County of Monterey
County Core Mandates
Webpage: http://0000sqldev002/CMP/ (In Development Status)
Standard Operating Procedure

I. Purpose

1. To develop a user-friendly application as a single repository for County Core Mandates.

II. Background

a. Board of Supervisors Referral No. 2017.14: "To inform the Board and the public about County-mandated services and receive Board direction regarding the budgeting process for non-mandated programs."
   i. Board presentation providing information on core and mandated County responsibilities and services: what they are; how they are funded; the function of the County budget process in ensuring funding for mandated responsibilities.
   ii. Board workshop at a future date to discuss criteria/guidelines for adding and funding other beneficial, non-mandated services; the function of the County budget process in prioritizing funds for non-mandated functions.

b. On November 14, 2017, the CAO-IGLA Office presented a list of County Core Mandates by department. County Counsel staff reviewed the list. Mandates fall into three categories:
   i. Mandatory
   ii. Self-Imposed Mandate
   iii. Discretionary

c. The Board of Supervisors directed CAO-IGLA staff to continue working with the County departments and County Counsel and to return in early February 2018 to provide a complete list of mandates.

d. CAO-IGLA Staff collaborated with the Information Technology Department (ITD) to create a dynamic, single repository that allowed for the following:
   i. Single repository for all department mandates
   ii. User-friendly
   iii. Ability to add mandates by a Department Point of Contact.
   iv. Ability to review, accept, or reject mandate with comments.
   v. Ability to have a "Final Approver" for all new mandates.
   vi. Ability to track end-user entries.
   vii. Ability to date-and-time stamp entries.
   viii. Ability to query archived mandates.

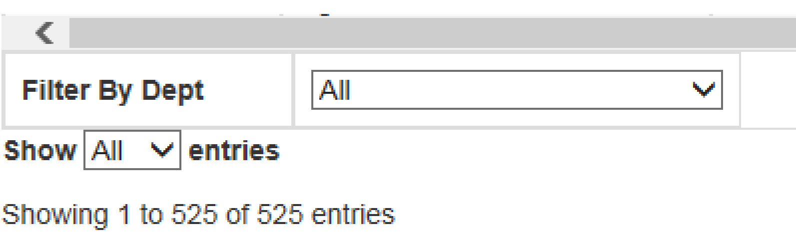
III. Roles and Responsibilities

a. Department Point of Contact – Identified as a User of the application
   a. Addendum No. 1 – Department Point of Contact List
   b. Each Department designated a staff contact.
   c. Receives general updates from County Core Mandate Project.
      i. Responsible to inform Department Head of updates.
   d. Reviews and updates mandates on a quarterly basis, or as needed.

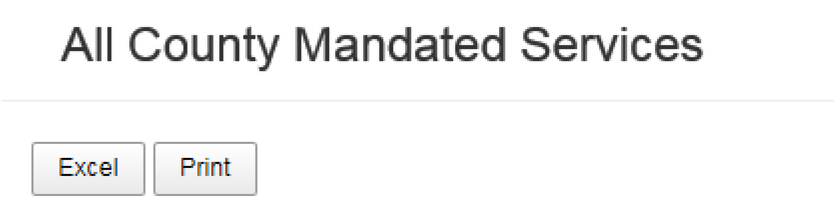
b. County Counsel
    a. Addendum No. 2 – County Counsel List
    b. All County Counsel staff are listed in the ADMIN section.
    c. Review, approve, or reject mandates, as requested.
c. Final Approvers – Identified as Executive Leadership Staff
    a. Each new mandate will have "Final Approval" by the CAO, Assistant CAO or County Counsel, Addendum No. 3.
b. Administration
    a. TBD is the Global Administrator of the web application and Point of Contact for the project.
        i. Responds to questions about the web application and/or the process to update.
        ii. Staff should remind Department Points of Contact to review and update, where applicable, their department's mandate list every three months.
    b. Global Administrator to complete the following:
        i. Recommend revisions be made to update or refine the application.
            1. Contact ITD
        ii. Add or delete role members:
            1. Final Approvers
            2. Administrators
            3. Staff
            4. County Counsel
            5. Deputy County Counsel
        iii. Generate reports by exporting or creating spreadsheets from data, as requested.

