

Department of Administrative Services Internal Operations Manual

DEFINITIONS

ACTUAL CONFLICT OF INTEREST - An action you take that would financially impact you, a relative, or a business in which you have a stake.

ADULTERATE/ALTER A SAMPLE - The intentional consumption of chemicals or any other products that interfere with the drug and/or alcohol testing process (such as Urinaid) or any other intentional act to render a urine sample unfit for testing or alter an alcohol result.

AGENCY - The Department of Administrative Services.

AGENCY CONTRACTS COORDINATOR - The Office of Business Administration (OBA) Contracts Manager who is central to the approval of all DAS contracts. If there are questions concerning solicitation, procurement, contract writing, scope of work, etc., that the Division Contracts Coordinator cannot answer, please contact the OBA Contract Services at 378-2631-or 378-2468.

AGENCY SYSTEM (S) - All DAS electronic information devices, interconnections and technical information related to them. For example, systems include phones, pagers, fax machines, computers, copiers, recorders, transmitters, and any similar, connected or related devices. Systems include other systems accessed by or through those devices, such as the Internet, e-mail, cable television, and phone services. Systems includes designs, specifications, passwords, access codes and encryption codes. Systems also include any identifiers for devices, users, or accounts.

ALCOHOL - The intoxicating agent in beverage alcohol, or other low molecular weight alcohols, including methyl and isopropyl alcohol.

ALCOHOL USE - The consumption of any beverage, mixture, or preparation, including any medication, containing alcohol.

AMERICANS WITH DISABILITIES ACT - The Americans With Disabilities Act (ADA) prohibits discrimination on the basis of disability in employment, services rendered by state and local governments, places of public accommodation, transportation, and telecommunications services.

APPROVING AUTHORITY - The individual with top level approval and signature authority for all DAS Information Technology (IT) policy; currently the Chief Information Officer (IRMD Administrator).

APPROVING OFFICER - Approves the issuance of purchase cards. Appointed by agency head.

ATM - Automated Teller Machine (bank machines)

AUDITEE - The Program Manager and/or Division Administrator in an area undergoing an external audit.

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BREATH ALCOHOL TECHNICIAN (BAT) - Individual who instructs and assists individuals in the alcohol testing process and operates an Evidential Breath Testing Device (EBT).

CARDHOLDER - An individual who has been issued a travel or SPOTS card.

COMMERCIAL DRIVERS LICENSE (CDL) - Required of any driver of a motor vehicle or combination of motor vehicles used in commerce to transport passengers or property if the motor vehicle:

1. Has a gross combination weight of 26,001 or more pounds inclusive of a towed unit with a gross vehicle weight rating of more than 10,000 pounds: OR
2. Has a gross vehicle weight rating of 26,001 or more pounds; OR
3. Is designed to transport 16 or more passengers including the driver; OR
4. Is of any size and is used in the transportation of hazardous materials requiring placards.

COMMUNICATION DURING THE AUDIT - DAS expects external auditors to discuss concerns and recommendations with management throughout the audit. Auditees should ensure regular update conferences are scheduled. In many instances, monthly meetings are appropriate. At the meeting, the auditee should ask about progress and potential findings.

COMPETITIVE SOLICITATION - A documented process providing an equal and open opportunity to qualified parties which culminates in a selection based on criteria that include, but are not limited to, the Contractor's availability, capacity, experience, reputation, responsiveness to time limitations, responsiveness to solicitation requirements, quality of previous performance and fees or costs.

CONFIDENTIALITY - A process in which employees can be candid about their views of the Department without fear of consequences.

CONTRACTOR - An independent contractor or corporation that delivers a product or performs a service for a division, when a division has no right to and does not control the means and manner of performing the contracts, except as to the delivery schedule, determining compliance with the Statement of Work, and accepting or rejecting the deliverables or results required under the contract.

CONTROLLED SUBSTANCE - The terms "drug" and "controlled substance" are used interchangeably within the policy. They refer to one or more of the following substances: Marijuana (THC metabolite), Cocaine, Amphetamines, Opiates (including heroin), Phencyclidine and prescription medications used by other than the person it is prescribed for.

COORDINATOR (SPOTS) – Staff member who manages purchase card program.

COVERED EMPLOYEE - Employee required to hold a CDL and who performs safety-sensitive functions. Examples may include employees in job classifications of Equipment Operator 2 and Interstate Truck Driver.

