

Customer-Centric Report



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Strategic Priorities

OMS' strategic plan for Fiscal Year (FY) 2015 consists of 15 objectives and the following seven have been selected as strategic priorities as reported in the performance measures:

- Ensure effective communication with employees and customers;
- Review contracts, RFPs and other documents for compliance in a timely manner;
- Provide quality and timely facilities and tenant management customer service;
- Provide budgeting, accounting, purchasing and asset support to all Comptroller's divisions;
- Provide Human Resources and payroll administrative services and assistance;
- Provide a secure, reliable and efficient information technology infrastructure and
- Provide high quality and timely service officewide for reported production issues and general IT support.

Mission Statement

The mission of the Comptroller's Office is to improve the quality of life for all Tennesseans by making government work better.

Overview

The Office of Management Services (OMS) provides administrative and support services to the divisions of the Comptroller's Office in the following areas:

- business administration management;
- human resources management;
- facilities management;
- budgetary and financial management and
- information technology management.

OMS provides administrative and support services to State agencies in the following area:

- procurement oversight services.

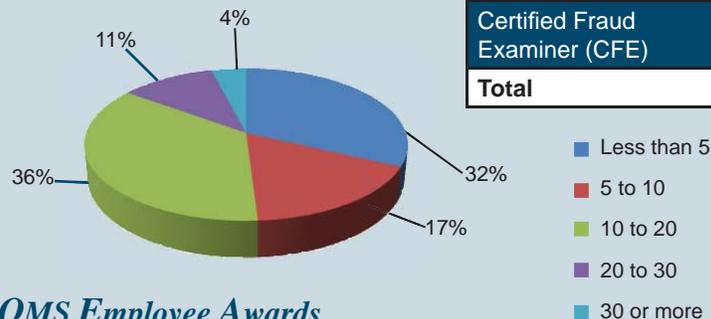
OMS Employee Demographics

OMS employees have earned numerous degrees and certifications and participate in professional organizations. OMS values its employees for their knowledge and experience, as well as their skills, and abilities to serve our customers.

Degrees	FY13	FY14
Bachelor's degree	24	24
Master's degree	7	10
Associate's degree	6	5
Law degree	2	3
Total	39	42

Certifications	FY 13	FY 14
Certified Government Financial Manager (CGFM)	4	4
Certified Administrative Professional (CAP)	2	1
Certified Public Accountant (CPA)	1	1
Certified Fraud Examiner (CFE)	2	3
Total	9	9

Employee Years of Service



OMS Employee Awards

Each year OMS employees submit nominations from among their peers for consideration of the following awards: Customer Service Award, Employee of the Year Award and Spirit Award. This year the award recipients were:

Customer Service Award — **George Fortner**
 Employee of the Year Award — **Kara Gallagher**
 Spirit Award — **Kyle Olsen**

Our Accomplishments

July 1, 2013 — June 30, 2014

Business Administration

The Business Administration section's significant accomplishments during FY14 focused on improving online resources for Comptroller's Office employees. The RDA Knowledge Store was created to manage the department's document retention, providing a convenient, centralized and secure way to manage records disposition and retention requirements.

Efforts were also initiated to redesign the OMS Intranet Site. The enhancement project neared completion at the conclusion of FY14 with the goal of making the site more informative, functional and customer friendly.

Comptroller Procurement Compliance (CPC)

During FY14, the CPC section was dedicated to increasing its efficiency to meet all task timelines. CPC met all goals set forth by division management including a 10-business day turnaround time for RFPs and a five-business day turnaround for contracts and amendments. The section reviewed 3,846 contracts and RFPs.

Facilities Management

In FY14, Facilities Staff assisted with one large scale move, successfully completed many office reconfigurations and fulfilled hundreds of other requests. Facilities Management also presented CPR training to staff members representing a cross section of Comptroller's Office staff to help ensure adequate assistance is available in the event of a medical emergency.



Fiscal Services

In FY14, Fiscal Services added an additional procurement staff member to provide enhanced procurement services. The Comptroller's FY15 budget was endorsed by the Department of Finance and Administration and passed by the Legislature which added additional funding for the Tax Relief program.

