

Resources for Chapter 13 – Policies

RESOURCES

- [Template for a generic policy](#)

Template for a generic policy

Header: date, version, classification, policy name and version

Footer: page number (X of Y), organisation name

Policy title: unique reference

Policy contact: the role to contact if the reader has questions or comments. Not a person's name.

Policy owner: if different to policy contact. Role, not name.

History

Date	Version number	Author	Approved by	Comments
	Have a consistent approach to versioning	Name and role	Name and role	Initial version
				What changes were made and why Was this a review?

Review plan

When will this document be reviewed? Either every X years, or after event Y, e.g. changes to related requirements, or to related documents.

Introduction

Answer these questions about the document:

- Where did it come from- history and context?
- What problem(s) is it intended to solve?
- What benefit(s) is it intended to create?

Keep it short and pithy. This is your opportunity to explain to people why they should bother to read on.

Scope

- Who needs to know what's in this document?
- What roles/physical areas/groups does it apply to?
- When?

Related documents

This allows you to find out what effect there will be on other documents if you change this one, and vice versa.

Documents which refer to this policy:

Documents which this policy refers to:

Related requirements

Contracts, laws and other internal or external requirements which have shaped this policy. So if they change, you know to review this policy- and if you change this policy, you know what other documents to check with, so that you don't accidentally breach contract etc.

Stakeholders

Optional: roles which need to be involved in revisions of this document.

Definitions

Key definitions can go here, or this section can reference a Glossary where all of the definitions live.

Policy statements

List of policy statements. No lengthy explanations, no sanctions, no detailed technical statements. This document should not need to be changed every time a new version of Internet Explorer comes out.

Divide into subsections if appropriate.

Separate mandatory items from optional items to allow people to see at a glance what they have to do, as opposed to what they can ignore.

Anything mandatory uses the words must, will and/or shall.

Optional items use the words might, should, could, may.

Review statements for coverage, overlap, consistency and ambiguity.

Sanctions

What happens if this policy is not followed? Either describe how this is to be addressed, or reference a single sanctions document (possibly in the HR area). If non-compliance is acceptable, this is not a policy but guidance - rename it.