Fermi National Accelerator Laboratory

Fermilab

Fermilab Policy Database Training

26 February 2021

Requirements Oversight Board

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U.S. Department of Energy Office of Science
www.fnal.gov

U.S. DEPARTMENT OF ENERGY | Office of Science

Contents

Background

The lab's Policy on Policies sets forth the lab's requirements for lab-wide policies. Under this Policy, Fermilab lab-wide policies and procedures are stored in a common location -- a ServiceNow database – and are viewed at policies.fnal.gov. This ServiceNow policies database provides a central location for policy storage. The policies.fnal.gov webpage provides a common location to access Fermilab policies; these policies are also searchable via a search bar at the top of the page. The lab's Requirements Oversight Board (ROB) has established processes for developing, reviewing, and approving lab-wide policies and procedures, including a common template and a centralized review process to approve lab-wide policies. This process includes an intake form which specifies the elements of the policy review process.

This Fermilab Policy Database Training document provides information on how to enter a policy or procedure into the ServiceNow database. Policy owners have been asked to designate a group within their organization, the policy Ownership Group, which has the rights to enter policies into the ServiceNow database. The organization that owns the policy is responsible for entering the policy into the ServiceNow database and seeking approval of the policy from the ROB. Employees who are members of an Ownership Group with access to the ServiceNow policy database should follow the instructions contained in this training to create a new policy or procedure, or to update an existing policy or procedure. Employees seeking to enter a policy into the database who are not a member of a policy Ownership Group may contact their D/S/P management to inquire whether they should be added.

IMPORTANT NOTE ON DOCUMENT RETENTION: Policies are subject to document retention requirements. Each Division/Section/Project/Management System is responsible for retaining older/prior versions of policies and procedures that they own which were in effect before the policy was first added to the ServiceNow policy database. With the establishment of the ServiceNow policy database, this database is now the location of the official lab-wide policies and procedures. The operative version of the official policy is located in the "Article Body" field of the database (see description below) and will appear on the policies.fnal.gov webpage after approval by the ROB. When policies that are located in the ServiceNow database are updated in the database, it retains prior versions of the policy.

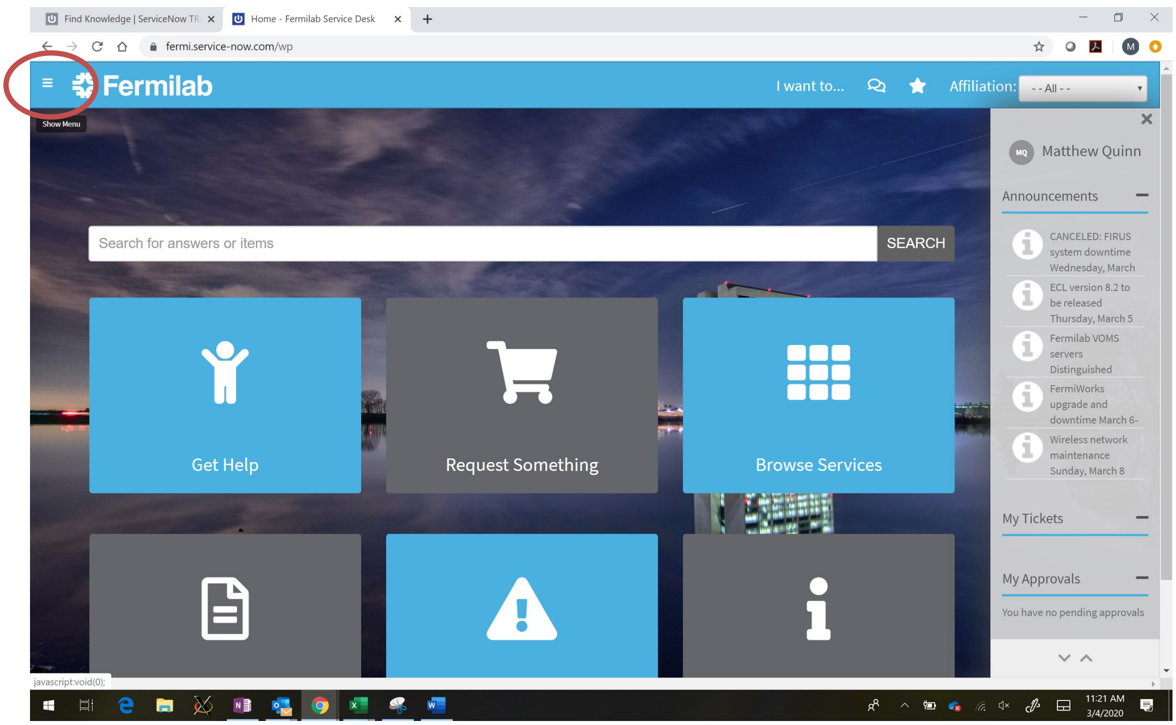
For questions, please contact the ROB Administrator at rob_policies@fnal.gov.

Entering a New Policy into Policy Database

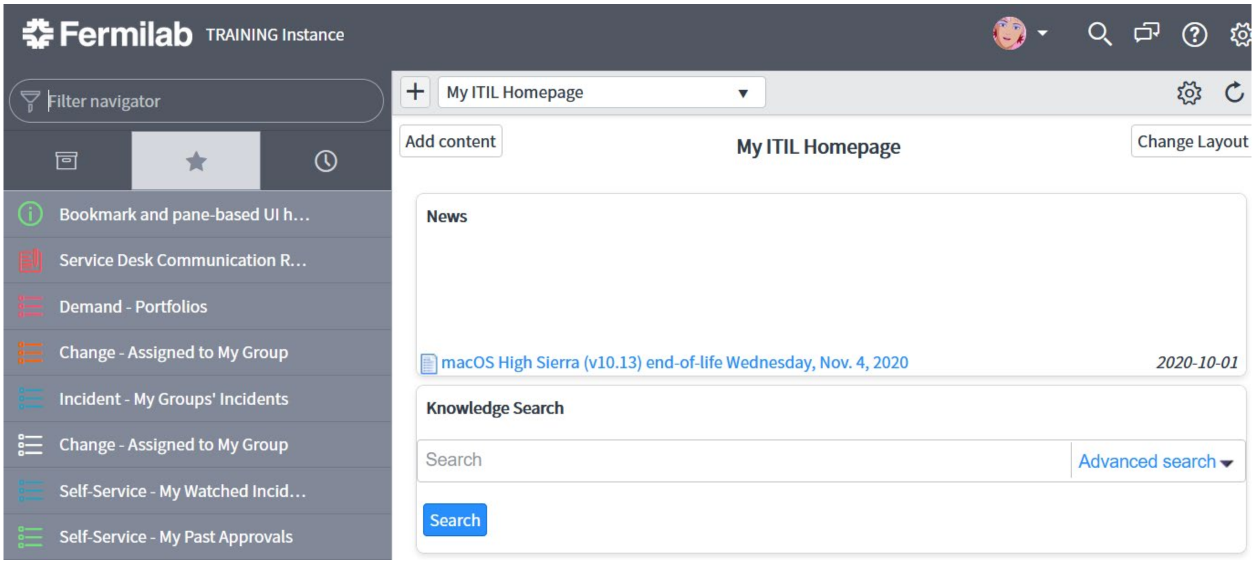
1. Log into ServiceNow Classic View using your Services account - https://fermi.servicenowservices.com/

2. If your view is similar to what's shown below, you can switch to Classic View as follows:

   - At the upper left, click the Show Menu icon (three horizontal lines) and select **Classic View**.

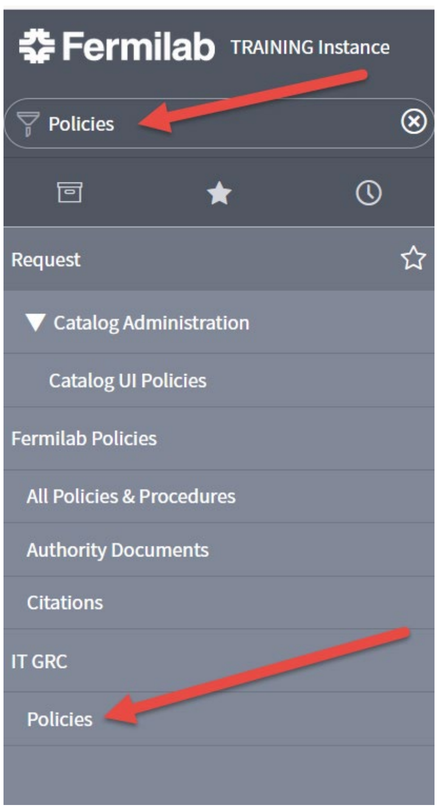


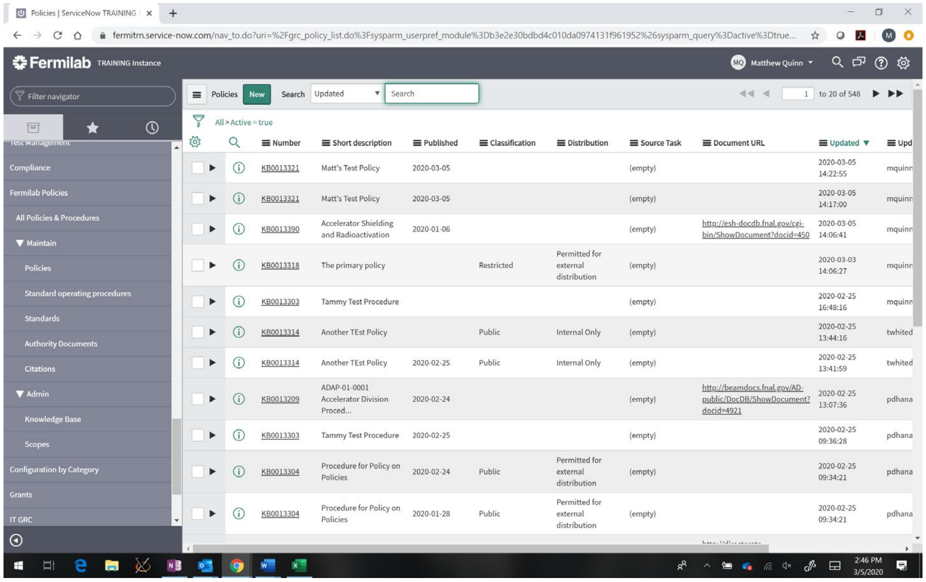
Your Classic View screen will look something like this:



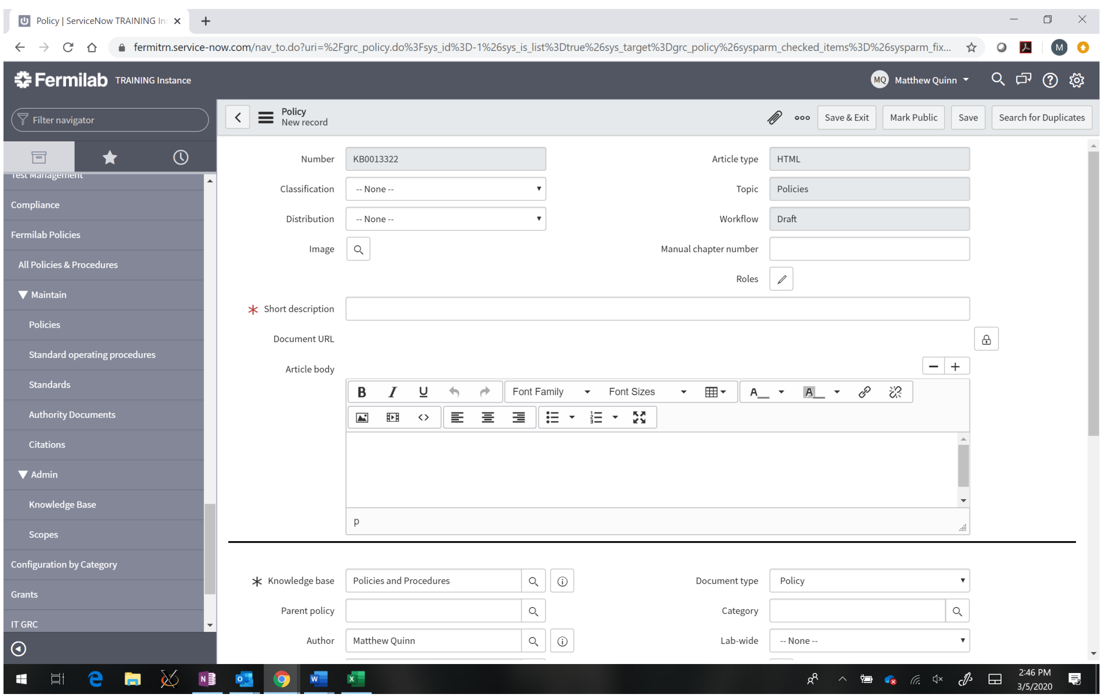
3. Scroll down the left-hand side menu, click to expand the **Fermilab Policies** tab, click to expand **IT GRC**, and click **Policies**.

   You can also search for “Policies” in the Filter navigator search box; just make sure to click Policies (below IT GRC).



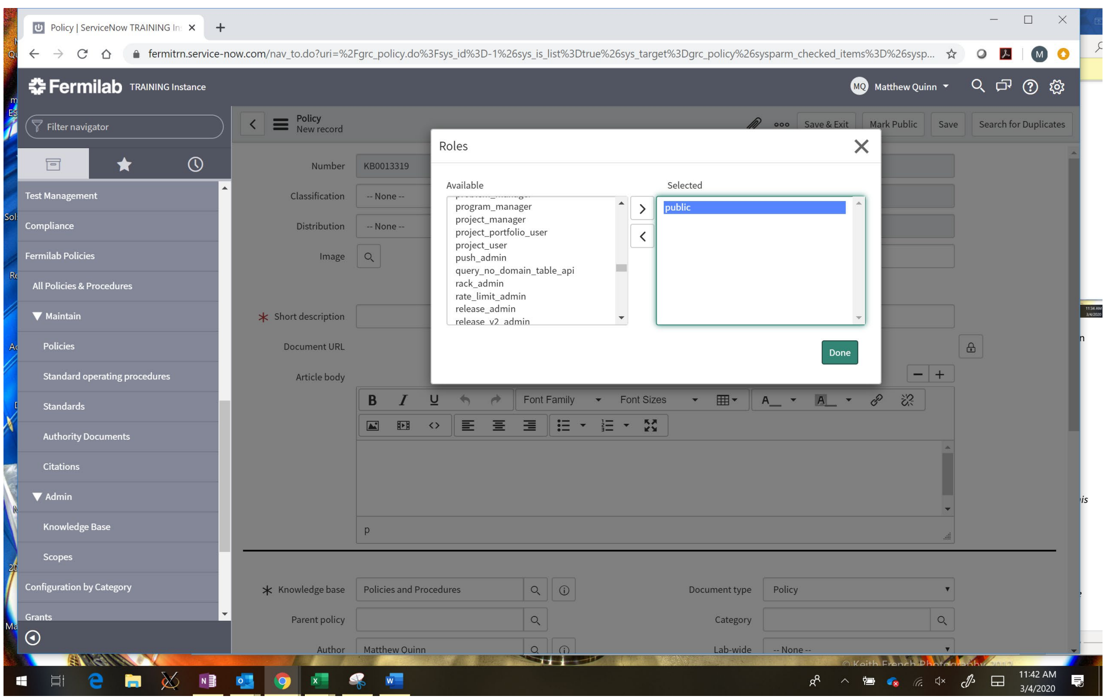


4. At the top of the screen, click the ‘New’ button to create a new policy.



Filling Out Fields

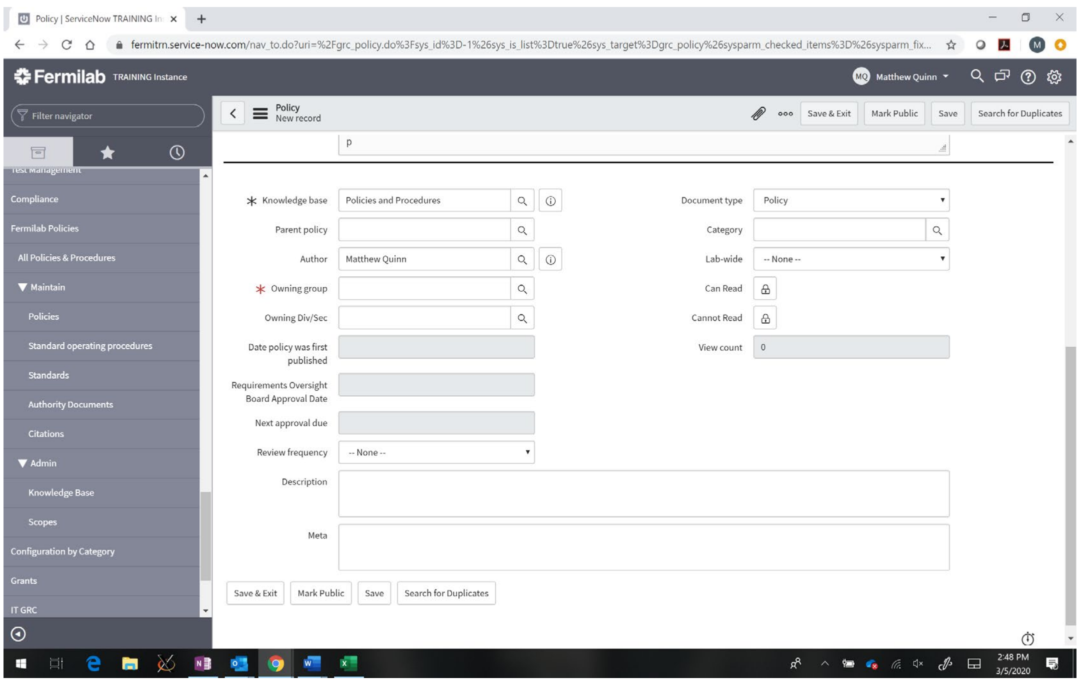
5. Number: This field is auto-populated.
6. Classification: Select 'Public' or 'Restricted' from the dropdown menu. *Note this field is informational only, the* 'Can Read' *field below is what actually changes permissions.*
7. Distribution: Select 'Permitted for external distribution' or 'Internal Only' from the dropdown menu. *Note this field is informational only, the* 'Can Read' *field below is what actually restricts policies from view.*
8. Article type: This field is auto-populated.
9. Topic: This field is auto-populated.
10. Workflow: This field is auto-populated.
11. Manual Chapter Number: Enter a manual chapter number if this policy is part of a manual. Manuals will be added to ServiceNow at a later time. For now, they remain in their current locations.
12. Roles: Click the pencil icon. Scroll down to or type '**public**'. Select 'public' on the 'Available' menu. Click the right arrow ('Add') to add 'public' to the 'Selected' window. Hit the 'Done' button.



