

Span of Control

Maximum Supervisory Ratio Exemption Requests - Agency Job Aid

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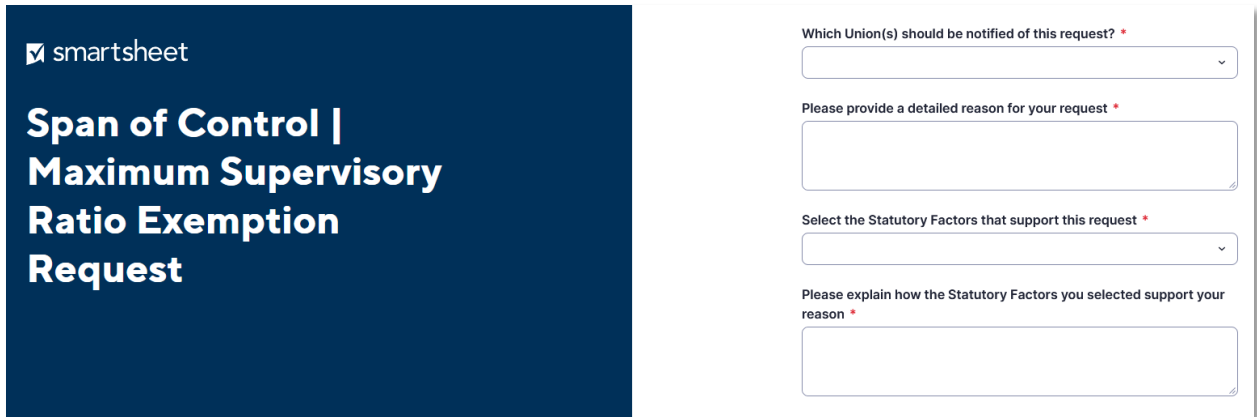
Agency Submission Process

The process for Maximum Supervisory Ratio (MSR) exemption requests has moved from a Word/PDF form submission to a Smartsheet form submission. The [Span of Control Toolkit webpage](#) will remain the same except for the form link and minor changes to instructions.

You will not need a Smartsheet account to use this process. Messages will continue to come to your inbox. There may be times when you will need to submit additional information - you will also be able to do this via the messages in your inbox, though they will be managed directly in Smartsheet.

Moving this process helps us modernize our service for your agency, improving efficiency, record-keeping, and reporting!

Step 1: Submit the Smartsheet form via the Span of Control Webpage



The screenshot shows a Smartsheet form with a dark blue header on the left containing the Smartsheet logo and the title "Span of Control | Maximum Supervisory Ratio Exemption Request". The main form area is white and contains four fields:

- A dropdown menu labeled "Which Union(s) should be notified of this request? *".
- A text area labeled "Please provide a detailed reason for your request *".
- A dropdown menu labeled "Select the Statutory Factors that support this request *".
- A text area labeled "Please explain how the Statutory Factors you selected support your reason *".

Please follow these steps

1. Navigate to the [Span of Control Toolkit webpage](#)
2. Click the [“Request for Maximum Supervisory Ratio Exemption” link](#)
3. Fill in the form
4. Submit the form

The document contains both free entry and dropdown fields. Note that you will only submit one request per form; for additional requests, please submit additional forms as each are maintained as their own record.

If you encounter any issues with completing the form or notice any errors, please contact the process team using [this form](#) so that we can make updates promptly!

Step 1b: Provide Clarification about the Exemption if Requested

There may be times when you receive a request for clarification to be able to process your exemption. Clarification may be requested by the HR Compliance Analyst reviewing your exemption, or from the HR Compliance Admin.

Any requests you’ll receive will now come to your inbox from Smartsheet, and your replies will need to be submitted via Smartsheet. You will not need an account with Smartsheet to provide clarification.



Greetings,

We have received your request for an Agency Maximum Supervisory Ratio Exemption for:

Position: Test Position 0123

To proceed, we are requesting clarification as follows:

Reason/Request: *This is an example reason for clarification*

Please provide clarification by clicking Open Request below. On the following page, you will then need to update the field in this email titled "Analyst Clarification - Agency Resubmission."

We will review that information and inform you of any updates.

Thank you

[Open request](#)

Please follow these steps

1. Receive the request for clarification and review the reason/detail
 - a. Note that the email may filter to your Spam folder and/or not download images
2. Open the form using the "Open Request" button
 - a. The message will also be on the following page so that you can see the reason/detail for the request and instructions
3. Provide your clarification in the provided text box
 - a. Please ensure that you provide enough detail to satisfy the request. This ensures that the process can move forward more quickly!
4. Click "Submit" when you have completed the request

Analyst Clarification - Agency Resubmission

Send me a copy of my responses

Submit Update

Step 2: Receiving Final Approval Message

When your exemption request has been fully completed and a decision made, you will receive a final approval notification. This will now come to your inbox from Smartsheet.

smartsheet

FINAL APPROVAL | Department of Administrative Services Maximum Supervisory Ratio Exemption Request

Greetings,

This is the final approval for this exemption request, and the agency may proceed with filling the position:

Test Position 0123

Please see the attached memo for record.

Thanks

MSR Exemption Requests

Details Changes since 4/14/26, 2:58 PM

- 1 row changed
- 1 attachment added

1 row added or updated (shown in yellow)

[Row 1](#)

Changes made by automation@smartsheet.com

1 attachment added

Final Approval - Maximum Supervisory Ratio Exemption Request_Department of Administrative Services Test Position (0123) - Workday ID 012 - Salem, Oregon.pdf (177k) added by automation@smartsheet.com on Row 1: Department of Administrative Services | Test Position (0123) - Workday ID: 012 - Salem, Oregon

Note: in the example image, we have shaded in red information that you will not need in the email. The information shaded in green is the memo that you will save.

Please follow these steps

1. Receive the final approval notification
2. Save the attached PDF with your exemption approval



The image shows an email template with the following content:

State of Oregon
Tina Kotek, Governor

Department of Administrative Services
155 Cottage Street NE
Salem, OR 97301

FINAL APPROVAL | AGENCY MAXIMUM SUPERVISORY RATIO EXEMPTION REQUEST

Date: 04/14/26
To: stephen.iles@das.oregon.gov

Greetings,

This is the final approval for this exemption request, and the agency may proceed with filling this position.

Agency	Department of Administrative Services
Classification	Test Position
Position #	012
Location	Salem, Oregon

Kindly,
DAS CHRO Compliance

If you encounter any issues with this email, please let us know using [this form](#).

Helpful Resources

- [Policy 300.000.20 - Span of Control](#)
- [Span of Control Toolkit webpage](#)
- [Request for Maximum Supervisory Exemption Form link](#)
- [Support and Feedback Form](#)