IV. Procedure

1. The County Core Mandate web application is located on the *INTERNET AND INFONET>CAO>Administration* page. The INTERNET application is "Read-Only."
2. Double-click on the County Core Mandate title.
    a. This opens the internal web application.
3. Review Department Mandates
    a. Select *Department*

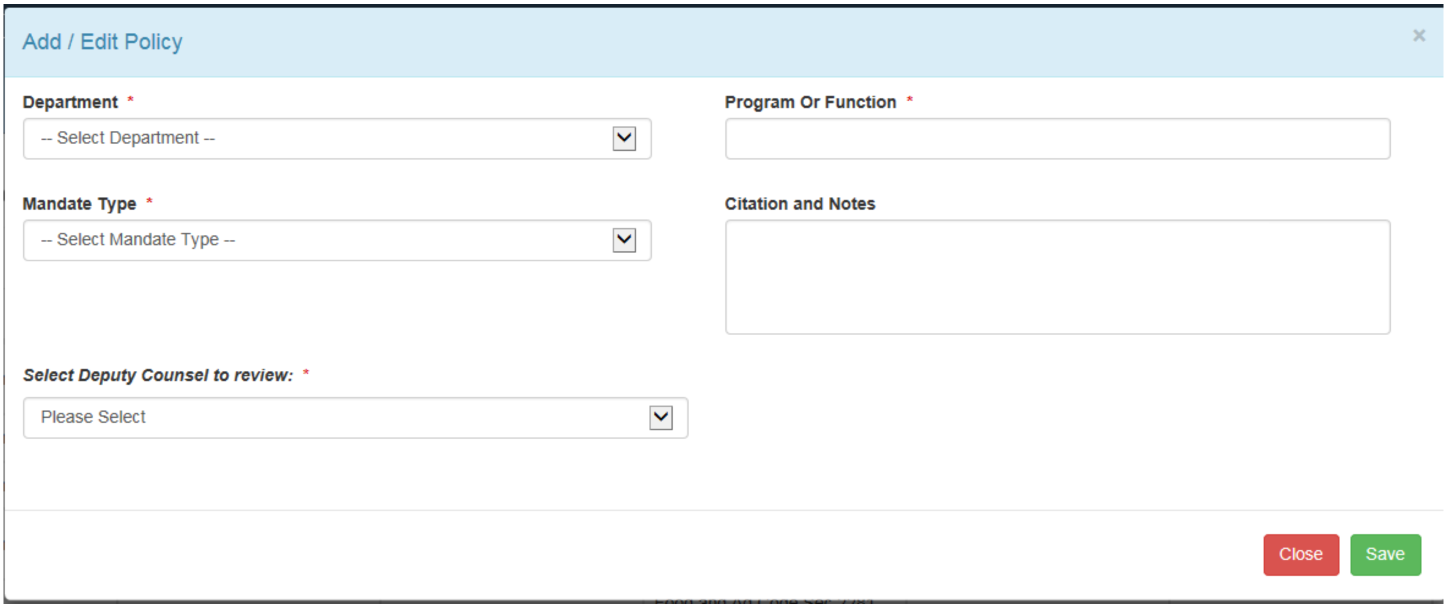


    b. If you need to export to Excel or print, select button.



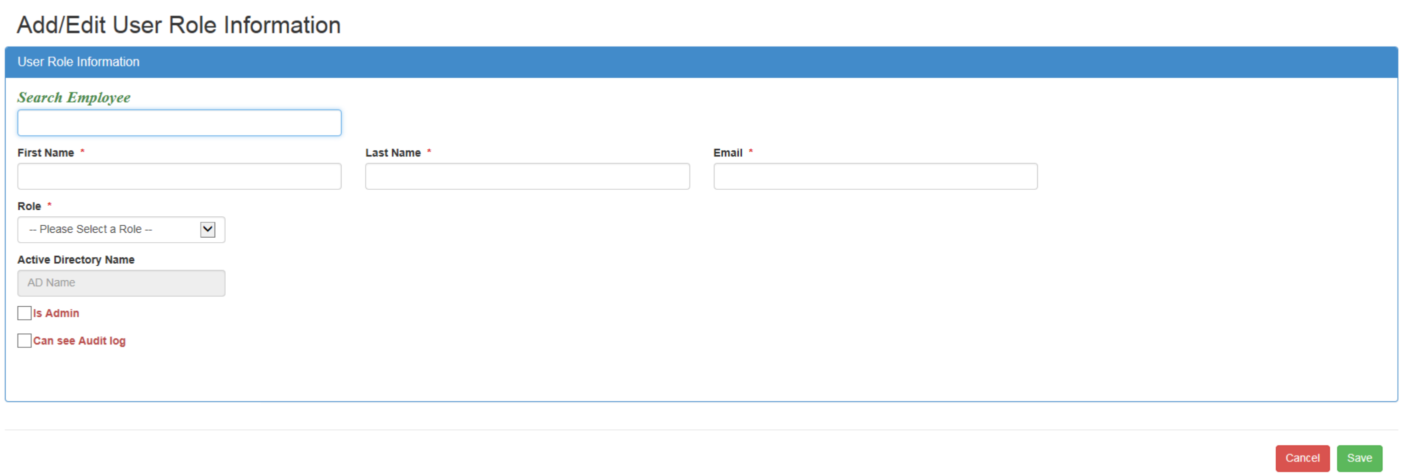
4. Add a new mandate
    a. Go to the top right corner. Select *New Mandates*.