13. Title: Enter the title of the policy.
14. Document URL: This field links to an externally stored format of the policy. It provides an easy way, for instance, to access the Word format of policy that goes into the ServiceNow Article Body field. If you choose to populate this field, **the document URL must link to the same version of the policy that is placed into the "Article Body" field, below.** To add a URL for an externally stored policy document (DocDB, Sharepoint, etc), click on the lock icon to the right of the field. You can then paste a URL in the field. Any planned updates to the document at this URL must go through the ROB process.
15. Review status: Leave blank.

16. Article Body: This is the official version of the policy, which will be seen on the policies webpage. (The document located at the document URL field should match this same text.) Type or paste your policy here. If using paste, paste from a Word document (not a PDF) and remove any automatic numbering and lettering from the Word document before pasting to ensure that the document is in a readable format on the front end.
    a. If prompted to Keep or Remove Formatting, choose Keep Formatting. A policy template is available at policies.fnal.gov or from the ROB administrator (rob_policies@fnal.gov).

Below Article Body



17. Knowledge base: If not automatically selected, choose 'Policies and Procedures'.
18. Parent policy: For lab-wide policies, there will be no parent policy, and this field can be left blank. (See below for instructions on procedures.)
19. Ownership Group: Choose the group that will be responsible for updates to this policy by filling out text and selecting from drop down or using the magnifying glass to search or browse. Refer to the table at the end of this document.
20. Owning Div/Sec*:* Choose the division, section or project that owns the policy by typing the organization name and selecting from drop down or by clicking the magnifying glass to search or browse all options. (Be sure to click on the appropriate group to select it.)
21. Date policy was first published (in ServiceNow): This will be automatically populated when the policy is approved by the Requirements Oversight Board and published in ServiceNow.
22. Requirements Oversight Board Approval Date: This will be automatically populated when the policy is approved by the Requirements Oversight Board.

23. Next approval due: This date is calculated automatically from the original publication date or last updated date (whichever is most recent) and the Review frequency.
24. Review frequency: Select interval from dropdown menu. This information should be the same as what is listed in the text of the policy.
25. Document type: Select 'Policy'

26. Category: Choose by typing the name of the category and selecting from drop down or by clicking the magnifying glass to search or browse all options. *See the list of policy categories at the end of this document for further help determining category.*
27. Lab-wide: Select if the policy applies lab-wide or not. The Fermilab Policy on Policies defines lab-wide policies as: ***A lab-wide policy, procedure, guidance, or manual is one that also applies to employees or users outside of the organization that owns the policy, procedure, guidance, or manual.*** This field is informational only. It does not control who can or cannot see the policy.
28. Can Read: **This field controls who can see the policy**. **Leaving this field blank will allow anyone to see the policy, including members of the public.** See instructions below for setting viewing options for your intended audience.
    a. Viewable by Everyone (publicly available) - Leave this field blank. (This is the choice for many, but not all policies.)
    b. Viewable by only those with a Fermilab Services account) – Select '**All Users**'**.**
        i. **Choose this option for procedures that were previously available only in Sharepoint or via the Fermilab network/VPN** (applies mainly to non-public WDRS, Legal, and Financial policies)
    c. Restricted to a specific group – Choose a group from the menu or contact the ROB Administrator to create a new group.
29. Cannot Read: Not in use.
30. ROB intake form received date: Leave blank. The ROB Administrator will fill this in.
31. Primary ROB approver: Leave blank. The ROB Administrator will fill this in.
32. Description: Enter any Authoritative Sources related to your policy. These include Prime Contract requirements, Codes of Federal Regulation (CFR), or other governing requirements. These may be found in the Authorities section of the policy.
33. Meta: Enter any metadata related to the policy. Particularly, this may include keywords people would use to search for this policy.
34. Once the fields are filled out, click the **'Save'** button at the top or bottom of the screen. **You will receive an error message if required fields are not filled out.**
35. At this time, you may click the 'Publish' button at the top of the screen. This will not "publish" the policy to employees, but instead it will send the policy on for Requirements Oversight Board approval. You should have also filled out the ROB intake form (posted on https://policies.fnal.gov) and sent a Word version of the policy to rob_policies@fnal.gov. A ROB member may contact you with any questions about the policy. The policy will appear on the policy website after it has been approved by the ROB. See the ROB intake form for further details about the approval process.

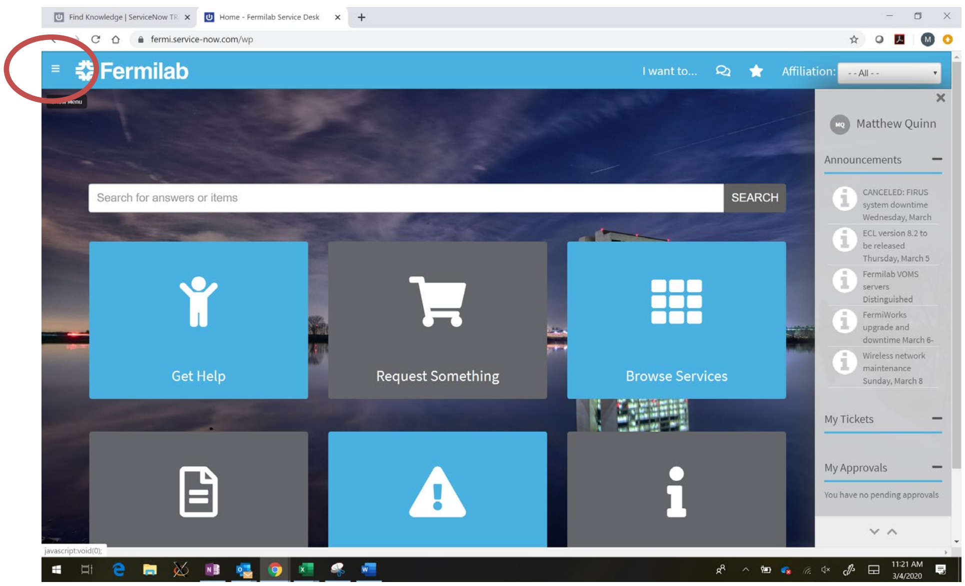
If there are additional questions or you receive an error message in the database, please contact the ROB Administrator (rob_policies@fnal.gov).

Editing an Existing Policy

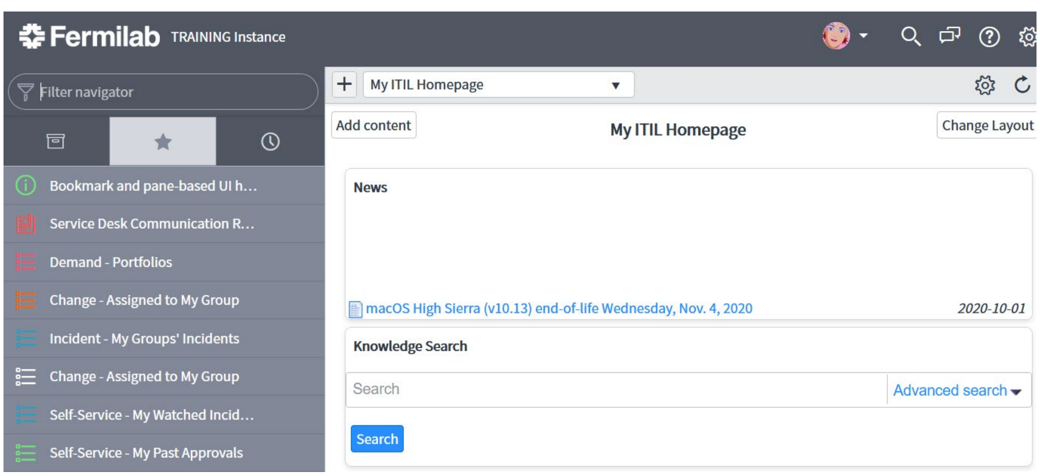
1. Log into ServiceNow Classic View using your Services account - [https://fermi.servicenowservices.com/ .](https://fermi.servicenowservices.com/)

2. If your view is similar to what is shown below, you can switch to Classic View as follows:

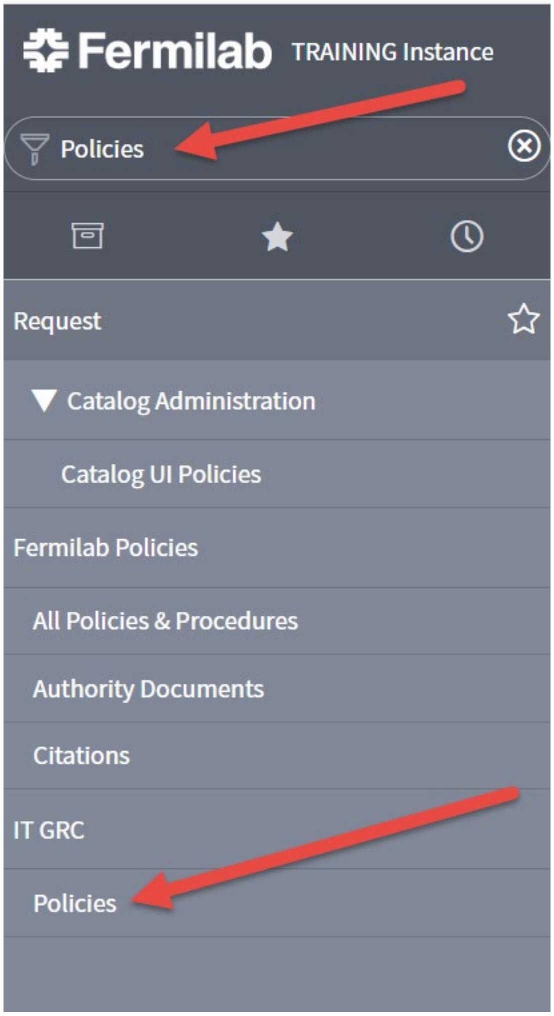
   - At the upper left, click the Show Menu icon (three horizontal lines) and select **Classic View**.