DAS - The Department of Administrative Services.

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DAS AUDIT COMMITTEE - Chaired by DAS' Deputy Director. The remaining members are the State Controller, Administrators from Human Resource Services Division (HRSD), Procurement, Fleet & Surplus Services (PFSS), Office of Business Administration (OBA), and Manager of Finance.

DAS SAFETY MANAGER - A member of the Personnel Unit assigned to manage the Safety and Health program.

DEPARTMENT - The Department of Administrative Services of the State of Oregon.

DIRECTOR - The Director of the Department of Administrative Services.

DIVISION(S) – Any (or all) of the divisions of the Department of Administrative Services

DIVISION CONTRACTS COORDINATOR - The division employee who coordinates all contracts written by that division. Questions concerning contracts should be directed to the Division Contracts Coordinator before the OBA Contract Services Section.

DRAFT AUDIT REPORTS - External auditors provide draft reports prior to final report issuance. In most instances, the language in the draft is still subject to change.

DRIVER - The operator of a commercial motor vehicle.

EFFECTIVE DATE OF CONTRACT - The date established in the contract for the Contractor's work to begin, or the date the contract receives all required approval signatures, **whichever date is later**.

EMPLOYEE DEVELOPMENT PLAN - A structured learning plan that identifies the training or educational experience the employee is to receive during the plan year.

EMPLOYER-AT-INJURY PROGRAM (EAIP) - A program that DAS puts into motion that encourages early return to work of an injured employee. EAIP offers incentives of worksite modifications, wage subsidies, and early return to work purchases.

ENTERPRISE NETWORK - Information technology infrastructure aggregated across an entire organization or group of organizations utilizing a coherent and standardized architecture and design.

ENTRANCE CONFERENCE - A meeting between the external auditor and the auditee usually held before audit fieldwork begins. The Division Administrator, the Internal Audit Manager, and supervisory staff in the area affected by the audit should be present. The external auditor will usually present the objectives of the audit, introduce staff involved in the audit and ask for assistance from the auditee.

ERGONOMICS - The science that adapts the work surroundings to suit the worker with focus on safety and productivity.

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EVIDENCE OF COMPETITION - Division documentation demonstrating competitive solicitation of responses from multiple individuals or firms in selecting a Contractor in accordance with the Oregon State Statutes, Oregon Administrative Rules, and agency internal policies.

EXECUTIVE STAFF – Includes the Director, Deputy Director, Assistant Director, Agency Administrators, and others designated by the Director.

EXIT CONFERENCE - An exit conference is held at the end of an audit. The Division Administrator, the Internal Audit Manager, and other appropriate employees should be present. The external auditor usually presents and discusses significant findings noted during the course of the audit. Many times the draft audit report will also be presented and discussed at this time.

FHWA - Federal Highway Administration.

FMLA - Federal Family and Medical Leave Act.

FIXED ASSET - Property with a value of greater than \$5,000 and a useful life of more than two years.

FORM 801 - The on-the-job injury report required by the State Accident Insurance Fund (SAIF).

GIFT - Something of value you accept without paying its full value. The waiving of a debt. Something you receive that the public cannot get for the same price or conditions.

HISTORICAL COST - The amount paid, or liability incurred, by an accounting entity to acquire an asset and make it ready to render the services for which it was acquired.

HONORARIA - A payment, not required by law, that is given to you for services you perform as part of your job.

IMMEDIATELY - During the same work shift or within 24 hours.

INCIDENT/ACCIDENT REPORT FORM - A report filled out by the supervisor of an employee who has been injured or had a near miss.

INFORMATION - Information of any kind used in any way in DAS systems. Examples include messages, communications, e-mails, files, records, recordings, images, graphics, transmissions, signals, programs, macros, software, and data.

INJURED EMPLOYEE - An employee with a job related injury or illness that has not waived reinstatement.

INJURED WORKER LIST - A statewide list that is maintained by HRSD to assist in the placement of injured workers in state agencies.

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INTEGRITY - The ability to ensure the system software, applications, information, hardware configuration, connectivity, and privilege system settings cannot be altered during storage or transmission.

INTERNAL AUDIT MANAGER – DAS' Internal Audit Manager whose position is located within the Director's Office.

INTERNAL OPERATIONS MANUAL OR IOM - The book of approved policies and procedures for DAS employees.

