

## PROBLEM

Procurement in Oregon state government is a complex process subject to numerous statutes, administrative rules, policies, and procedures. There is no single authoritative source for procurement staff to access this information, which is believed to reduce efficiency, increase time and cost, cause unnecessary complications, and impair transparency for vendors and the public.

## APPROACH

The project team was composed of subject matter experts from across the enterprise. It also incorporated the procurement manual project team already developed by the Designated Procurement Officer (DPO) Advisory Council and sponsored by the DAS Chief Procurement Officer. This project built upon the prior manual team's work and solicited additional input and support from communications specialists, stakeholders, partners, and end users.

## SCOPE

Create a framework and governance for the development and maintenance of an online enterprise-wide procurement policy and procedure manual.



This includes determining content types as well as the look, feel, navigation, and structure of the manual but does not include creation of content.

The governance system includes ownership, roles and responsibilities, and a process for creating, integrating, and maintaining content to ensure the manual becomes the primary, comprehensive resource for the state procurement community.

The team reviewed existing manuals in other states for structure and inspiration, researched principles of website design and procurement policy development, and surveyed users for input on design. The team worked to provide guidance and structure that would incorporate future advances in technology and provide adaptable guidance for a variety of platforms.

## RESOURCES

Project Team: project manager, business lead and subject matter experts

Timeline: 12 months

Budget: agency resources



## OUTCOMES

- The project team developed a 'Content Strategy' that covered structure and governance to develop and maintain the Oregon Procurement Manual. The strategy also set out goals, style and audience for the manual.
- A "Guide to Updating the Oregon Procurement Manual" was written to provide a step-by-step process for work groups that form to develop sections for the manual. This is intended to help volunteers and provide consistency in approach and review of sections, allowing each section to fit well with the rest of the manual.

## NEXT STEPS

A website that will host the Procurement Manual is under development and will be reviewed by the project team prior to launch. DAS Procurement Services is facilitating content development and recruiting interested procurement professionals from across the enterprise.

## LESSONS LEARNED

The project avoided taking on content development, due to the high workload and extended timeline that would result. This allowed the group to focus on the purpose of the manual, leading to a longer term vision.

## Project Staff

**Sponsors:** Margaret VanVliet – DHCS, Mark Williams – DOJ, George Naughton – DAS

**Team Members:** Sarah Roth – SoS (Business Lead), Robert Underwood – DAS (PM), Joel Metlen – DCBS (PM)