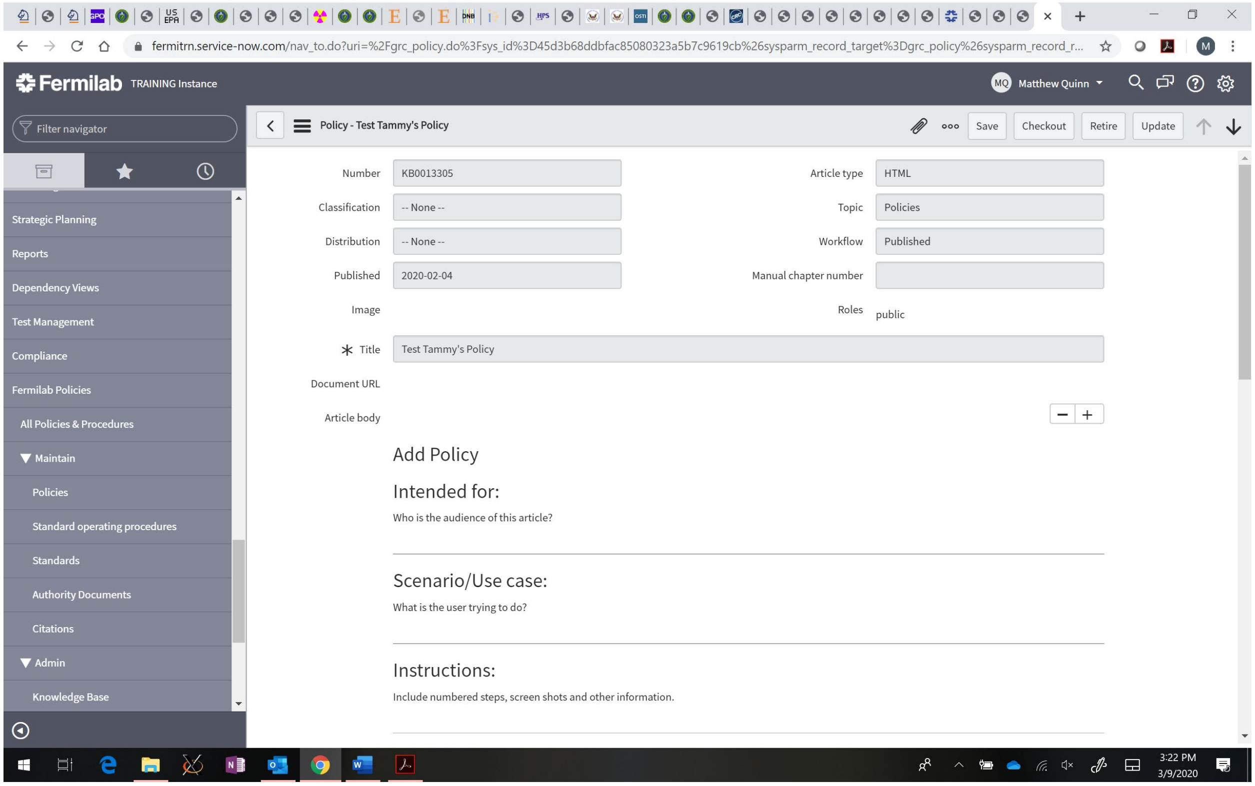
Your Classic View screen will look something like this:



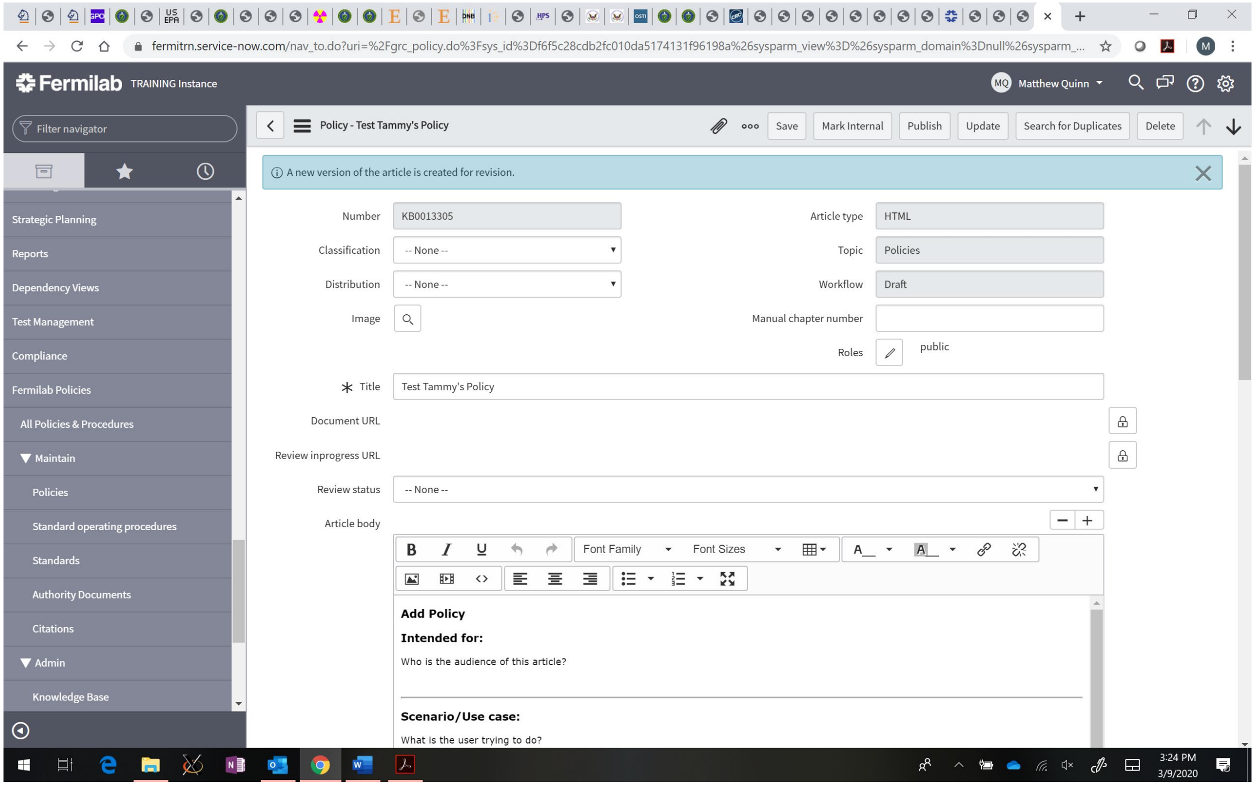
3. Scroll down the left-hand side menu, click to expand the **Fermilab Policies** tab, click to expand **IT GRC**, and click **Policies**.
   You can also search for "Policies" in the Filter navigator search box; just make sure to click Policies (below IT GRC).



4. Scroll down the screen to find the policy you wish to edit, or use the search bar at the top of the screen to search.
5. Click on the policy 'Number' to open the policy.



With the policy open, click the 'Checkout' button at the top of the screen. If 'Checkout' button does not appear, click on the link for an updated version of the policy. The 'Checkout' button should be visible when you are viewing the most recent version of a policy. NOTE: If you need to make edits after the policy has been published, but before it has been approved, click the 'Recall' button at the top of the screen. Note that the current/posted version of the policy will still be seen by employees/the public until a new version has been approved by the ROB Administrator, even after you press the "Recall" button.



Editing Fields

Edit any fields necessary.

Once finished, you may click the 'Publish' button at the top of the screen to send the policy on for Requirements Oversight Board approval. The updated policy will appear on the policy website when it has been approved. Note that the prior version of the policy will be on the policy website until the updated version has been approved.

If there are additional questions or you receive an error message in the database, please contact the ROB Administrator (rob_policies@fnal.gov).