IT (INFORMATION TECHNOLOGY) MANAGEMENT – Managers who have any type of computer system under their direct control.

IT (INFORMATION TECHNOLOGY) SECURITY PLAN - The unique processes, within each division, that are implemented in order to accomplish the goals of the IT Security Policy.

LIFE CYCLE MANAGEMENT – The internal control structure and ongoing management of a product or process across its useful life.

LOBBYING - ORS 171.725(9): influencing, or attempting to influence, legislative action through oral or written communication with legislative officials, solicitation of others to influence or attempt to influence legislative action or attempting to obtain the good will of legislative officials.

Representatives of the Department are lobbying when they:

1. Talk or write to a legislator or to his or her staff to influence legislative action. *Examples:*
 - Taking a position on a bill or budget.
 - Proposing changes to a bill, including technical.
 - A letter, memo, or e-mail favoring or opposing a bill or budget.
2. Talk or write to a legislator or to his or her staff to promote good will toward the agency.
3. Talk or write to others with the intent to ask them to influence legislative action. *Examples:*
 - Meetings where they ask people to support or oppose a bill or budget.
 - Letters, memos, e-mails, or newsletters asking people to support or oppose a bill.

MAJOR LIFE ACTIVITY - This activity could include self-care, breathing, walking, hearing, seeing, speaking, learning, and working.

MANAGEMENT RESPONSES - The management response is the formal response to the auditor's recommendations. All management responses to external audit recommendations should be reviewed and approved by the Internal Audit section and the Internal Audit Committee.

MEDICAL REVIEW OFFICER (MRO) - A licensed physician (medical doctor or doctor of osteopathy) responsible for receiving laboratory results generated by an employer's drug testing program who has knowledge of substance abuse disorders, and has appropriate medical training to interpret and

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evaluate an individual's confirmed positive test result together with his or her medical history and any other relevant biomedical information.

MODIFIED WORK - Duties given to an employee with an on-the-job injury. The duties are based on the restrictions from the employee's doctor.

OBA - The Office of Business Administration (OBA) is within the Operations Division, Department of Administrative Services (DAS). OBA provides administrative guidance and operational support to ten (10) Divisions as well as the Office of the Governor, select boards and commissions and select client agencies, and other state programs of DAS as directed by the Oregon Legislature.

There are five functional areas within OBA: Accounting Services, Administration Services, Contract Services, Financial Services, and Payroll Services.

OBA Contract Services Division – The OBA contract Services Section supervises the preparation of all contracts, agreements, and procurements for DAS and the Governor's office. It oversees the establishment and adherence to uniform rules and policies relating to requests for proposals, contractor selection, personal and professional service contracts, trade service contracts, as well as governmental, interagency and lease purchase agreements.

OFLA - Oregon Family Leave Act

ON-DUTY TIME - All time an employee spends performing a "safety-sensitive function". In addition, on-duty time includes time an employee spends traveling to, performing, or returning from reasonable suspicion, random and post accident testing.

ON-THE-JOB INJURY - Any compensable accident, injury, disease, or illness that is job related.

OSHA 200 LOG - Yearly job related injuries and illnesses summary and log.

PERFORMANCE EVALUATION – The process designed to review and rate employee work performance.

PERSON WITH A DISABILITY - A person with a physical or mental impairment which substantially limits one or more major life activities; who has a record of such impairment; or is perceived as having such an impairment.

PHYSICAL/MENTAL IMPAIRMENT - a) Any psychological disorder, characteristic, cosmetic, disfigurement or anatomical loss, affecting one or more of the following body systems: neurological, musculoskeletal, special sense organs, respiratory, including speech organs, cardiovascular,

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reproductive, digestive, skin, and endocrine; or b) Any mental/psychological disorder or characteristic such as: mental retardation, head injury, organic brain syndrome, emotional/mental illness, or specific learning disabilities.

POTENTIAL CONFLICT OF INTEREST - An action you take that could financially affect you, a relative, or a business in which you have a stake.

PUBLISHING - Using systems to disseminate or spread information to the public or beyond the user's area of authority within DAS. Examples include newsletter, web pages, fliers, chain letters, and postings to Internet groups or to e-mail lists.

PURCHASE CARD - A bank issued credit card for state purchasing purposes. The card is directly issued to an employee.

QUALIFIED PERSON WITH A DISABILITY - A person with a disability, or multiple disabilities who, with or without reasonable accommodation, can perform the essential functions of a job for which the individual is qualified.

