

**STATE OF ALASKA
DEPARTMENT OF ADMINISTRATION
DIVISION OF PERSONNEL/OEE0**

STANDARD OPERATING PROCEDURE

I. THE PRODUCTIVITY IMPROVEMENT CENTER

A. Purpose

The purpose of this SOP is to provide the department personnel offices with the purpose of the Productivity Improvement Center (PIC), its services and procedures.

B. Scope

This SOP applies to any agency or individual (including those outside of State government) who may attend PIC workshops or use PIC services in meeting the training and development needs of their employees.

C. Authority

AS 39.25.050(3) and Personnel Rules 2 AAC 07.300.

D. Mission

The PIC assists agencies in meeting the training and development needs of their employees. The PIC's primary emphasis is to provide training needed by employees in all departments within the executive branch; however, any agency or individual (including those outside of State government) may attend PIC workshops or use the PIC's services.

E. Services

1. Workshops

- a. PIC instructors conduct a series of workshops developed especially for State employees. Through a cooperative agreement with the University of Alaska Southeast, credit is available for several of these classes.
- b. In addition to the courses taught by PIC instructors, PIC contracts with instructors to develop and teach courses that meet the general training needs of a large number of employees in all departments. Credit is also available for many of these classes.
- c. The PIC can also contract for particular courses requested by any agency. These requests are evaluated individually to determine if the PIC has the resources available to meet the request and to determine if the administrative costs involved in meeting the request can be recovered.

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2. Special Sessions

Discounts may be available when an agency arranges a training session for a group of employees or sends a large group to regularly scheduled workshops. Contact the PIC for more information.

3. Facilitator

The PIC can provide facilitator for management meetings and team-building sessions for a flat fee that is based on the terms of a specific request.

4. Training Design and Course Development

PIC can assist subject matter experts to design training programs and develop training materials. Fees are based on staff time and materials required for the project.

5. Credit/Certificate Programs

1. Credit from the University of Alaska Southeast is available for several of the classes offered by the PIC. These credits are fully transferable throughout the University of Alaska system.
2. Certificates of mastery are offered in public management and personnel management. Employees can earn either or both certificates by completing the required courses. If they choose, they may also earn credit from the University of Alaska Southeast for completing the certificates by writing a final reaction paper for each certificate program and paying the tuition costs. Six hours of credit are available for completing the public management certificate and three hours of credit are available for completing the personnel management certificate.

6. Training Plans

The PIC can assist agencies in developing training plans. Fees are based on staff time required.

F. Rural Outreach

A goal of the PIC is to increase training opportunities in communities outside Anchorage, Fairbanks, and Juneau. Classes can be scheduled in any location where there is sufficient enrollment to cover the PIC's fee.

The Productivity Improvement

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G. Course Schedules

Courses available through the PIC are advertised bi-monthly. Many of the same courses are also advertised in brochures distributed by the University of Alaska Southeast when courses are cosponsored.

H. Enrollment Procedures

1. State employees who want to enroll in PIC classes should ask their department training contacts to enroll them. Each department's designated training contact is listed on the back of the bi-monthly training announcement. Individuals who do not work for State agencies should contact the PIC for enrollment information.
2. The PIC does not usually have an enrollment deadline; however, one week before each class, the decision is made about whether enrollment is sufficient to hold a class. Getting enrollments in early will help avoid unnecessary cancellations.

I. Cancellation Policy

1. If the PIC cancels a class, the registered participants and their agencies will not be charged.
2. If participants do not cancel within one week prior to the workshop in which they have registered, their departments/agencies will be charged. Substitutions are allowed; however, in order to prevent double billing, the PIC should be notified that a substitute attended.

J. Confirmations

Confirmations are mailed to participants one week before a class.

K. Billing

Bills are usually sent out at the end of each month; however, bills for special classes are sometimes sent immediately following the class. Individuals and agencies may also pay at the beginning of the workshop.

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