

## Chapter 1 - Introduction

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### 0001 PURPOSE AND CONTACTS

(Revised 09/02)

The SAM is a reference source to statewide management policy. A list of the authoring department and the contact telephone number for each SAM section is contained in SAM Section 0030. Telephone the program contact person directly to: (1) request Internet information, (2) request listed publications, and (3) for content questions about SAM sections. If you have additional questions or comments regarding the SAM, telephone the SAM Unit, at (916) 327-8908, CALNET 467-8908. You can also forward comments through Internet at: <http://www.osp.dgs.ca.gov/Feedback/Feedback+form.htm>

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### 0005 AUTHORITY

(Revised 09/02)

The SAM was created in 1953 by the Department of Finance (DOF) to provide management communication among state departments. On July 31, 1990, SAM responsibility was officially transferred from DOF to the Department of General Services (DGS). Presently, this program is located within, DGS' Office of State Publishing (OSP), Administrative/SAM Unit. The DGS is delegated the responsibility of developing and providing a centralization of business management functions and services of the state. The SAM communicates major policy related to this responsibility.

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### 0010 ACCESS TO SAM

(Revised 09/02)

#### Paper SAM

Contact the SAM Unit for information on how to purchase a paper SAM and subscription to SAM revisions.

#### SAM at Libraries

The State Library Government Publications Desk (located within Sacramento) and Complete Depository Libraries (located within metropolitan areas of California) have paper copies of SAM that are available for public use. Contact the SAM Unit for library addresses.

#### SAM on Internet

The SAM is available free on the Internet at: <http://www.dgs.ca.gov/>. Its query feature can help locate SAM topics.

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### 0015 SAM ARRANGEMENT

(Revised 09/02)

The SAM contains the following major parts:

**SAM Revision Log (OSP 120).** This is a SAM revision package log.

**Foreword.** Contains opening statement by DGS Executive Director.

**Table of Contents.** Lists all chapters and sub chapters.

**SAM Subject Index.** Assists in locating SAM topics.

**SAM Chapters.** Each chapter is listed in the Table of Contents.

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### 0020 REVISING SAM

(Revised 09/02)

#### Responsibility for Revising SAM

Responsibility for updating SAM content is assigned to authoring state departments. The SAM Section 0030 lists authoring departments for each SAM section and provides telephone numbers of individuals who can direct SAM Users to authors to assist with content information. The departmental director or his/her designee is responsible for certifying that any revisions to their SAM sections are legal and consistent with overall state policies.

Anyone can recommend revisions to SAM. To recommend SAM revisions, contact the author's office listed in SAM Section 0030 or contact the SAM Unit. When the author determines that SAM revisions are necessary, the SAM Unit can provide process information and timetables. The author may designate an author contact to write and coordinate revisions through the SAM Unit.

## **SAM Revision Packages**

Revisions to SAM are distributed to agencies via a revision package issued by the DGS Executive Director. Contact the SAM Unit to inquire about SAM revision dates. SAM revision packages contain the following information:

1. **Cover and Back Sheets.** These sheets contain the mailing label and identify the revision package.
2. **Cover Letter.** Transmits general information about the revision package.
3. **Revision Summary.** This document contains a summary of the revisions to each SAM chapter being revised.
4. **Revision Sequence Instructions.** This document contains manual updating instructions. It explains the location and number of pages to be removed and inserted.
5. **New and Revised SAM Pages.** Each new and revised page of SAM is provided in numerical order. Page numbers reflect the first section of each page.

Often, the margin on revised pages contains vertical and horizontal bars. Vertical bars on pages indicate additions or overall changes, and horizontal bars indicate deletions. Revised pages in chapter rewrites do not contain bars. Section and subsection titles in the text are followed by information indicating whether the section is new, revised, or renumbered.

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## **0025 MANAGEMENT MEMOS**

(Revised 09/02)

The Governor's Office, Department of Finance, Department of General Services, and the Department of Personnel Administration issue SAM Management Memos to disseminate information directly related to SAM requiring immediate attention. A Management Memo is signed by the issuing departmental director. Generally, Management Memos expire within 12 months from the issue date. Management Memos are distributed to SAM subscribers and departmental headquarters offices. Active Management Memos may be accessed on the Internet at: <http://www.dgs.ca.gov/>.

