MEMORANDUM

July 7, 2017

To: All Line Agencies, Autonomous Agencies, the Mayors’ Council of Guam, the Judiciary of Guam and I Liheslaturan Guahan

From: Doris Flores Brooks, CPA, CGFM
Public Auditor

RE: Periodic Audit of Government of Guam Agencies’ Standard Operating Procedures Pursuant to Public Law 34-05

Hafa Adai!

Pursuant to the Government Efficiency Act of 2017 (P.L. 34-05), the Office of Public Accountability (OPA) shall at any time cause each Government of Guam agency’s Standard Operating Procedures (SOPs) to be reviewed for adequacy, effectiveness, and efficiency as part of each agency’s audit scope. OPA intends to begin conducting such SOP reviews in the first quarter of 2018, to give agencies ample time to create, review, modify, and implement their SOPs.

For your convenience and for guidance in preparing your SOPs, attached herein is the law and Senator Esteves’ Fact Sheet on the Government Efficiency Act of 2017.

In addition, P.L. 34-05 also requires the SOPs to be posted in the agency’s respective website for public view.

Should you have any questions, please contact Rodalyn Gerardo at 475-0390 ext.204 or rgerardo@guamopa.com.

Sincerely,

Doris Flores Brooks, CPA, CGFM
Public Auditor

Attachments
<table>
<thead>
<tr>
<th>BILL NO.</th>
<th>SPONSOR</th>
<th>TITLE</th>
<th>DATE INTRODUCED</th>
<th>DATE REFERRED</th>
<th>DATE REFERRED</th>
<th>PUBLIC HEARING DATE</th>
<th>COMMITTEE REPORT IN FD</th>
<th>FISCAL NOTES</th>
<th>NOTES</th>
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<tbody>
<tr>
<td>1454 (CO)</td>
<td>Fernando Bardinas Estesves Theresa M. Terlaje</td>
<td>AN ACT TO ADD A NEW § 1923 TO CHAPTER 19, TITLE 1, GUAM CODE, ANNOTATED, RELATIVE TO ALLOWING THE PERIODIC AUDIT OF EACH AGENCY'S STANDARD OPERATING PROCEDURES AND REQUIRING SUCH PROCEDURES TO BE POSTED ON EACH AGENCY'S WEBSITE.</td>
<td>2/01/17 9:46 a.m.</td>
<td>3/7/17</td>
<td>Committee on Culture and Justice</td>
<td>6/14/17 10:30 a.m.</td>
<td>4/17/17 4:13 p.m.</td>
<td>Fiscal Note Request 3/7/17 Fiscal Note 3/21/17</td>
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<tr>
<th>BILL NO.</th>
<th>SPONSOR</th>
<th>TITLE</th>
<th>DATE PASSED</th>
<th>DATE AND TIME TRANSMITTED</th>
<th>DUE DATE</th>
<th>PUBLIC LAW</th>
<th>DATE SIGNED</th>
<th>NOTES</th>
</tr>
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<tr>
<td>4/24/17</td>
<td>AN ACT TO ADD A NEW § 1923 TO CHAPTER 19 OF TITLE 1, GUAM CODE ANNOTATED, RELATIVE TO ALLOWING THE PERIODIC AUDIT OF EACH GOVERNMENT OF GUAM AGENCY'S STANDARD OPERATING PROCEDURES AND REQUIRING SUCH PROCEDURES TO BE POSTED ON EACH AGENCY'S WEBSITE,</td>
<td>4/27/17</td>
<td>4/18/17 6:02 p.m.</td>
<td>5/10/17</td>
<td>At amended on the floor.</td>
<td>Public Law No. 34-05</td>
<td>5/10/2017</td>
<td>Received: 5/12/17 New and Comm. Doc. No. 3451-17-0011</td>
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MAY 1, 2017

Honorable Benjamin J.F. Cruz
Speaker
I Mina'trentai Kuåttro Na Lihe slaturan Guåhan
Guam Congress Building
163 Chalan Santo Papa
Hagåtña, Guam 96910

Dear Mr. Speaker:

Transmitted herewith is Bill No. 14-34 (COR), “AN ACT TO ADD A NEW § 1923 TO CHAPTER 19 OF TITLE 1, GUAM CODE ANNOTATED, RELATIVE TO ALLOWING THE PERIODIC AUDIT OF EACH GOVERNMENT OF GUAM AGENCY’S STANDARD OPERATING PROCEDURES AND REQUIRING SUCH PROCEDURES TO BE POSTED ON EACH AGENCY’S WEBSITE,” which was signed into law on May 10, 2017, as Public Law 34-05.

