

Revision History

Version	Date	Description	Author
1.0	13-Nov-2006	New Document	QA Representative

Document Approval

Reviewer's Signature

Your signature indicates that, as a <NAME> Quality Assurance representative, you have reviewed this document and find it to be compliant with corporate policies and standards.

Reviewed By:

Name/Title or Role	Signature	Date
<i>QA Representative</i>		

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Document Management SOP

1. Purpose

The purpose of this SOP is to clearly outline the document management practices within <NAME> Health Partners Information Services (NHPIS) Operations and Application Support.

The goal of NHPIS documentation management practices is to provide a centralized location for documentation and a controlled way to manage document creation, publication and revisions.

2. Inputs/Requirements

- IS staff and management feedback
- Document repository
- Master Document Index maintained by the Documentation Specialist/Quality Assurance (QA) team
- Approved document templates

3. Outputs/Deliverables

- NHPIS documentation published to repository
- Master Document Index

4. Definitions, Acronyms and Abbreviations

The following table identifies definitions for acronyms, abbreviations, and terms used within this document:

Term	Definition
NHPIS	<NAME> Health Partners Information Services
IS	Information Services
IU	Indiana University
LAN	Local Area Network
QA	Quality Assurance
SME	Subject Matter Expert
SOP	Standard Operating Procedure

5. Documentation Storage

Documentation shall be stored electronically and physically according to the following:

5.1 Repository

Documentum shall be the official document and template repository. APPROVED and SIGNED documents shall be stored in Documentum and published to the IS Documentation area of the Pulse IS Community.

The LAN shall be used as a library for documents in progress. Documents shall be organized in the following folders indicating their status in the creation, edit, or review process:

WORKING: documents being edited (organized by Department)

IN QA REVIEW: documents submitted by the SME to QA for review and feedback

PENDING APPROVAL: documents in the signature process

APPROVED: signed documents ready to be published to Documentum and Pulse

A Master Document Index stored on the LAN shall reflect the electronic location and version of all published documents.

5.2 Hardcopy Library

Signed documents shall be stored in a series of binders securely kept in QA offices and maintained by QA personnel.

The Master Document Index shall reflect the hardcopy location of each published document.

6. Documentation Management

6.1 Procedure

1. The Subject Matter Expert (SME) or Responsible Director identifies a need for documentation.
2. The SME checks the Master Document Index and/or Pulse pages for any existing documentation.
 - a. If no published document exists, the SME shall work with QA and the Documentation Specialist/QA team to select the appropriate approved template to use to create the new document.
 - b. If a published document exists, the SME shall select the document to be updated, save a copy to his designated departmental WORKING folder.
3. When the SME is satisfied with the document's updated content, he/she shall move the document from the WORKING folder to the IN QA REVIEW folder on the LAN and notify the Documentation Specialist/QA team that the document is ready for QA review.
4. The Documentation Specialist/QA team shall format, version, and name the document to be consistent with NHPIS naming conventions (provided in this document).

5. The Documentation Specialist/QA team shall then notify the appropriate QA representative to review the document for completeness.
6. If changes to the document are required, the SME shall update or discuss changes with QA to complete.
7. When the document is ready for approval, the SME shall notify the Documentation Specialist/QA team, who shall move the document to the PENDING APPROVAL folder. **(*Only documents ready to be printed, signed and published shall be placed in this LAN folder.)***
8. The Documentation Specialist/QA team shall assign a Document Control Number obtained from the Master Document Index and add to the document footer.
9. The Documentation Specialist/QA team shall print the document and obtain signatures.
10. When the document is signed, the Documentation Specialist/QA team shall send notification via email to the Documentum/Pulse Administrator to publish the document to Documentum and Pulse. Information to include:
 - a. Document
 - b. Document Title – typically part of file name (i.e., IS_ALL_SOP)
 - c. Document Description – a sentence or two to describe the document content and intent (can include part of file name or title within the actual document)
 - d. Keywords – determined by SME and QA discussions, used for Pulse searching
 - e. Location on Pulse where document shall be stored
11. The Documentum/Pulse Administrator shall publish the document and notify the Documentation Specialist/QA team when complete.
12. The Documentation Specialist/QA team shall add or update the approved and published document to the Master Document Index.
13. The Documentation Specialist/QA team shall file the signed document in the hardcopy library.

6.2 Naming Conventions

Before publication to the repository, documents shall be named as follows:

IS_[DEPTACRONYM]_[DOCTYPE] [Description or Title]
Example: IS_SERV_SOP Verifying and Resolving Backups in Tivoli.doc

6.3 Approvals

All documents shall be reviewed by a QA representative and approved by a Responsible Director (Content Owner). Consistent signature meanings shall be used for document types and templates.

The SME shall be reflected as the Author of the document in the Revision History.

6.4 Revision Histories/Versioning

A document in progress shall reflect a non-whole number in the document's Revision History. The Documentation Specialist/QA team will "up" this version during the QA review process. This version may or may not coincide with Documentum's version number.

6.5 Documentation Periodic Review

NHPIS policy dictates a periodic review of documentation performed by the Responsible Director. QA and the Documentation Specialist shall be an integral part of this process ensuring that the periodic review process is handled according to the document management procedure in this document.

The Master Document Index shall contain a column to indicate the review date of each published document.

7. Communication/Documentation

Communication between SME, Responsible Director, QA Representative, and Documentation Specialist/QA team shall be consistent and constant during the creation and publication process.

The Documentum/Pulse Administrator shall only be involved with the publication process.

The Master Document Index shall reflect the current status of NHPIS published documentation.

8. Quality Measurement

Quality is involved in the process as soon as a document moves to the IN QA REVIEW folder on the LAN.

QA reviews the document upon approval and publication.

9. Exceptions

N/A

10. Responsibility

Role	Responsibility	Frequency
SME	<ol style="list-style-type: none"> 1. Identifies need for documentation. 2. Creates and/or revises document. 3. Submits document to Responsible Director and/or peers for input. 4. Works with QA and Documentation Specialist during entire process. 	As needed

Role	Responsibility	Frequency
Responsible Director	<ol style="list-style-type: none"> 1. Identifies need for documentation. 2. Suggests revision to SOP as needed. 3. Approves documents ready for publication. 4. Performs periodic review of practice and identifies gaps. 	As needed and Annually
QA Representative	<ol style="list-style-type: none"> 1. Reviews documents for compliance to QA policy. 2. Approves documents ready for publication. 	As needed
Documentation Specialist/QA Team	<ol style="list-style-type: none"> 1. Assists SME in template selection. 2. Maintains Master Document Index. 3. Performs formatting, indexing, versioning and naming functions. 4. Maintains electronic LAN and hardcopy library. 5. Works with the Documentum/Pulse Administrator to publish and promote approved documents. 6. Monitors REVIEW DATE field in Master Index to notify Responsible Director when documents are due for periodic review. 	As needed
Documentum/Pulse Administrator	<ol style="list-style-type: none"> 1. Publishes approved and signed documents to Documentum and promotes them to Pulse IS Community Documentation pages. 	As needed