A department which wants to develop a Management Memo should contact the SAM Unit to ensure that the Management Memo process is the appropriate communications vehicle. The [SAM Unit](#) can consult in the Management Memo process and alternative processes.

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## **0030 SAM PUBLICATIONS AND CONTACTS**

(Revised 03/10)

The following chart lists publications cited in SAM which are available through the program. Telephone the program contact person directly to: (1) request Internet information, (2) request listed publications, and (3) for content questions about SAM sections.

### **0001-0030 Introduction**

General Services, State Publishing  
<http://www.dgs.ca.gov/>  
State Administrative Manual (SAM)  
SAM Management Memos  
Joseph F. de la Guevara  
(916) 327-8908  
CALNET 467-8908

### **0100-0110 General**

General Services, Administration Division  
Deputy Director  
(916) 376-5024

### **0130-0170 General**

Finance, Budget Operations Support  
<http://www.dof.ca.gov/>  
(916) 322-5540

### **0180 General**

General Services, Administration Division  
Deputy Director  
(916) 376-5024

### **0190-0192 General**

State Personnel Board, Resources & Innovations Div.  
Stephen G. Weyers  
(916) 653-0790  
CALNET 453-0730

**0200-0211 Governor's Office**

Governor's Office, Constituent Affairs  
Audrey Zabala  
(916) 323-7161

**0400-0422.1 Exempt Personnel**

Personnel Administration, Exempt Section  
Susan Tune  
(916) 324-0435

**0500-0550 Advertising**

General Services  
<http://www.dgs.ca.gov/osp>  
Advertising Program Guidelines  
Danelle Hamilton  
(916) 327-5867  
[Danelle.Hamilton@dgs.ca.gov](mailto:Danelle.Hamilton@dgs.ca.gov)

**0580 Advertising**

General Services, State Publishing  
<http://www.dgs.ca.gov/osp>  
Advertising Program Guidelines  
Danelle Hamilton  
(916) 327-5867  
[Danelle.Hamilton@dgs.ca.gov](mailto:Danelle.Hamilton@dgs.ca.gov)

**0700-0750 Travel**

Personnel Administration, Labor Relations  
[rayasbell@dpa.ca.gov](mailto:rayasbell@dpa.ca.gov)  
Ray Asbell  
(916) 324-0526

**0751-0752 Travel**

General Services, Risk & Insurance Management  
Debra Neisen  
(916) 376-5313

**0753-0780 Travel**

Personnel Administration, Labor Relations  
[rayasbell@dpa.ca.gov](mailto:rayasbell@dpa.ca.gov)  
Ray Asbell  
(916) 324-0526  
CALNET 454-9377

**0900-0911 Grants**

Governor's Office, Planning & Research  
Terry Roberts  
(916) 445-0613  
CALNET 485-0613

**0912 Grants**

Finance, Budget Operations Support  
<http://www.dof.ca.gov/>  
(916) 322-5540

**1070-1097 Processing Permits for Developmental Projects  
Agency Closed in 2005...**

**1100-1107 Statewide Planning**

Governor's Office Planning & Research  
Terry Roberts  
(916) 445-0613  
CALNET 485-0613

**1200-1233 Contracts**

General Services, Legal Services  
<http://www.dgs.ca.gov/ols>  
State Contracting Manual  
Kathleen Yates

(916) 376-5115

**1300-1335.1 RESD-PMB**

General Services, Project Management Branch  
Customer Account Management Branch  
(916) 376-1791

**1450-1450.2 RESD**

General Services, Real Estate Services Division  
<http://www.dgs.ca.gov/>  
Select *Divisions*, then select RESD  
Business Operations Policy & Procedures Branch  
(916) 376-1850

**1452-1452.4 RESD-PSD**

General Services, RESD, PSB, & Design Services  
<http://www.dgs.ca.gov/RESD>  
Select *Divisions*, then select RESD. Services Available from the PSD  
Customer Account Management Branch  
(916) 376-1791

**1454-1454.3 RESD-PSD**

General Services, Construction Services Branch  
<http://www.dgs.ca.gov/>  
Select *Divisions*, then select RESD-PSD  
Customer Account Management Branch  
(916) 376-1791

