).

Design and content of the SOP Register

- Multi-team collaborative workspace
- Classification and grouping of SOPs and related resources
 - Registers
 - Libraries
 - Quick links
- Content format
- Downloading SOPs, templates, checklists for reference and use
- Displaying information on administration of SOPs



The screenshot displays the AUTM Professional Development Programs website. The header features the AUTM logo and the text "AUTM Professional Development Programs" with the URL "www.autm.net/events". Below the header, a browser window shows the "Standard Operating Procedures Register - All Links - Google Chrome" page. The page content includes the UNSW NSi Intranet navigation menu and a table titled "ONLINE OPERATIONS MANUAL - STANDARD OPERATING PROCEDURES REGISTER".

ONLINE OPERATIONS MANUAL - STANDARD OPERATING PROCEDURES REGISTER

new link or edit this list

All Links	Mentor	Authoring Manager	Last Reviewed	Next Review Date
<input checked="" type="checkbox"/> SOP Title & Link				
<input type="checkbox"/> Guidelines for Inteum	Sharmila Shearing	Jim Henderson	1/07/2014	1/02/2015
<input type="checkbox"/> Policy Register	Frank Fotea	Kevin Cullen	1/12/2014	1/07/2016
<input type="checkbox"/> Records Management Program	Sharmila Shearing	Jim Henderson	1/07/2014	1/07/2015
<input type="checkbox"/> SOP ARC Linkage	Daniel Gronowski	Graham Morton	1/07/2014	1/02/2015
<input type="checkbox"/> SOP Business Travel	Drita Baljevic	Jim Henderson	1/07/2014	1/02/2015
<input type="checkbox"/> SOP Confidentiality Agreements	Pierre Bernier	Frank Fotea	1/07/2014	1/02/2015
<input type="checkbox"/> SOP Contract Approval	Sharmila Shearing	Jim Henderson	1/07/2014	1/02/2015
<input type="checkbox"/> SOP Easy Access IP	Steve Brodie	Kevin Cullen	1/07/2014	1/02/2015
<input type="checkbox"/> SOP Easy Access Research	Kevin Cullen	Kevin Cullen	1/07/2014	1/02/2015
<input type="checkbox"/> SOP General Collaborative Research	Alfredo Martinez-Coll	Graham Morton	1/07/2014	1/02/2015
<input type="checkbox"/> SOP Interns	Joshua Flannery	Frank Fotea	1/07/2014	1/02/2015
<input type="checkbox"/> SOP Inventor Portal	Drita Baljevic	Graham Morton	1/07/2014	1/02/2015
<input type="checkbox"/> SOP IP Reassignment	Pierre Bernier	Frank Fotea	1/07/2014	1/07/2015

Accessing SOPs

- Centralised access
- Home page
- Restrictions and permissions
- Libraries and registers
- Hyperlinks
- Downloading templates



Managing SOPs

- Administration
- Continual improvement
- Document library
- Version control
- Editing in SharePoint
- Training
- New staff induction



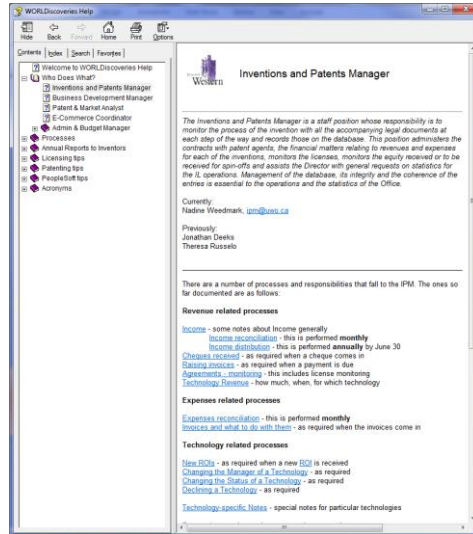
Case study 3 – Help file (WORLDiscoveries – Univ. Of Western Ontario)

Why a help file for SOP?

- Originally, personal record of role's varied processes and responsibilities, around 2005-06
- Format of solution had to be easy to update and maintain, easy to use, structured, cheap/free
- Word doc = easy to write & maintain, suits linear navigation (first to last page)
- Wiki another alternative
- Help file inherently provides structure, links, searching

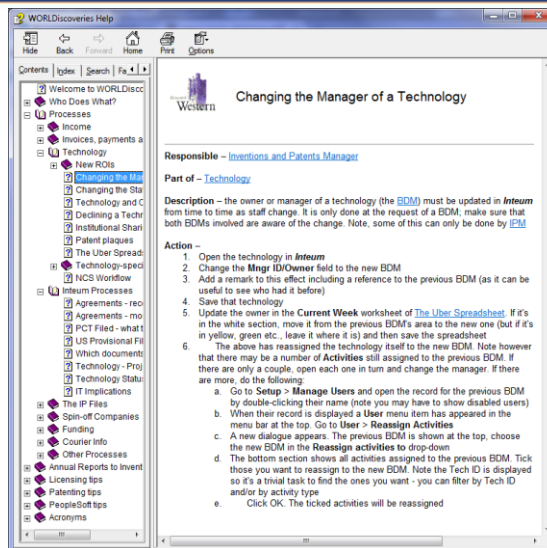
Helpmaker

- Freeware tool – Helpmaker from Vizacc
 - Co. no longer trading, program still available from SourceForge, likely other places
- Easy system to use, install