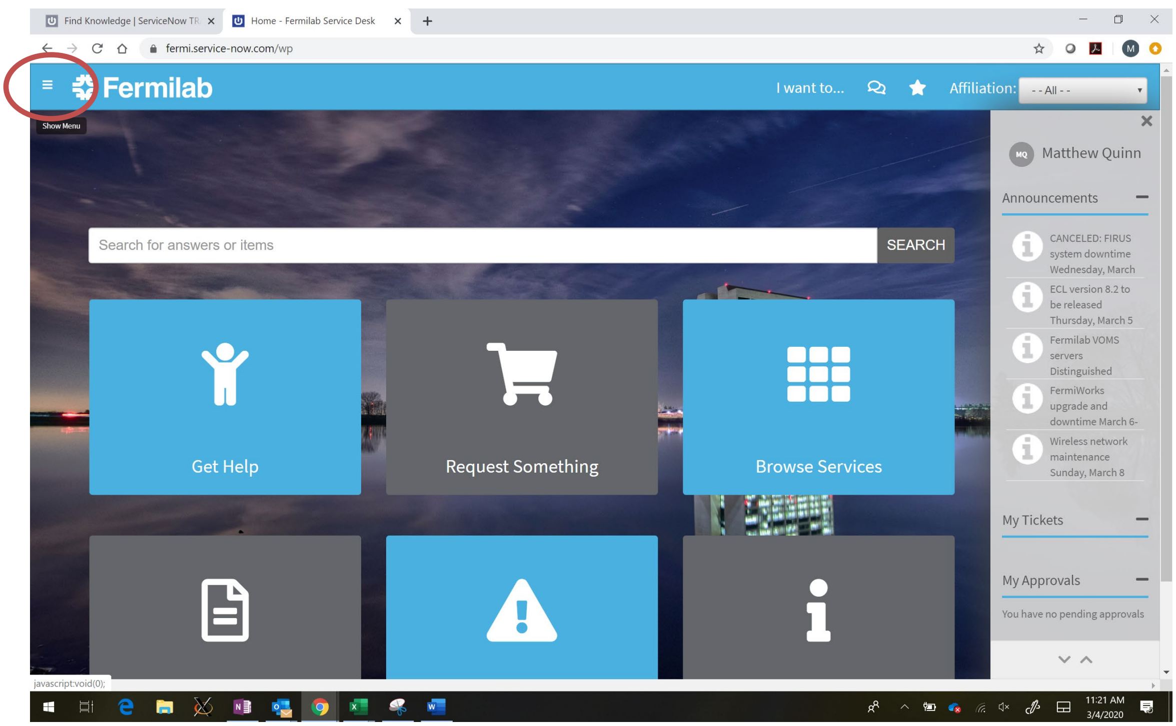
Entering a New Procedure into Policy Database

<u>This section only applies to Procedures (sometimes called Processes). If you are entering a Policy, please see instructions for Entering a New Policy into Policy Database, located earlier in this document. Procedures should only be entered into the database after the associated parent policy has been entered and approved by the ROB. (Lab-wide procedures that are submitted for ROB review may also be sent at the same time as the parent policy.)</u>

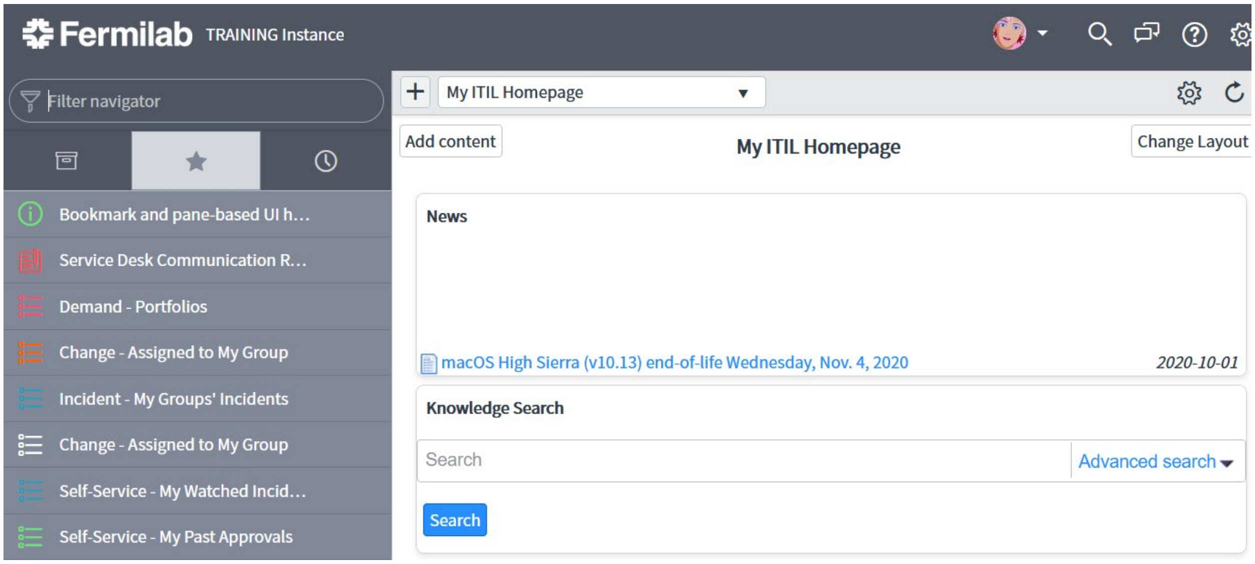
1. Log into Service Now Classic View using your Services account - https://fermi.servicenowservices.com/

2. If your view is similar to what's shown below, you can switch to Classic View as follows:

   - At the upper left, click the Show Menu icon (three horizontal lines) and select **Classic View**.

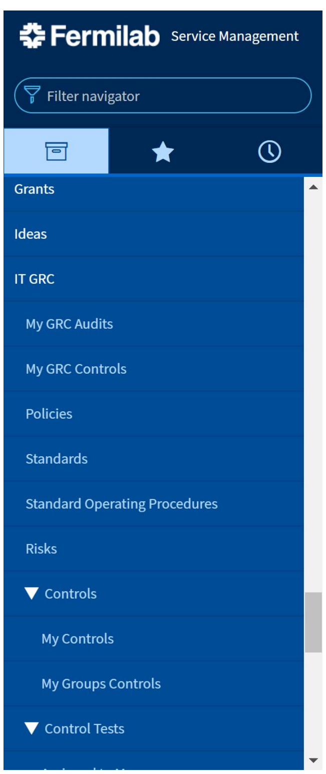


Your Classic View screen will look something like this:

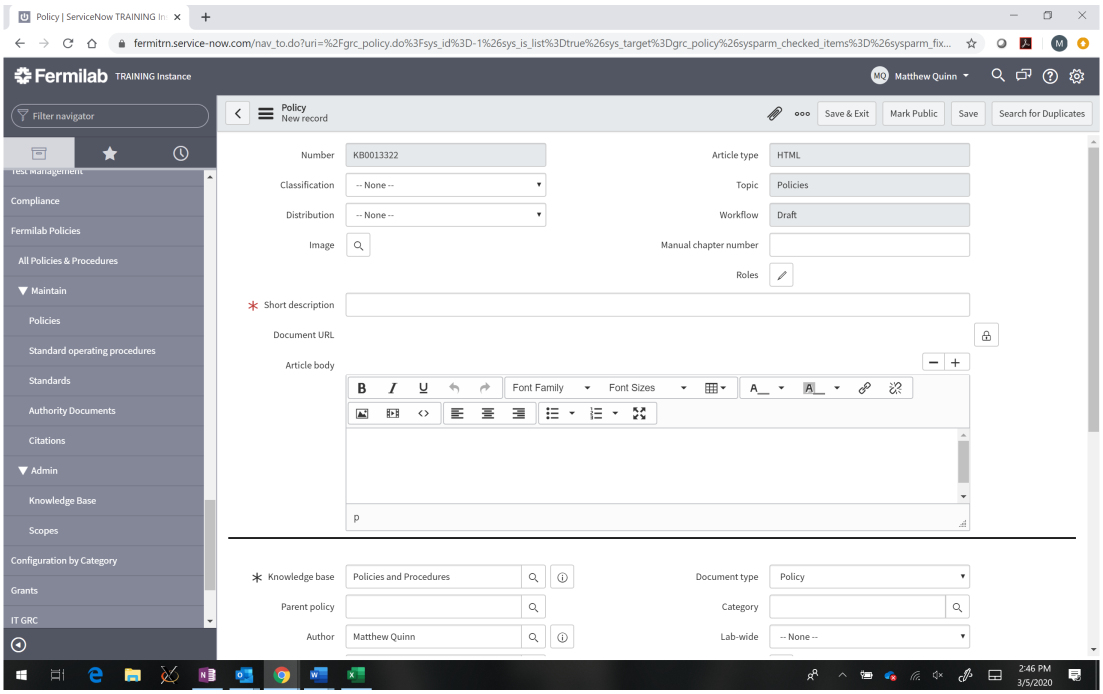


3. Scroll down the left-hand side menu, click to expand **IT GRC**, and click **Standard Operating Procedures**.

   You can also search for "Standard Operating Procedures" in the Filter navigator search box; just make sure to click Standard Operating Procedures (below IT GRC).

