Policies and Procedures Updating Procedure

1. **Purpose**

The objective of this process is to illustrate the steps to update the IT Department’s policy or procedure manuals when deemed necessary.

1. **Scope**

The procedure starts with the Policies and Procedure Update request and ends with the updated Policy or Procedure and manuals.

1. Narrative
2. The relevant Section Manager prepares the Policies and Procedures update form and forwards it for review.
3. The IT General Manager reviews the submitted updated form.
4. Is it a policies or procedures update?
5. **Case A – Procedures:** In this case, proceed to step 3.4.
6. **Case B – Policies:** In this case, proceed to step 3.12.
7. Is the procedures update request approved?

IT General Manager reviews the procedures update request.

1. **Case A – The request is approved:** In this case, proceed to step 3.5.
2. **Case B – The request is not approved:** In this case, **process ends.**
3. **Case C – Amendments/Clarifications:** In this case, return to step 3.1.
4. The IT General Manager forwards the approved request to the Corporate Excellence Department for review.
5. The Corporate Excellence Department reviews the procedures update request that is submitted and approved by the IT Department.
6. Is the procedures update request approved?

The Corporate Excellence Department reviews the procedures update request for approval.

1. **Case A – The request is approved:** In this case, forward the request to the Corporate Resources Deputy Governor, and proceed to step 3.8.
2. **Case B – The request is not approved:** In this case, **process ends.**
3. **Case C – Amendments/Clarifications:** In this case, return to step 3.5.
4. The Corporate Resources Deputy Governor reviews the procedures update request that is submitted and approved by the Corporate Excellence Department.
5. Is the procedures update request approved?

The Corporate Resources Deputy Governor reviews the procedures update request for approval.

1. **Case A – The request is approved:** In this case, forward the request to the Governor, and proceed to step 3.10.
2. **Case B – The request is not approved:** In this case, **process ends.**
3. **Case C – Amendments/Clarifications:** In this case, return to step 3.5.
4. The Governor reviews the procedures update request.
5. Is the procedures update request approved?
6. **Case A – The request is approved:** In this case, forward the request to the Governor, and proceed to step 3.22.
7. **Case B – The request is not approved:** In this case, **process ends.**
8. Is the policies update request approved?
9. **Case A – The request is approved:** In this case, proceed to step 3.13.
10. **Case B – The request is not approved:** In this case. **Process ends.**
11. **Case C – Amendments/Clarifications:** In this case, return to step 3.1.
12. IT General Manager forwards the approved request to the Corporate Excellence Department for review.
13. The Corporate Excellence Department reviews the policies update request that is submitted and approved by the IT Department.
14. Is the policies update request approved?

The Corporate Excellence Department reviews the policies update request for approval.

1. **Case A – The request is approved:** In this case, forward the request to the Corporate Resources Deputy Governor, and proceed to step 3.16.
2. **Case B – The request is not approved:** In this case, **Process ends.**
3. **Case C – Amendments/Clarifications:** In this case, return to step 3.13.
4. The Corporate Resources Deputy Governor reviews the procedures update request that is submitted and approved by the Corporate Excellence Department.
5. Is the procedures update request approved?

The Corporate Resources Deputy Governor reviews the procedures update request for approval.

1. **Case A – The request is approved:** In this case, forward the request to the Governor, and proceed to step 3.18.
2. **Case B – The request is not approved:** In this case, **process ends.**
3. **Case C – Amendments/Clarifications:** In this case, return to step 3.13.
4. The Governor reviews the policies update request.
5. Is the policies update request approved?

The Governor reviews the policies update request for approval.

1. **Case A – The request is approved:** In this case, forward the request to the Board of Directors, and proceed to step 3.20.
2. **Case B – The request is not approved:** In this case, **process ends.**
3. The Board of Directors reviews the policies update request.
4. Is the policies update request approved?

The Board of Directors reviews the policies update request for approval.

1. **Case A – The request is approved:** In this case, proceed to step 3.22.
2. **Case B – The request is not approved:** In this case, **process ends.**
3. The relevant IT Specialist updates the manual as per the approved update request. **Process ends.**
4. Policies and Procedures Updating Flowchart



1. SLAs

| **Description of Service** | **TAT** | **Related Departments** | **Escalation Matrix** |
| --- | --- | --- | --- |
| Review of the policies and/or procedures manuals update request |  | Corporate Excellence Section | Deputy Governor –Corporate Excellence |

1. **Definitions**

“Access” is anyone who has the right, opportunity, means of finding, using or retrieving information.

‘‘Agreement” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into obligations, including without prejudice to generality, non-binding undertakings such as memoranda of understanding, amendment or modifications of existing contracts or similar documents.

**“The Authority”** means the Real Estate General Authority.

“Asset” refers to the Authority-owned information, systems or hardware that is used in its activities.

“Contract” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into legally binding obligations.

“Department” means an individual department within the Authority.

“Enterprise Architecture” means a conceptual document which outlines the baseline and target structure to achieve the current and future objectives of the Authority with the goal of having a unified IT structure.

“Laws and Regulations” means all relevant legislation, laws, regulations and standards.

“Service Desk” is intended to provide a single point of contact ("SPOC") to meet the communication needs to all employees (IT users).

“Service Level Agreement” is a written agreement between a service provider and the customer that documents the agreed service levels for a service, defining the key service targets and the responsibilities of both parties.

**“Third party”** is an organisation or person that is not a part of the Authority.

**“Turnaround Time”** means the total time taken between the submission of a task for execution and the return of the complete output to the requestor.