**1456-1456.3 State Architect**

General Services, State Architect, Regulation Services  
<http://www.dgs.ca.gov/dsa>  
Select *Divisions*, then select *Division of State Architect*  
Calif. Accessibility Ref. Manual  
Calif. State Structural Safety  
Interpretive Manual  
Class Size Reduction Workshop Manual  
Field Act Cost Impact Study  
Improving the Plan Check Process  
Post Earthquake Damage Evaluation and  
Reporting Procedures  
State Historical Building Code  
Successful Plan Review Manual  
Relocatable Classroom Approvals  
Workshop Manual  
Terri Stevenson  
(916) 324-5964

**1600-1654 Imaging & Records Management**

General Services, Office of State Publishing, CalRIM  
<http://www.dgs.ca.gov/pd>  
Ramona Gutierrez  
(916) 322-1728

**1661-1695 Imaging & Records Management**

General Services, Office of State Publishing, CalRIM  
<http://www.dgs.ca.gov/pd>  
Records Retention Handbook  
Addendum to Records Retention Handbook  
Ramona Gutierrez  
(916) 322-1728

**1700-1750 Forms Management**

General Services, Office of State Publishing  
<http://www.dgs.ca.gov/osp>  
Forms Management Handbook  
Addendum to Forms Management Handbook  
Forms Design Handbook  
Coy Granderson  
(916) 323-0311  
CALNET 473-0311

**1900-1960 Waste Prevention and Recycling of Non-Hazardous Waste**

Calif. Integrated Waste Mgt. Board, Recycling & Waste Management  
<http://www.ciwmb.ca.gov/>

Trevor O'Shaughnessy  
(916) 341-6203

**2400-2440 Insurance & Surety Bonds**

General Services, Risk & Insurance Management  
<http://www.dgs.ca.gov/orim>  
Kim Hunt  
(916) 376-5271

**2455-2464 Insurance & Surety Bonds**

Justice, Tort Liability Unit  
Jana Ott  
(916) 323-9495  
CALNET 473-9415

**2482 Insurance & Employee Fidelity Bonds**

Finance, Office of State Audits and Evaluations  
[Rick.Sierra@dof.ca.gov](mailto:Rick.Sierra@dof.ca.gov)  
Rick Sierra  
(916) 322-2985  
Extension 3103

**2580-2590.2 Worker's Comp.**

Personnel Administration, Benefits  
[TracyCaldwell@DPA.CA.GOV](mailto:TracyCaldwell@DPA.CA.GOV)  
Tracy Caldwell  
(916) 445-9760

**2591 Worker's Comp.**

General Services, Buildings & Grounds  
Customer Account Management Branch  
(916) 376-1791

**2800-2820 Publishing/Printing**

General Services, State Publishing  
<http://www.dgs.ca.gov/osp>  
Kevin Hannah  
(916) 323-4301  
[Kevin.Hannah@dgs.ca.gov](mailto:Kevin.Hannah@dgs.ca.gov)

**2825 Publishing/Printing**

General Services, State Publishing  
<http://www.dgs.ca.gov/osp>  
Advertising Program Guidelines  
Danelle Hamilton  
(916) 327-5867  
[Danelle.Hamilton@dgs.ca.gov](mailto:Danelle.Hamilton@dgs.ca.gov)

**2850-2865 Publishing/Printing**

Prison Industry Authority, Marking Division  
Galen Baker  
(916) 358-1764  
CALNET 438-1734

**2870-2880 Publishing/Printing**

General Services, State Publishing  
<http://www.dgs.ca.gov/osp>  
Kevin Hannah  
(916) 323-4301  
[Kevin.Hannah@dgs.ca.gov](mailto:Kevin.Hannah@dgs.ca.gov)

**3100-3140 Publications and Documents**

California State Library  
[briddle@library.ca.gov](mailto:briddle@library.ca.gov)  
Bill Riddle  
(916) 651-6799

**3151 Publications and Documents**

General Services, State Publishing  
<http://www.dgs.ca.gov/osp>  
Peggy Barker  
(916) 327-1065  
CALNET 485-5353