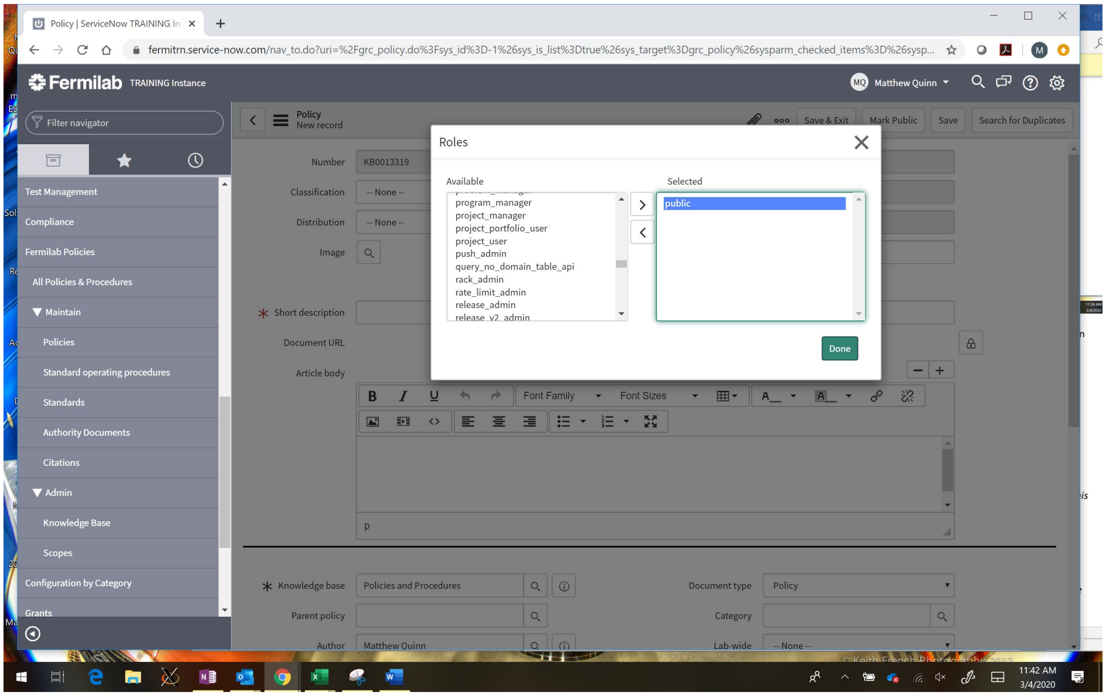


4. At the top of the screen, click the ‘New’ button to create a new procedure.



Filling Out Fields

5. Number: This field is auto-populated.
6. Classification: Select ‘Public’ from the dropdown menu. The other selections are not currently in effect.
7. Distribution: Select ‘Permitted for external distribution’ or ‘Internal Only’ from the dropdown menu. *Note this field is informational only, the* ‘Can Read’ *field below is what actually restricts policies from view.*
8. Article type: This field is auto-populated.
9. Topic: This field is auto-populated.
10. Workflow: This field is auto-populated.
11. Manual chapter number: Add if your policy is part of a manual.
12. Roles: Click the pencil icon. Scroll down to or type ‘**public**’. Select ‘public’ on the ‘Available’ menu. Click the right arrow (‘Add’) to add ‘public’ to the ‘Selected’ window. Hit the ‘Done’ button.



13. Title: Enter the title of the procedure.
14. Document URL: To add a URL for an externally stored document (DocDB, Sharepoint, etc), click on the lock icon to the right of the field. You can then paste a URL in the field. IT IS ESSENTIAL THAT THIS DOCUMENT URL CONTAIN THE SAME VERSION/TEXT OF THE PROCEDURE THAT WILL BE PUT IN THE "ARTICLE BODY" FIELD. People accessing policies will see the procedure that is included in the "article body" field but will also be able to access the procedure through the Document URL pasted here.
    IMPORTANT NOTE ON DOCUMENT RETENTION: Certain procedures may be subject to document retention requirements. Please make sure to retain older/prior versions of procedures so that they are available for audits and other retention purposes. However, outdated versions should not be made publicly accessible.

15. Review status: Leave blank.

16. Article Body: Type or paste your procedure here. Most procedures should use the format which is located on https://policies.fnal.gov. If using paste, paste from a Word document (not a PDF) and remove any automatic numbering and lettering from the Word document before pasting to ensure that the document is in a readable format on the front end. If prompted to Keep or Remove Formatting, choose Keep Formatting.

Below Article Body

17. Knowledge base: If not automatically selected, choose 'Policies and Procedures'.

18. Parent policy: This must be filled in for procedures, so that procedures are tied to a policy. See the Policy on Policies for the distinction between policies and procedures. Find the desired parent policy by starting to type the title or click the magnifying glass to search for it.
19. Ownership Group: Choose the group that will be responsible for updates to this procedure by filling out text and selecting from drop down or using the magnifying glass to search or browse. Refer to the table at the end of this document if you are unsure which group to choose.
20. Owning Div/Sec*:* Choose the division, section or project that owns the policy by the name of the organization and selecting from drop down, or clicking the magnifying glass to search or browse all organizations.
21. Date policy was first published (in ServiceNow): This will be automatically populated when the policy is approved by the Requirements Oversight Board and published in ServiceNow.
22. Requirements Oversight Board Approval Date: This will be automatically populated when the policy is approved by the Requirements Oversight Board.
23. Next approval due: This date is calculated automatically from the original publication date or last updated date (whichever is most recent) and the Review frequency.
24. Review frequency: Select interval from dropdown menu. This should be the same as the review frequency that is specified in the text of the procedure.
25. Document type: Choose Procedure.
26. Category: Choose by filling out text and selecting from drop down or clicking the magnifying glass to search or browse across all categories. *See the list of categories at the end of this document.*
27. Lab-wide: Select if the procedure applies lab-wide or not. The Fermilab Policy on Policies defines lab-wide as: ***A lab-wide policy, procedure, guidance, or manual is one that also applies to employees or users outside of the organization that owns the policy, procedure, guidance, or manual.***
28. Can Read: **This field controls who can see the procedure**. **Leaving this field blank will allow anyone to see the procedure, including members of the public.** See instructions below for setting viewing options for your intended audience.
    a. Viewable by Everyone (publicly available) - Leave this field blank.
    b. Viewable by only those with a Fermilab Services account) – Select '**All Users**'.
        i. **Choose this option for procedures that were previously available only in Sharepoint or via the Fermilab network/VPN** (applies mainly to non-public WDRS, Legal, and Financial policies)
    c. Restricted to a specific group – Choose a group from the menu, or contact the ROB administrator to create a new group.

29. Cannot Read: This field is not in use.
30. ROB intake form received date: Leave blank. This will be filled in by the ROB administrator.
31. Primary ROB approver: Leave blank. This will be filled in by the ROB administrator.
32. Description: Enter any Authoritative Sources related to your policy. These include Prime Contract requirements, Codes of Federal Regulation (CFR), or other governing requirements. These may be found in the Authorities section of the policy.

33. Meta: Enter any metadata related to the policy. Particularly, this would include keywords people would use to search for this policy.
34. Once the fields are filled out. Click the **'Save'** button at the top of the screen. You will receive an error message if required fields are not filled out.

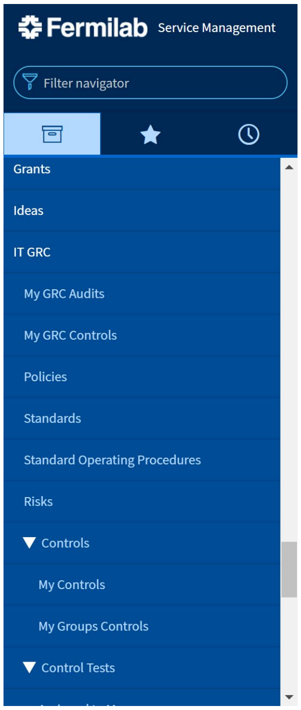
35. After saving, you may click the 'Publish' button at the top of the screen to send the procedure on for final ROB approval, or you can continue on to add related links.
36. When the procedure is approved by the ROB, it will need to be attached to its applicable policy. See below for instructions.

If there are additional questions or you receive an error message in the database, please contact the ROB Administrator (rob_policies@fnal.gov).