REASONABLE ACCOMMODATION - The principle by which an employer's employment practices are made accessible and usable to otherwise qualified persons with disabilities. This may include, but is not limited to, making facilities readily accessible; job restructuring; modifying work schedules; acquiring special equipment and/or devices; adjusting/modifying the administration of examinations, training materials or policies; using qualified readers, interpreters or other related assistance.

REQUEST FOR INFORMATION (RFI) - A written document asking for information concerning anything a division might like to know from outside sources. An RFI will not result in a contract.

REQUEST FOR PROPOSAL (RFP) - A written solicitation document describing a Division's circumstances and the type of service or products desired; setting forth all significant evaluation factors and their relative importance, and, if appropriate, price; and soliciting competitive written proposals. The RFP is intended to result in a contract.

REQUEST FOR QUALIFICATIONS (RFQ) - A written document describing a Division's circumstances and the type of service desired; setting forth all significant evaluation factors and their relative importance and, if appropriate, price; and soliciting competitive written qualifications. The RFQ will not result in a contract but is intended to establish a list of qualified contractors from which to seek proposals or select a contractor using informal selection procedures or direct negotiation.

SAFETY-SENSITIVE FUNCTION:

1. Waiting to be dispatched; or
2. All driving time; or

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3. All loading or unloading time; or
4. All supervising of loading and unloading; or
5. Time a driver spends servicing, repairing, or inspecting a commercial motor vehicle; or
6. Time a driver spends attending to duties after a commercial motor vehicle accident; or
7. Time spent by driver waiting or acquiring assistance for a disabled commercial motor vehicle.

SOLE SOURCE - A contractor who provides professional or technical expertise of such a unique nature that the Contractor is clearly and justifiably the only source available to provide the service.

STATEMENT OF WORK - A written statement that specifically describes the phases of work or services, major tasks or areas of responsibility the Contractor is to perform at a particular site or within a particular locale during a stated period of time. The statement must identify specific objectives that the Contractor is to attain or describe in detail the deliverables that the Contractor is to provide. A schedule of delivery must be included.

STATEWIDE CONTRACTS COORDINATOR – (Chief Procurement Officer).- The Purchasing, Fleet and Surplus Services (PFSS) employee who is responsible for the final authorization of state contracts. Please do not request information from the Chief Procurement Officer without first communicating with the Division Contracts Coordinator and the OBA Contract Services Section.

SUBSTANCE ABUSE PROFESSIONAL (SAP) - A licensed physician (medical doctor or doctor of osteopathy), or a licensed or certified psychologist, social worker, employee assistance professional, or addiction counselor (certified by the National Association of Alcoholism and Drug Abuse Counselors Certification Commission) with knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substance-related disorders.

TEMPORARY EMPLOYEE - A person given nonstatus appointment under the provisions of HRMD Policy 40.025.01. Such person shall be exempt from all provisions of the State Personnel Relations Law, HRMD Rules and Personnel Policies unless otherwise specified.

UNDUE HARDSHIP - An action requiring a significant difficulty or expense when considering the factors in making reasonable accommodation.

USE, USES, USED - Any use of DAS systems to affect information in any way by state employees, officers, agents or volunteers. Examples include using systems to search, produce, calculate, extract, forward, print, publish, receive, send, transmit, apply, run, control, download, upload, record, copy, rename, access, alter, delete, erase, encrypt or store any information. This policy does not control private (non-state) uses of public services such as Ed-Net or a state-sponsored list service or bulletin board.

USER ACCOUNT (USER ID AND PASSWORD) - In a computer system a user is recognized by unique identifiers known as a User ID and Password. These identifiers are known only to the system and the user, and used by the system to authenticate a specific user.

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VIRUS – Computer programs containing malicious code that are written to cause some form of intentional damage to computer systems or networks.

VIP SYSTEM - The on-line electronic Vendor Information Program administered through the Transportation, Purchasing and Print Services Division of the Department of Administrative Services.

WELLNESS - Wellness is a self-designed style of living that encourages individuals to achieve their highest potential. It is a lifelong process in which individuals make positive choices that affect their health and well being. Wellness is exercise and proper nutrition. It is stress control, weight control and a wise use of alcohol and drugs. Wellness is a positive outlook on life that also includes a sensitivity to the environment. Wellness is the physical, mental, emotional and spiritual parts of life all rolled into one.