**3160-3161 Publications and Documents**

General Services, Procurement

<http://www.dgs.ca.gov/pd>

Dan McDonald

(916) 928-5807

**3400-3440.20 Financed Acquisitions**

General Services, Procurement

<http://www.dgs.ca.gov/pplans/default.htm>

Patrick Mullen

(916) 375-4617

**3500-3696.3 Purchases**

General Services, Procurement

<http://www.dgs.ca.gov/pd>

Iris Ching

(916) 375-4588

**3700-3760 Lease/Purchase Equipment**

General Services, Procurement

<http://www.dgs.ca.gov/pd>

Patrick Mullen

(916) 375-4617

**3800-3885 Transportation Management**

General Services, Procurement

<http://www.dgs.ca.gov/pd>

Skip Ellsworth

(916) 375-4602

**4100-4118 Transportation Services**

General Services, Fleet Administration

Office of Fleet and Asset Management

Kathy Hicks, Chief

Office (916) 928-9863

Cell (916) 508-9118

[Kathy.Hicks@dgs.ca.gov](mailto:Kathy.Hicks@dgs.ca.gov)

**4500-4555 Telecommunications**

General Services, Telecom.

<http://www.dgs.ca.gov/td>

State Telecommunications Management Manual

RoseMarie Silva

(916) 657-9405

**4700-4705 Merit Award Program**

Personnel Administration, Merit Award Bd.

Marilyn Moran

(916) 324-0522

CALNET 454-0520

**4800-5180 Information Technology**

Office of the State Chief Information Officer

<http://www.cio.ca.gov>

Debbie Leibrock

(916) 324-1735

**5200-5291 Information Technology**

General Services, Procurement

<http://www.dgs.ca.gov/pd>

Iris Ching

(916) 375-4588

**5300-5399 Information Security**

Office of Information Security and Privacy Protection

[Scott.Reid@scsa.ca.gov](mailto:Scott.Reid@scsa.ca.gov)

Scott Reid, Undersecretary of State and Consumer Services Agency

(916) 653-4090

**5901-5953 Information Technology**

General Services, Office of Surplus Property and Reutilization

Steve Paul

(916) 928-2183

[Steve.Paul@dgs.ca.gov](mailto:Steve.Paul@dgs.ca.gov)

**6000-6680 Budgeting**

Finance, Budget Operations Support

<http://www.dof.ca.gov/>

(916) 322-5540

**6700-6780 Budgeting-Information Technology**

Finance, Information Technology Operations and Consulting

[Richard.Gillihan@dof.ca.gov](mailto:Richard.Gillihan@dof.ca.gov)

Richard Gillihan

(916) 445-1777 ext. 3223

**6801-6899 Capital Outlay**

Finance, Capital Outlay

[Theresa.Gunn@dof.ca.gov](mailto:Theresa.Gunn@dof.ca.gov)

Theresa Gunn

(916) 445-9694, ext. 2243

**6900-6965 Budgeting**

Finance, Budget Operations Support

<http://www.dof.ca.gov/>

(916) 322-5540

**7110-8535 Accounting/Fiscal Procedures**

Finance, Fiscal Systems and Consulting Unit

[fscuhotline@dof.ca.gov](mailto:fscuhotline@dof.ca.gov)

FSCU Hot Line

(916) 324-0385

CALNET 454-0385

**8536-8537 Accounting/Fiscal Procedures**

Personnel Administration, Benefits

Shelby Wineinger

(916) 445-9760

**8538-8778 Accounting/Fiscal Procedures**

Finance, Fiscal Systems and Consulting Unit

[fscuhotline@dof.ca.gov](mailto:fscuhotline@dof.ca.gov)

FSCU Hot Line

(916) 324-0385

CALNET 454-0385

**8780-8780.2 Accounting/Fiscal Procedures**

Personnel Administration, Benefits

Shelby Wineinger

(916) 445-9760

**8785-19464 Accounting/Fiscal Procedures**

Finance, Fiscal Systems and Consulting Unit

[fscuhotline@dof.ca.gov](mailto:fscuhotline@dof.ca.gov)

FSCU Hot Line

(916) 324-0385

CALNET 454-0385

**20000-20090 Auditing of State Agencies**

Finance, Office of State Audits & Evaluations

[Rick.Sierra@dof.ca.gov](mailto:Rick.Sierra@dof.ca.gov)

Rick Sierra

(916) 322-2985 Extension 3103

CALNET 492-2985