    b. Select and Enter the following (* denotes mandatory field):
        i. Select *Department**
        ii. Enter the *Program or Function**
        iii. Select *Mandate Type**
        iv. Enter the *Citation and Notes*
        v. Select *Deputy County Counsel**
    c. An e-mail is sent to the selected Deputy Counsel to EDIT, REJECT, or APPROVE.
    d. If REJECTED from County Counsel, an e-mail notice of the decision is sent to you.
        i. Go back to the mandate
        ii. Review and read County Counsel recommendations.
        iii. Make appropriate changes
        iv. Select *Deputy County Counsel*
        v. A new e-mail is sent to Deputy County Counsel requesting review of your revisions.
    e. The process continues until the mandate is approved or deleted.
    f. During this process of approving and rejecting, e-mail status notifications are sent to you.
        i. Once the mandate has been approved by County Counsel, Deputy County Counsel must request Final Approval by:
            a. Select FINAL APPROVER
            b. An e-mail is sent to the originating Department Point of Contact, Deputy Counsel, and Final Approver.
            c. The FINAL APPROVER will Approve or Reject.
                i. If Approved, the originating Department Contact and Deputy County Counsel receive notification.
                ii. If Reject is selected, the FINAL APPROVER will add the reason for rejection in the Notes space.
                iii. The originating department and Deputy County Counsel are copied on the email.
                iv. The process continues until resolved.
                1. If the FINAL Approver does not respond to the email request, an automatic reminder will be emailed every two weeks until completed.

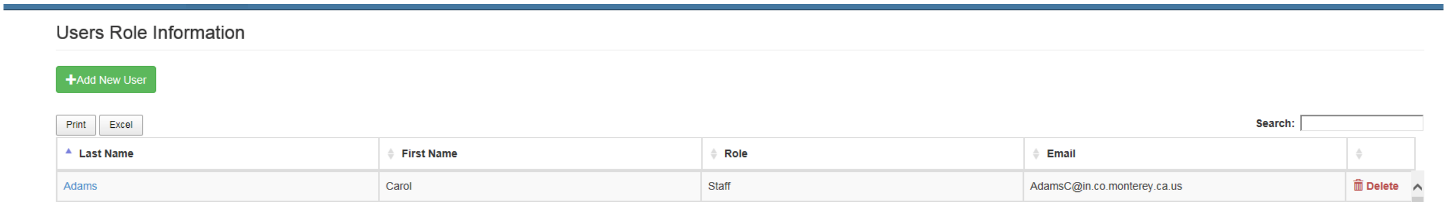


V. Global Administrator

1. Add Users and Assign Permissions
    a. Search name to add
        i. Fields will auto populate; OR
    b. Add First and Last Name and E-mail address
    c. From dropdown, select Role
    d. Check Admin; if you want to add Administrative permissions
    e. Select Audit Log if you want to allow permissions to query Audit Log.
        i. Typically, Audit Log is the permission of the Global Administrator
    f. Select Save.



2. Delete a User
    a. Search Name
    b. Select Delete button
        i. Delete button is only visible with ADMIN permissions.



Last Name	First Name	Role	Email	
Adams	Carol	Staff	AdamsC@in.co.monterey.ca.us	Delete

3. Audit Log
    a. The log displays the “paper trail” history of submittals, rejections, and approvals.
        i. This feature will help with traceability of who and when added or changed a mandate.
        ii. At the time of implementation, only the Global Administrator has access and can generate queries.

843	Treasurer Tax Collector	Test	Mandatory	testin	✖ Rejected By Sakthi Muthiah Palaniappan - Rejected Reason : " sorry rejected "