Senseramente,

RAY TENORIO

Acting Governor of Guam
CERTIFICATION OF PASSAGE OF AN ACT TO I MAGA’LÅHEN GUÅHAN

This is to certify that Bill No. 14-34 (COR), “AN ACT TO ADD A NEW § 1923 TO CHAPTER 19 OF TITLE 1, GUAM CODE ANNOTATED, RELATIVE TO ALLOWING THE PERIODIC AUDIT OF EACH GOVERNMENT OF GUAM AGENCY’S STANDARD OPERATING PROCEDURES AND REQUIRING SUCH PROCEDURES TO BE POSTED ON EACH AGENCY’S WEBSITE,” was on the 27th day of April 2017, duly and regularly passed.

Attested:

[Signature]

Régine Bisco Lee
Legislative Secretary

This Act was received by I Maga’låhen Guåhan this 28 day of April, 2017, at 6:00 o'clock P.M.

[Signature]

Assistant Staff Officer
Maga’låhi’s Office

APPROVED:

[Signature]

RAYMOND S. TENO-JO
Acting Governor of Guam

Date: MAY 10, 2017

Public Law No. 34-05

Doc. No. 34GL-17-0511.
AN ACT TO ADD A NEW § 1923 TO CHAPTER 19 OF TITLE 1, GUAM CODE ANNOTATED, RELATIVE TO ALLOWING THE PERIODIC AUDIT OF EACH GOVERNMENT OF GUAM AGENCY'S STANDARD OPERATING PROCEDURES AND REQUIRING SUCH PROCEDURES TO BE POSTED ON EACH AGENCY'S WEBSITE.

BE IT ENACTED BY THE PEOPLE OF GUAM:

Section 1. Short Title. This Act shall be known and may be cited as the “Government Efficiency Act of 2017.”
Section 2. A new § 1923 is added to Chapter 19 of Title 1, Guam Code Annotated, to read:


The Office of Public Accountability shall at any time cause each government of Guam agency’s Standard Operating Procedures (SOPs) to be reviewed for adequacy, effectiveness, and efficiency as part of each agency’s audit scope. For purposes of this Section, SOPs are written formal instructions intended to document operational functions and how to perform routine activities. SOPs shall include how the agency performs certain actions necessary in carrying out government policies within the agency’s scope of jurisdiction, and specific actions authorized in the agency’s enabling act. Such SOPs shall be posted on each agency’s website for public view. Agencies may omit from their respective websites field operations or sensitive information that if disclosed may cause physical harm to government personnel or citizens, may interfere with law enforcement operations or investigations, or may weaken information systems security.”
Fact Sheet: Government Efficiency Act of 2017

What are SOPs? Standard Operating Procedures are formal written guidelines for instructions describing the functions and operations of an organization. They typically include operational and technical components.

What are they used for? The purpose of a SOP is to carry out a specific operation correctly and always in the same manner. They provide a detailed description of individual operations and can be reviewed to determine better, safer, and more cost-effective practices, providing:

- efficiencies, and therefore reducing waste
- consistency and reliability in performance and services
- fewer errors in all areas
- a way to resolve conflicts between partners
- a healthy and safe environment
- protection of employers and employees in areas of potential liability and personnel matters
- a roadmap for how to resolve issues – and the removal of emotion from troubleshooting – allowing needed focus on solving the problem
- a first line of defense in any inspection by a regulatory body

How can SOPs affect me as a government employee? SOPs provide government employees references for operations. It is a tool that can be used to train new employees or prepare and grow for positions of greater responsibilities outlined in agency SOPs. It removes questions about who is responsible for what and provides a mechanism to enforce good and fair practices.

Where can I read these SOPs? On Individual agency websites.

How can SOPs affect me as a resident? As a government, we should always strive to provide the very best customer service. Most importantly to ensure we are using each tax payer dollar in the most efficient way possible by reducing operational waste.

Vice-Chairman, Committee on Health
Senatoresteves@gmail.com | 671-969-3376
What can I see in these SOPs?

Operations:
• Organizational Structure
• Equipment Maintenance
• Inspection Procedures
• Risk Assessments

Finance:
• Bill Process
• Collection Process

Employing Staff:
• Job Descriptions
• Employee Orientation and Training
• Corrective Action and Discipline
• Performance Reviews
• Use of Internet and Social Media for Business Purposes

Legal:
• Privacy- an explicit privacy policy requirement, specifying what information you will collect, why you are collecting it, how it will be used, and how long it will be kept on file.
• ADA Compliance
• Legal citations as applicable

For more information, please contact the Office of Senator Fernando Barcinas Esteves, at 959-3376 or email senatoresteves@gmail.com.