



*We provide innovative solutions to your security needs, because it's no longer a matter of if - but a matter of when.*

*United in Service*

## Policy Review, Development, and Oversight

*"It isn't policy unless it's written."*

- In a world where resources are scarce and processes are often needlessly complicated, effective management depends on the efficient use of all its resources to decrease expenditures by increasing efficiency and productivity. As former senior personnel with the Department of Defense, itkServices management has extensive experience in the research, development, and implementation of policy to maximize resource usage and capitalize on best business practices. In addition, we offer agency specific oversight planning to ensure that once good policy is implemented, its goals and objectives are maintained.
- Based on both practical experience and formal study, our policy model is straightforward. Our five step model is based on three premises:
  1. Policy does not work unless it is developed with the help of those it will impact,
  2. Better policy results from enhancing what is already in place, and
  3. Policy is a work in progress and must evolve to remain effective.
- Our policy services uses a five element approach to ensure we address every aspect accordingly and put in place a well-rounded set of procedures and practices that allows for adjustment, growth, or curtailment as the needs of our clients change:

**Review:** As a foundation to better policy making, we review all current processes to identify what works and eliminate what does not. This process involves reviewing documentation, discussing the intent of management, determining the interpretation by staff, and ensuring compliance with applicable laws and business practices.

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**Research:** Effective policy is the result of research that gathers information, both internal and external, and uses that information to develop efficient and effective business practices. Policy creation focuses on a process not a product.

**Development:** The creation of effective policy is a joint effort between management and its staff. It is the result of identifying the most efficient path between existing processes and organizational objectives.

**Implementation:** Effective implementation is an incremental process that introduces new ideas in manageable phases. To minimize internal turmoil, new policy is delivered in phases to lessen the impact on existing processes and to allow for the seamless transition into the organization.

**Oversight:** Using the same principals applicable to good decision-making, policy implementation requires observation through oversight. As a fluid process, oversight allows management to adjust its policy as warranted by the lessons learned during implementation.

- Our efforts result in three products. These deliverables are (1) written policy to address a specific need, (2) consolidation of multiple policies into a comprehensive single source product such as a standard operating procedure (SOP), and (3) the development and implementation of training geared at ensuring complete understanding by those expected to carryout the process.
- At itkServices, we use our extensive practical experience and training to develop policies that are specifically molded to our client's needs. Once developed and implemented, we stay with our clients to ensure that our joint processes are efficient, effective, and the best possible answer to any management question.

Reinaldo Montano  
President and CEO  
itkServices

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