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- Very easy to create rich pages with links between related pages
- Step-by-step procedures laid out

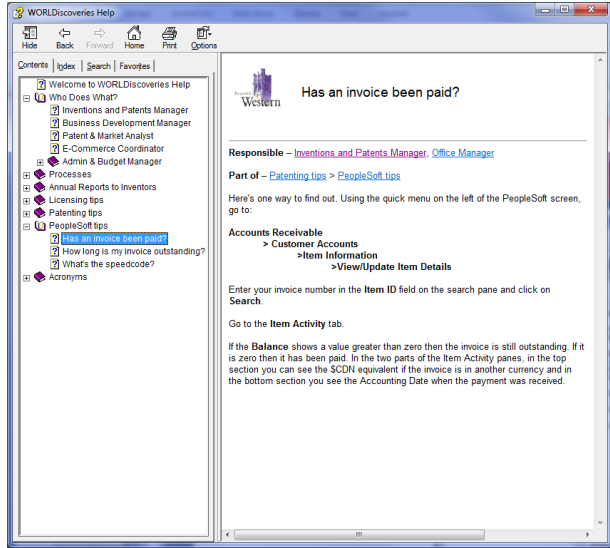


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- Very easy to create rich pages with links between related pages
- Step-by-step procedures laid out
- Includes tips (such as using Univ. financial system)

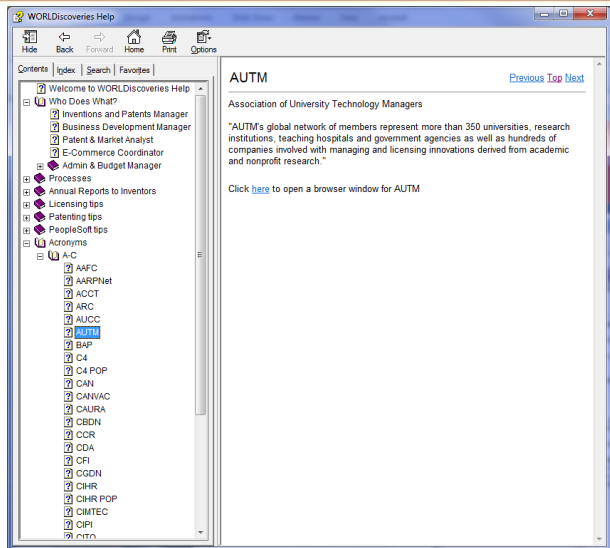


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- Very easy to create rich pages with links between related pages
- Step-by-step procedures laid out
- Includes tips (such as using Univ. financial system)
- Includes acronyms



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Responsibility for content & maintenance

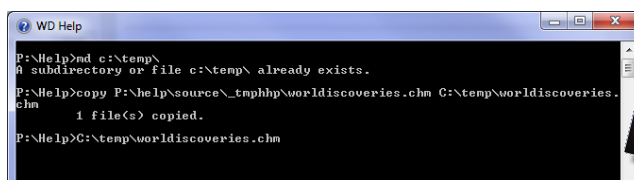
- Operational roles – IPM, Administrative Officer
- Other relevant personnel as appropriate
- Ongoing informal review/updates
- Source files are stored in n/w location for easy access

Content development & design

- Domain area expertise as required
- Always in progress, always updateable - avoids review & release cycles, just change when necessary

Access

- Compiling to the n/w = always latest version
- ...but Windows security restriction prevents running help files from remote (n/w) locations
 - Users run batch file copy the latest help file locally then run it



```
P:\>Help>md c:\temp\
& subdirectory or file c:\temp\ already exists.
P:\>Help>copy P:\help\source\_tmphp\worlddiscoveries.chm C:\temp\worlddiscoveries.chm
1 File(s) copied.
P:\>Help>C:\temp\worlddiscoveries.chm
```



Awareness

- Shortcut added to all desktops as part of machine set-up
- Referenced constantly during new starter training
- Supports training, well-used resource for new starters
 - However, not a self-contained training resource, no natural linear path (first page, start middle end, last page - Word doc)
 - Does support grouping processes and hierarchy so certainly not without structure
- Personal, self-directed resource to draw on during training



Relevance & currency

- Developed from ground up
- Temp staff (e.g. Interns) contribute new acronyms and other current material at end of each term
- Review with each new employee after several months for new material/changes

In Summary...

Effective management of SOPs

- Find a structure that works for your organisation
- Clarify roles and responsibilities
- Create relationships or links with other related information
- Access is critical (searching, quick links, shortcuts)

Effective access and management of SOPs

Three different approaches were presented that addressed user needs, organisational goals and resources. What's important is that the system chosen allows effective recording and communication of operational processes and can cater to changing organisational needs.



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Thank you!

Jonathan Deeks

Hope Hartman

Sharmila Shearing



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Questions? Comments?





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 Financial Conflicts of Interest
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 Need to Know Basics of Technology Transfer for Support Staff
 Negotiation of License Agreements
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