



OFFICE OF PUBLIC ACCOUNTABILITY
Doris Flores Brooks, CPA, CGFM
Public Auditor

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.

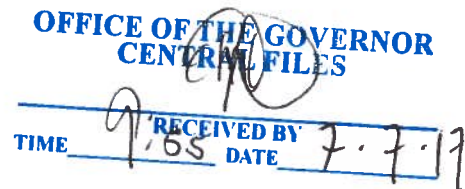
For your convenience and for guidance in preparing your SOPs, attached herein is the law and Senator Esteves' Fact Sheet on the Government Efficiency Act of 2017.

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.

Senseramente,

Doris Flores Brooks, CPA, CGFM
Public Auditor



Attachments

I Minau'Trentai Kuatro Na Liheslaturan
BILL STATUS

BILL NO.	SPONSOR	TITLE	DATE INTRODUCED	DATE REFERRED	DATE REFERRED	PUBLIC HEARING DATE	DATE COMMITTEE REPORT FILED	FISCAL NOTES	NOTES
14-34 (COR)	Fernando Barónas Esteves Therese M. Terrija	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.	2/01/17 9:46 a.m.	2/7/17	Committee on Culture and Justice	3/28/17 10:00 a.m.	4/17/17 4:19 p.m.	Fiscal Note Request 2/7/17 Fiscal Note 2/21/17	
	SESSION DATE 4/24/17	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.	DATE PASSED 4/27/17	DATE AND TIME TRANSMITTED 4/28/17 6:02 p.m. As amended on the floor.	DUE DATE 5/10/17	PUBLIC LAW Public Law No. 34-05	DATE SIGNED 5/10/2017		Received: 5/12/17 Mess and Comm. Doc. No. 34GL-17-0511



EDDIE BAZA CALVO
Governor

RAY TENORIO
Lieutenant Governor

Office of the Governor Of Guam.

MAY 12 2017

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

GL# 34-17-571
Speaker Benjamin J.F. Cruz

Time: 5:05 PM
Received By:

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.

2017 MAY 15 AM 8:17
LC

Senseramente,

RAY TENORIO

I Maga'låhen Guåhan, para pa'go
Acting Governor of Guam

0511



Eddie Baza Calvo



@eddiebazacalvo



@governorcalvo

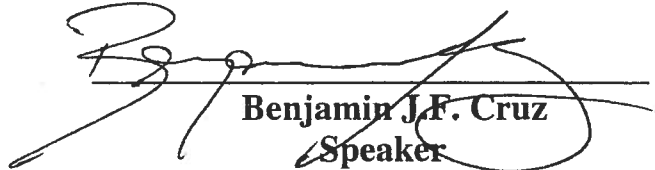


governorofguam


I MINA 'TRENTAI KUATTRO NA LIHESLATURAN GUÅHAN
2017 (FIRST) Regular Session

CERTIFICATION OF PASSAGE OF AN ACT TO I MAGA'LÅHEN GUÅHAN

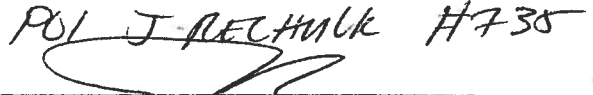
This is to certify that **Bill No. 14-34 (COR)**, "AN ACT TO ADD A NEW § 1923 TO CHAPTER 19 OF TITLE 1, GUAM CODE ANNOTATED, RELATIVE TO ALLOWING THE PERIODIC AUDIT OF EACH GOVERNMENT OF GUAM AGENCY'S STANDARD OPERATING PROCEDURES AND REQUIRING SUCH PROCEDURES TO BE POSTED ON EACH AGENCY'S WEBSITE,"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


Benjamin J.F. Cruz
Speaker

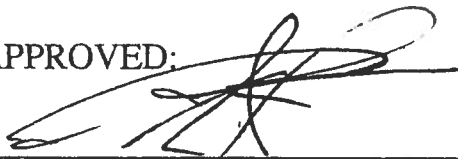
Attested:


Régine Biscoe Lee
Legislative Secretary

This Act was received by *I Maga'låhen Guåhan* this 28 day of APRIL,
2017, at 6:02 o'clock P.M.


Assistant Staff Officer
Maga'låhi's Office

APPROVED:


RAYMOND S. TENORIO
Acting Governor of Guam

Date:

MAY 10 2017

Public Law No.

34-05

I MINA'TRENTAI KUATTRO NA LIHESLATURAN GUÁHAN
2017 (FIRST) Regular Session

Bill No. 14-34 (COR)

As amended on the Floor.

Introduced by:

Fernando Barcinas Esteves

Therese M. Terlaje

Thomas C. Ada

FRANK B. AGUON, JR.

William M. Castro

B.J.F. Cruz

James V. Espaldon

Régine Biscoe Lee

Tommy Morrison

Louise B. Muña

Telena Cruz Nelson

Dennis G. Rodriguez, Jr.

Joe S. San Agustin

Michael F.Q. San Nicolas

Mary Camacho Torres

**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.**

1 **BE IT ENACTED BY THE PEOPLE OF GUAM:**

2 **Section 1. Short Title.** This Act *shall* be known and may be cited as the

3 "Government Efficiency Act of 2017."

1 **Section 2.** A new § 1923 is *added* to Chapter 19 of Title 1, Guam Code
2 Annotated, to read:

3 “§ 1923. **Periodic Audit or Review of Each Government of**
4 **Guam Agency’s Standard Operating Procedures.**

5 The Office of Public Accountability *shall* at any time cause each
6 government of Guam agency’s *Standard Operating Procedures* (SOPs) to be
7 reviewed for adequacy, effectiveness, and efficiency as part of each agency’s
8 audit scope. For purposes of this Section, SOPs are written formal instructions
9 intended to document operational functions and how to perform routine
10 activities. SOPs *shall* include how the agency performs certain actions
11 necessary in carrying out government policies within the agency’s scope of
12 jurisdiction, and specific actions authorized in the agency’s enabling act. Such
13 SOPs *shall* be posted on each agency’s website for public view. Agencies may
14 omit from their respective websites field operations or sensitive information
15 that if disclosed may cause physical harm to government personnel or citizens,
16 may interfere with law enforcement operations or investigations, or may
17 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.

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 969-3376 or email senatoresteves@gmail.com.