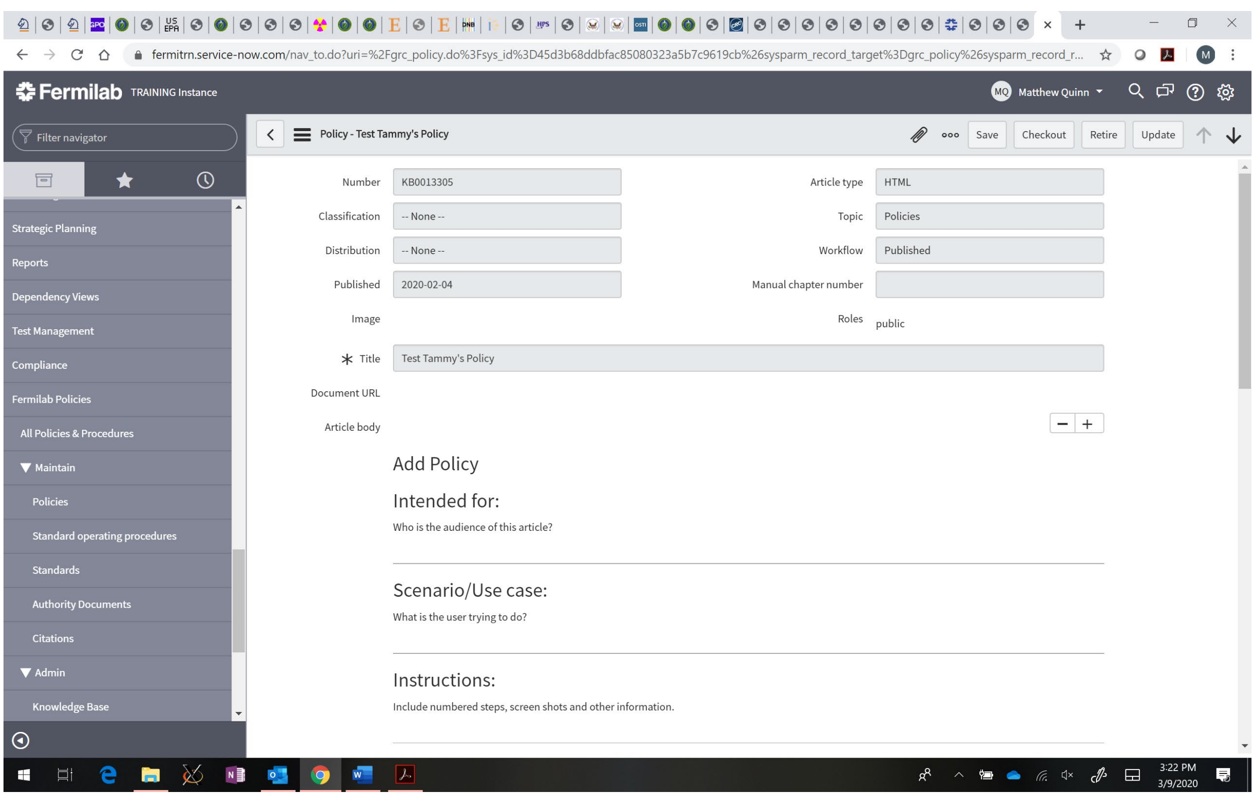
Editing an Existing Procedure

Log into Service Now https://fermi.servicenowservices.com/

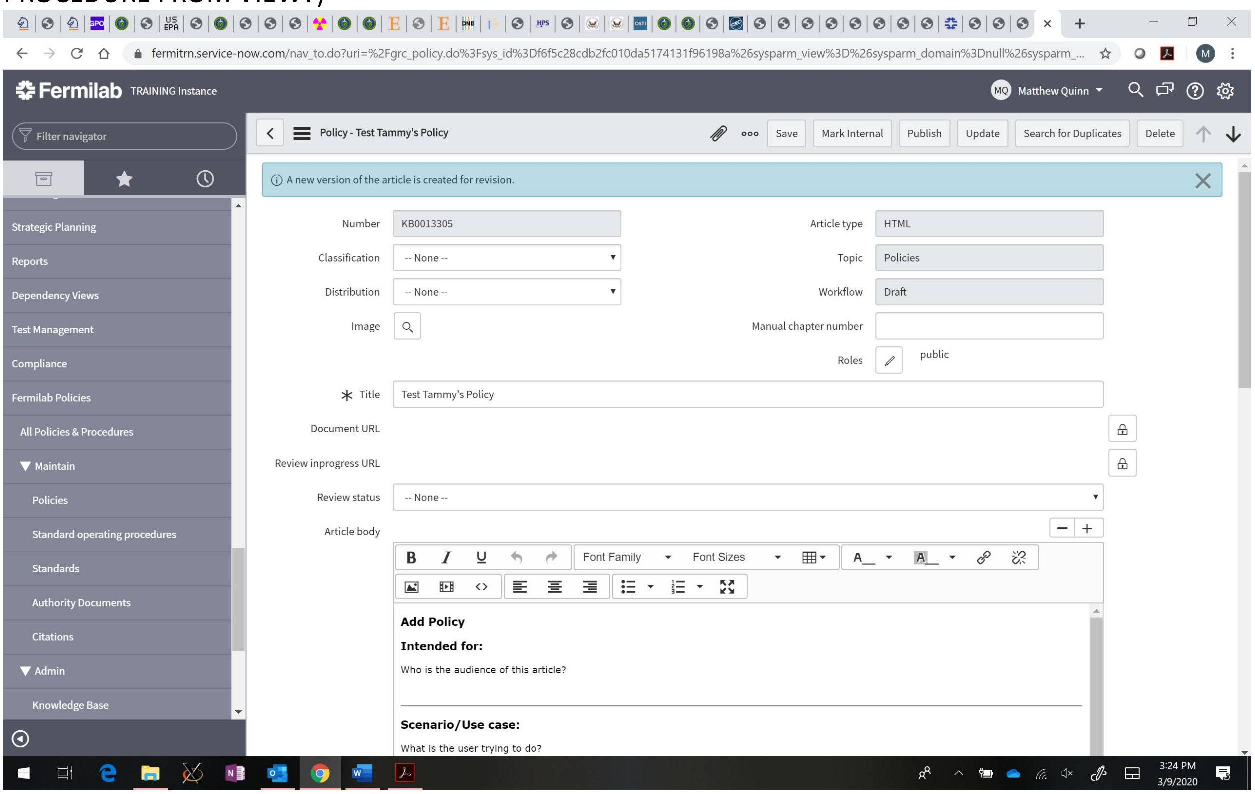
1. At the upper left, click the Show Menu icon (three horizontal lines) and select Classic View.
2. Scroll down the left-hand side menu, click to expand **IT GRC**, and click **Standard Operating Procedures**.
   You can also search for "Standard Operating Procedures" in the Filter navigator search box; just make sure to click Standard Operating Procedures (below IT GRC).



3. Scroll down the screen to find the procedure you wish to edit, or use the search bar at the top of the screen to search.
4. Click on the procedure 'Number' to open the procedure.



5. With the procedure open, click the ‘Checkout’ button at the top of the screen. If ‘Checkout’ button does not appear, click on the link for an updated version of the procedure. The ‘Checkout’ button should be visible when you are viewing the most recent version of a procedure. Note that the current version of the procedure will still be seen by employees/the public until a new version has been approved by the ROB Administrator. (QUESTION – SHOULD THIS MENTION THE RECALL BUTTON TOO? DOES THE RECALL BUTTON REMOVE THE PROCEDURE FROM VIEW?)



Editing Fields

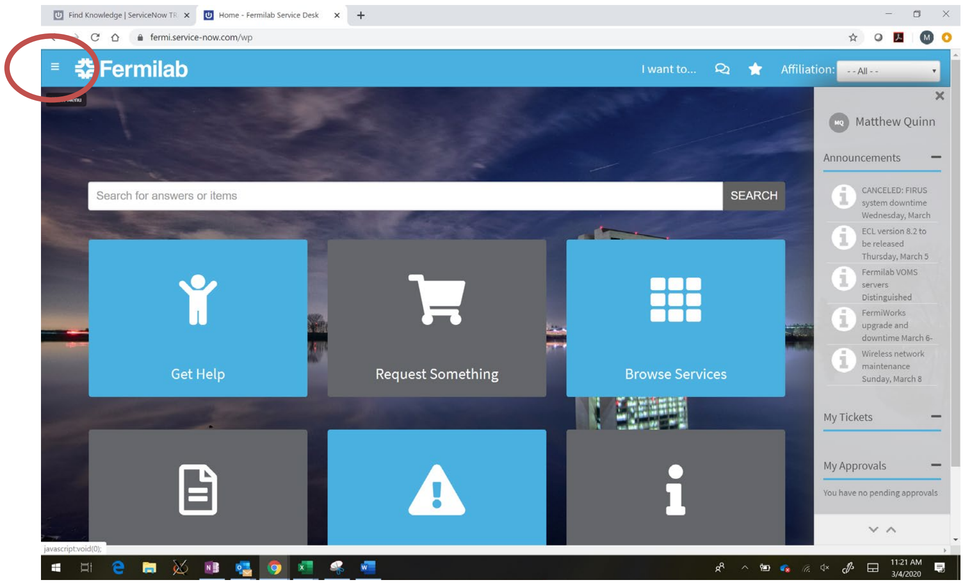
Edit any fields necessary.

Once finished, you may click the ‘Publish’ button at the top of the screen to send the procedure on for Requirements Oversight Board approval. The procedure will appear on the policy website when it has been approved.

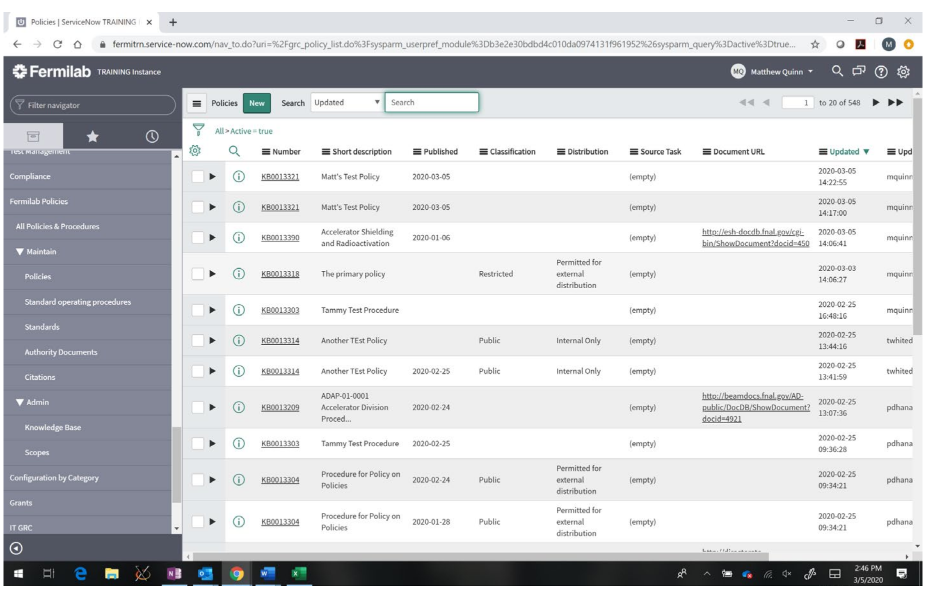
If there are additional questions or you receive an error message in the database, please contact the ROB Administrator (rob_policies@fnal.gov).

