Office Manager Maintains EADB Internet and Intranet
SOP# 104

ELEVATOR & AMUSEMENT DEVICE BUREAU
North Carolina Department of Labor

STANDARD OPERATING PROCEDURE MANUAL

1. PURPOSE and SCOPE

1.1. Purpose

This SOP establishes the procedure that the Bureau Office Manager uses to maintain content on the bureau intranet and internet websites. This procedure has the following goals:

- Periodically update content that changes on a regular basis;
- Update changed content immediately that is of an urgent nature.

1.2. Scope

This procedure includes all actions necessary to keep the bureau's intranet and internet website content current. The Office Manager uses content management software built into the intranet to update intranet content. New and updated material for the bureau's public internet website is ultimately posted by the IT webmaster.

1.3. Regulations

The following statutes, rules and/or codes must be followed while performing this SOP:

1.3.1.   N/A

2. PERSONNEL RESPONSIBILITIES

The following is a list of each role who participates in the procedure and the overall responsibilities of each role.

Role	Responsibilities
Office Manager	- Post correct and complete content to the bureau's intranet; - Provide correct and complete internet content to IT Support; - Review internet changes for correctness.
IT Support	- Post new or updated internet content in a timely manner; - Assist with updates to the intranet as needed.

3. HEALTH AND SAFETY ISSUES

The following health and safety issues may arise if this procedure is not followed correctly and in a timely manner. As available, related Health & Safety regulations and/or procedures are provided for each issue.

Potential Issue	Health & Safety Regulation / Procedure
N/A	

4. PROCEDURE

4.1. Trigger

This procedure is triggered as noted below.

4.2. Primary Procedure - updates

This procedure is triggered every two weeks when periodic updates are due.

4.2.1.   Office Manager checks for changes to content on the external & internal websites. Changes can occur in any or all of the following (This list is not exhaustive):

    4.2.1.1.   Org chart

    4.2.1.2.   Area map with inspector territory

    4.2.1.3.   Memos

    4.2.1.4.   Notices

    4.2.1.5.   Inspector info

    4.2.1.6.   Bureau inspector/county contacts list

    4.2.1.7.   Current strategic plan

    4.2.1.8.   Memos to elevator and/or amusement companies

    4.2.1.9.   Bureau meetings to be placed on "Agenda"

    4.2.1.10.   Changes to any online forms

    4.2.1.11.   Bureau email addresses used by the public, business owner and customers to submit forms to bureau

4.2.2.   Office Manager sends corrected / new materials to NCDOL IT Support

4.2.3.   NCDOL IT Support makes changes to external and/or internal website content

4.2.4.   NCDOL IT Support alerts Office Manager when changes have been made

4.2.5.   Office Manager confirms correctness of content updates

4.2.6.   End of procedure

5. CUSTOMER SERVICE REQUIREMENTS

The following table lists the customer service requirements that must be satisfied for each Customer of the procedure.

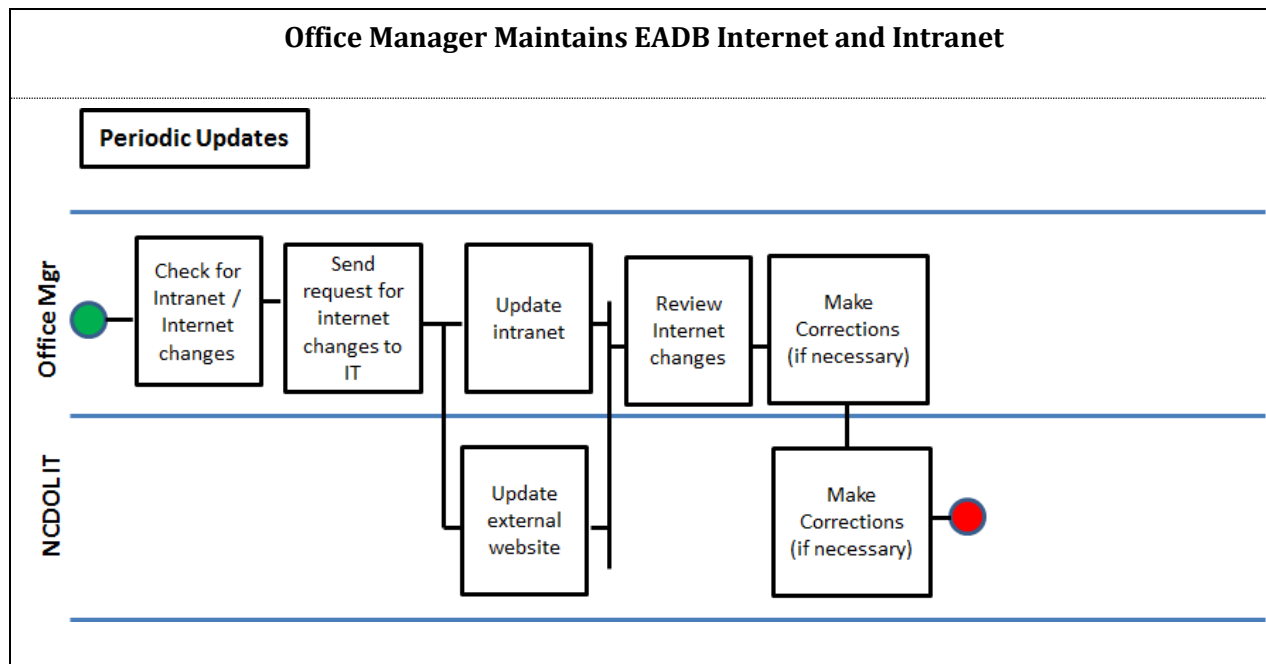| Customer	Requirements
Users of the bureau's intranet and internet websites	• Information on the websites is current and correct.

6. DATA AND RECORD MANAGEMENT

6.1. Reports run as part of this procedure

6.1.1. N/A

6.2. Storage locations of saved materials

6.2.1. Web content is stored on NCDOL computer servers

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7. Glossary

A glossary of terms used in this SOP is available on the SOP website. It contains acronyms, abbreviations and special terms used in this document.