



Administrative Manual of Operating Procedures

Procedure #: 12.01	Procedure Title: Modifying the Administrative Manual of Operating Procedures (AMOP)		Revision #: 3
Original Issue Date: 09/25/2015	Revised Issue Date: 03/10/2020	Next Review Date: 03/10/2021	Responsible Department: Department of Administrative Services
Statutory References: Wis. Stat. § 59.17(2)		Ordinance References: None	
Appendices: Appendix A - 12.01 Administrative Procedure Template Appendix B - 12.01 LMS Training PowerPoint Template Appendix C - 12.01 Flowchart Appendix D - 12.01 AMOP Template Reference Guide		Forms: Form 12.01(a) - Request for AMOP Form 12.01(b) - AMOP Review Checklist Form 12.01(c) - AMOP Committee Review Scorecard	

1. OBJECTIVE

To outline the process and requirements for creating a new procedure, modifying an existing procedure, and annually reviewing the Administrative Manual of Operating Procedures.

2. DEFINITIONS

- A. AMOP Committee. This group has direct oversight of the Administrative Manual of Operating Procedures (AMOP) Program. Committee members include: 1) County Executive Appointee 2) County Executive’s Office Representative, 3) Department of Administrative Services Deputy Director, 4) Office of Performance, Strategy and Budget Representative, 5) Office of the Comptroller Deputy Comptroller, 6) Department of Human Resources Division Director, and 7) Corporation Counsel Representative.
- B. AMOP Administrator. This individual is responsible for the day to day maintenance of the Administrative Manual of Operating Procedures. This includes, but is not limited to, serving as a resource to departments, responding to inquiries and requests regarding the AMOP and procedural submission, managing the AMOP procedure submittal process, updating the AMOP website as needed, and monitoring the AMOP for procedures needing an annual review.
- C. Annual Review. An effort to ensure AMOPs are reviewed by the responsible department on an annual basis to ensure accuracy. A review of an AMOP also requires a review of all associated forms and appendices. Form 12.01(b) – AMOP Review Checklist must be completed during this period by the responsible department and the AMOP Administrator prior to being placed on the agenda. The “Next Review Date” field of the AMOP header shall be the date the annual review period begins.
- D. Content Review. A review by the AMOP Committee to assess the relevancy and appropriateness of a new or revised procedure and its supporting documents. Form 12.01(c) – AMOP Committee Review Scorecard is used by the Committee to document the content review.
- E. Flowchart. An easily understood visual representation of the key steps in a procedure.
- F. Request for AMOP. A review conducted by the Responsible Department to assess the impact of the new or revised procedure on day-to-day operations and existing financial and human resources. The Comptroller, Risk Management, Human Resources, Corporation Counsel, and other applicable departments may review draft procedures before submittal to the AMOP Committee. It is also recommended that the draft be reviewed by the Responsible Department’s Director, user, and any key stakeholders of the process.
- G. LMS. Learning Management System. All employees have access to the LMS portal which houses the ATS application tab for hiring managers, the internal job board allowing employees to apply to open positions, and online training opportunities.

- H. Pending Procedure. A procedure that has been drafted by the responsible department, reviewed and approved by the AMOP Committee, and posted for public notice and comment.
- I. Procedure. A prescribed set of steps, actions or activities generally needed to obtain consistent results. New or revised procedures do not require legislative review, but final procedures must be posted in the online [Administrative Manual of Operating Procedures](#).
- J. Published Procedure. The final and enforceable procedure published on the online Administrative Manual of Operating Procedures.
- K. Responsible Department. The department or division within the County that is responsible for preparing the appropriate language for new or updated policies or procedures, and for routinely reviewing policies or procedures.

3. PROCEDURE

A. Requesting a New or Updated Procedure

- i. Any employee or department may request that a [procedure](#) be created, amended or removed. Completed AMOP requests must be submitted four (4) weeks prior to the [AMOP Committee](#). The committee dates and submission deadlines are posted on the AMOP website. All requests shall be submitted to the AMOP Committee at AMOP@milwaukeecountywi.gov or directly to the AMOP Administrator and include:
 - a. [Impact Review](#) and all other fields on [Form 12.01\(a\) – Request for AMOP](#)
 - b. Draft procedure utilizing [12.01 Appendix A – Administrative Procedure Template](#)
 - c. [LMS Presentation](#) utilizing [12.01 Appendix B – Training PowerPoint Template](#)
 - d. [Flowchart](#) referencing examples in [12.01 Appendix C – Flowchart](#)
- ii. It is highly recommended that Responsible Departments reach out to all relevant stakeholders for review prior to submittal.

B. Communications and Training

- i. It is the duty of the [Responsible Department](#) to communicate procedures to applicable employees. Although a department may choose to use several communication tools, a PowerPoint presentation is required for each new procedure. The Responsible Department and AMOP Committee will work with the Department of Human Resources to create an LMS training based on the presentation, load the training module into the LMS system, and assign it to applicable employees.