Associating a Procedure with an Existing Policy

1. Log into Service Now https://fermi.servicenowservices.com/

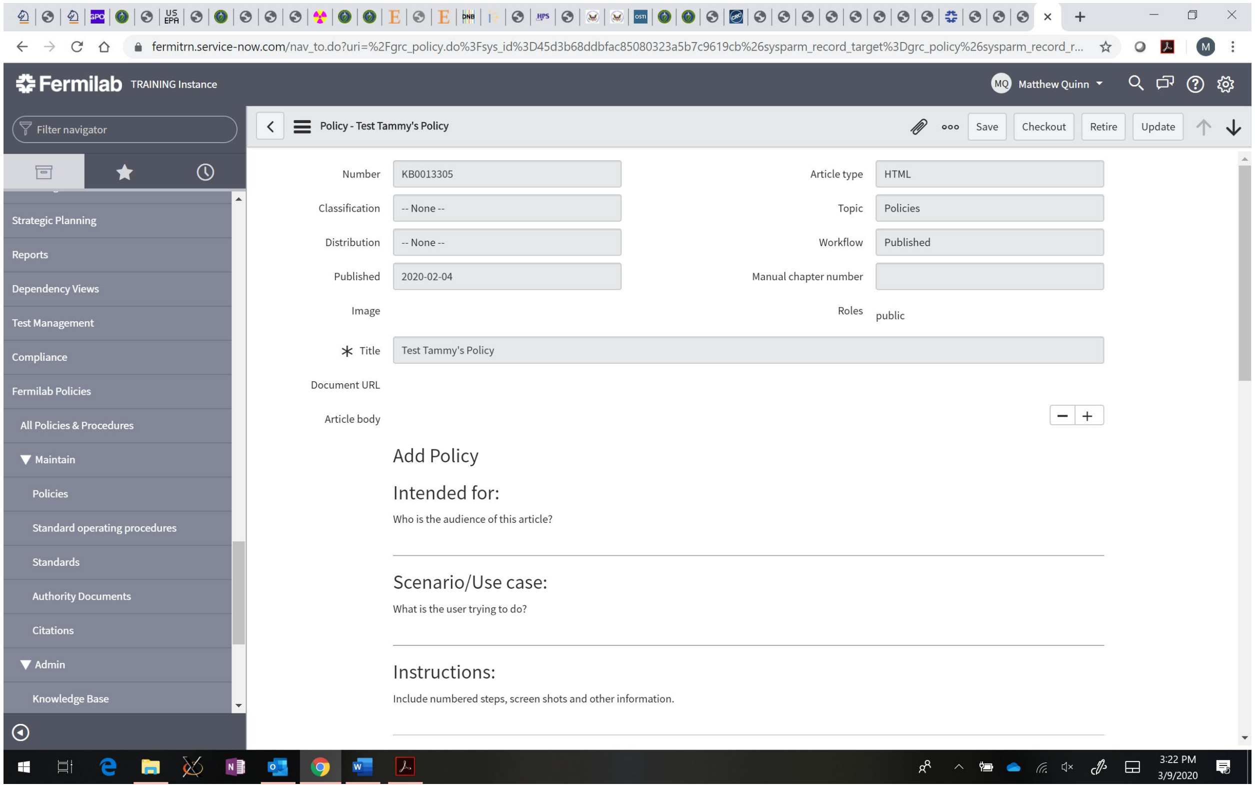


2. At the upper left, click the Show Menu icon (three horizontal lines) and select Classic View.
3. Scroll down the left-hand side menu, click to expand the **Fermilab Policies** tab, click to expand **Maintain**, and click **Policies** (below Maintain).

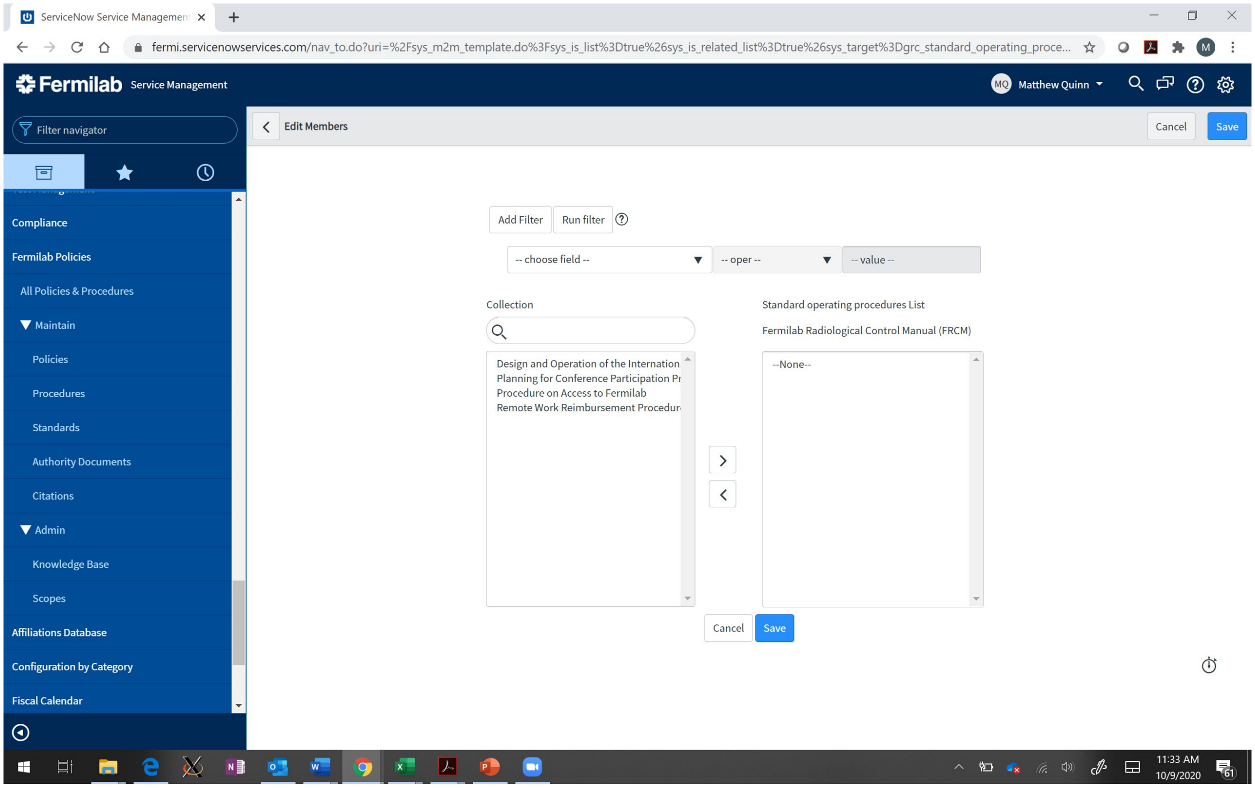


4. Scroll down the screen to find the policy you wish to edit, or use the search bar at the top of the screen to search.

5. Click on the policy ‘Number’ to open the policy.



6. With the policy open, click the ‘Checkout’ button at the top of the screen. If ‘Checkout’ button does not appear, click on the link for an updated version of the policy. The ‘Checkout’ button should be visible when you are viewing the most recent version of a policy.
7. Scroll toward the bottom of the policy to the ‘Standard Operating Procedures’ section. Press the ‘Edit’ button.



8. Select the procedure you want to associate with the policy from the box on the left. Use the search bar or filter tools to filter the list of procedures to help find your procedure.
9. Press the '>' button to move the procedure to the box on the right.
10. Press 'Save'.

If there are additional questions or you receive an error message in the database, please contact the ROB Administrator (rob_policies@fnal.gov).

Policy and Procedure Categories

CATEGORY	INCLUDES	D/S/P/O	Ownership Group
Administration and Legal	Any policies previously included in the Governance, Legal, or Stakeholder Relations and Communications Management System; policies owned by the Director's Office and other parts of the Directorate (including the Office of the General Counsel), or the Requirements Oversight Board that do not clearly fit in another category	Director's Office	Director and FVA
		Office of the General Counsel	General Counsel
		Office of Communication	Communications
		Foreign Visits and Assignments	Director and FVA
Contractor Performance Management	Contractor Assurance System; Quality	Quality Section	Quality and CAS
Engineering	Engineering Policy Manual	Chief Engineer	Research and Projects
Environment, Safety, and Health	Does not include security or emergency	Environment, Safety, and Health	Environment, Safety, and Health
Financial Management	Does not include procurement	Office of the CFO – Finance, Accounting, Budget, Travel	Finance
Human Resources		Workforce Development and Resources Section	Human Resources
Information Management	Any policies previously included in the Information Systems and Cybersecurity Management System	Core Computing Division, including Cybersecurity	Information and Cybersecurity
Partnerships and Intellectual Property		Office of Partnerships and Technology Transfer	Partnerships

		Office of General the Counsel	General Counsel
Procurement		Office of the CFO – Procurement	Procurement
Property and Infrastructure		Facilities Engineering Services Section	Property and Infrastructure
Research and Projects		Office of the Deputy Director for Research and Chief Research Officer	Research and Projects
		Office of the Chief Project Officer	Research and Projects
Safeguards and Security	Any policies previously included in the Physical Security and Emergency Management System; does not include cybersecurity	Environment, Safety, and Health – Security, Emergency	Security