C. Content Review and Approval

- i. Upon receiving a request for a new or modified procedure, the AMOP Committee shall conduct a [Content Review](#) of the draft procedure, LMS Presentation, flowchart and Form 12.01(a). The Committee may request additional information from the department submitting the procedure. The Committee may recommend the procedure for adoption or request content change and resubmission. [Form 12.01\(c\) – AMOP Committee Review Scorecard](#) is used by the Committee to document the content review.
- ii. Department representation is optional; however, outstanding Committee questions may delay approval until the next cycle. At the discretion of the Chair, mandatory appearance may be required.
 - a. Note: After an AMOP has been rejected by the Committee twice, attendance will be mandatory for the next AMOP Committee meeting where the AMOP will

be reviewed.

- iii. The AMOP Chair or Administrator will respond within two (2) weeks of the hearing to inform the respective department of 1) Committee approval pending public comment, or 2) a request for content change and resubmission.

D. Notice Period and Comment

- i. Prior to publishing a procedure, the AMOP Administrator shall post the [pending procedure](#) for public comment by both: (a) sending an electronic notification of the pending procedure using the County's E-Notify system, or a successor notification system, and (b) posting the pending procedure on the online Administrative Manual of Operating Procedures. Unless there is an emergency procedure created under subsection 3(I) below, pending procedures shall be published no sooner than ten (10) business days after posting online.

E. Publishing a Procedure

- i. After the Notice Period, the AMOP Committee may make changes to the Pending procedure based on the comments received. The AMOP Administrator, Chair, and Corporation Counsel will address relevant public comments, dictating revision or publication of the AMOP. If substantial public comments are received, the posted AMOP will be removed from the website, returned to the owner for revisions, and presented at the next AMOP Committee meeting for review and approval.
- ii. The AMOP Administrator will post the [published procedure](#) and send training materials to Human Resources.
- iii. Unless otherwise specified, the procedure will take effect on the date it is published on the online Administrative Manual of Operating Procedures.

F. Annual Review of Published Procedures

- i. Published procedures shall be formally reviewed annually to ensure they are still accurate.
 - a. If there is a need for an update to a procedure outside of the formal annual review period, refer to subsection 3(G) below.
- ii. During the [annual review](#) period, the AMOP Administrator will email an editable word document to the responsible department, requesting a review of the AMOP, and attaching a copy of [Form 12.01\(b\) - AMOP Review Checklist](#).
- iii. A Subject Matter Expert of the responsible department will review the AMOP and complete the checklist.
- iv. The Subject Matter Expert will return the completed checklist to the AMOP Administrator after reviewing the AMOP.
 - a. If content updates or changes to the procedure are identified, the AMOP will need to be revised. The revised draft procedure must then go through the formal AMOP Committee review process beginning with the process described in subsection 3(A).
 - b. If no changes are identified, the procedure and the completed AMOP Review Checklist will be reviewed by the AMOP Committee. If the Committee approves the review, the revision number will be incremented in the published procedure and the next review date will be set for the following year.

G. Revising Published Procedures

- i. All published AMOPs will have an assigned revision number which indicates a modification to the document. The AMOP Administrator will ensure that the revision number is accurate prior to publishing.
 - a. A newly published procedure will be Revision 1.0.
 - b. Modified published procedures will have an increase of “1.0” in the revision number (1.0, 2.0, etc.). Each full number increase represents that the procedure was reviewed and approved by the AMOP Committee.
 - c. Minor changes to a published procedure shall be summarized in the revision history table and the revision number will be increased by a decimal point (e.g. 1.1, 1.2). Each decimal point increase represents an update that has not gone through the formal AMOP Committee approval process. When the AMOP is formally reviewed and approved by the AMOP Committee, the revision number will be increased to the next whole number (e.g. Revision 1.2 will become Revision 2).
 - d. Typographical errors can be fixed at any time and do not require any tracking.
- ii. A request to update a published procedure can be done at any time. Major revisions to a published procedure must go through the formal AMOP Committee review and approval process. Minor revisions do not require formal AMOP Committee review and approval, but all changes must be tracked and summarized in the revision history table. The revision number will be incremented by X.1.
 - a. Minor changes include vendor name changes, email/phone number/address updates, software name changes, etc.

H. Removing a Procedure

- i. The AMOP Committee or the responsible department may remove a procedure at any time. To remove an AMOP, the responsible department can contact the AMOP Administrator via email at AMOP@milwaukeecountywi.gov.

I. Exception – Creating an Emergency Procedure

- i. If the AMOP Committee determines that a procedure is needed to protect public safety or the assets of Milwaukee County, the procedure may be published on the online Administrative Manual of Operating Procedures and become effective without the Notice Period. After publishing, the AMOP Committee will use its best efforts to provide for a Notice Period in a timely manner.

4. REVISION HISTORY:

Rev. #	Summary of Changes	Date of Change	Author
3	New document number provided (previously 1.01); Complete revision of subsection 3(F); Added new subsection 3(G); Added Annual Review to definitions; New AMOP template; New forms - AMOP Review Checklist; AMOP Committee Review Scorecard; New appendix: 12.01 Appendix D.	03/10/2020	Una Stojisavljevic