Information Technology (IT)

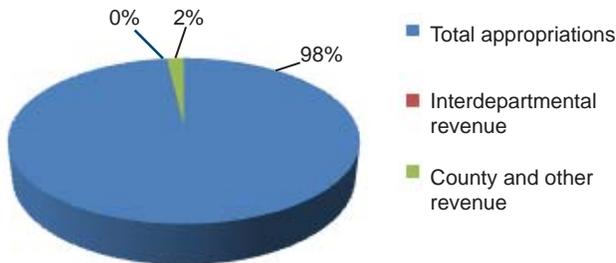
IT was able to complete several major projects in FY14 that focused on providing Comptroller's divisions with systems, applications and other solutions. By the conclusion of FY14, IMPACT was deployed to 38 counties across Tennessee, which can result in the retirement of the CAAS IV assessment system. All county assessor offices' data lines were upgraded or scheduled for upgrade. Debt Management, another major system, neared completion. A number of SharePoint applications were deployed in FY14 such as Five-minute Rule Tracking and the online reporting form for the Fraud, Waste, and Abuse Hotline. With SharePoint's numerous capabilities, IT developers can implement and launch more applications in less time for customer use.

Human Resources (HR)

HR continued to improve, automate and streamline processes for services provided across the office. The HR Reporting System was successfully updated to bring reports to leaders more quickly and efficiently. New Hire Training underwent a significant redesign and was reintroduced as *Foundations for Success*, a program which assists new hires to integrate faster to the office's mission, structure, values and culture.

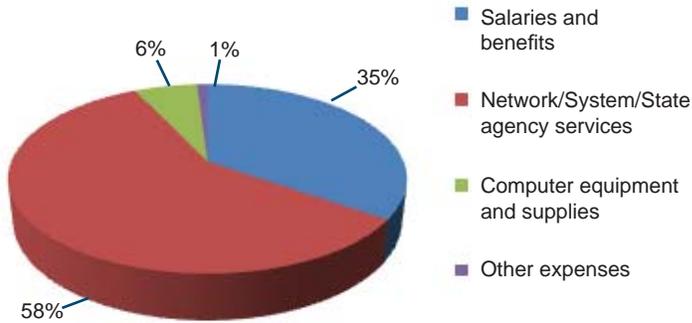
OMS STATISTICS	FY13	FY14
Facilities Management		
Facility moves and renovations	5	17
Fiscal Services		
Revenue and expenses transactions	12,669	13,418
Human Resources		
Number of Comptroller Employees	518	543
Procurement Compliance		
Contracts/RFPs reviewed	4,974	3,846
Information Technology		
Help desk calls resolved	1,483	1,595

Source of Funds



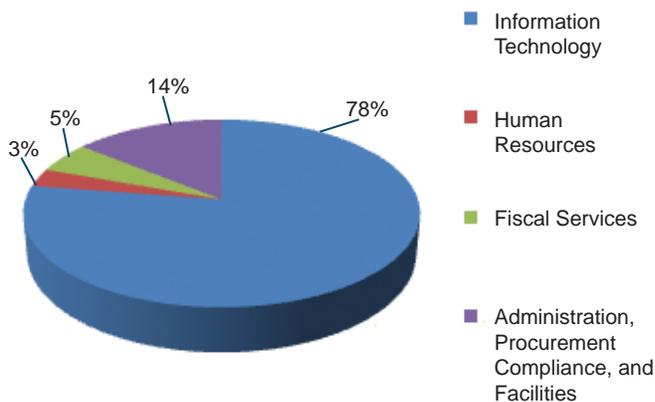
Sources of Funds (thousands)	FY12	FY13	FY14
State appropriations	10,049.9	10,504.3	10,648.4
Reserve provided (Used)	2,709.2	-363.9	2,170.7
Total appropriations	12,759.1	10,140.4	12,819.1
Interdepartmental revenue	155.0	275.0	7.4
County and other revenue	264.9	261.2	244.7
Total sources	\$13,179.0	\$10,676.6	\$13,071.2

Expenses by Major Category



Expenses by Major Category (thousands)	FY12	FY13	FY14
Salaries and benefits	3,822	4,260.8	4,528.5
Network/System/State agency services	7,150.2	5,584.1	7,615.2
Computer equipment and supplies	2,081.9	508.5	794.9
Other expenses	124.9	59.2	132.5
Total expenses	\$13,179.0	\$10,676.6	\$13,071.2

Expenses by Functions



Expenses by Functions (thousands)	FY12	FY13	FY14
Information Technology	10,737.2	7,748.2	10,119.0
Administration, Procurement Compliance and Facilities	1,461.7	1,852.8	1,852.6
Fiscal Services	694.6	701.2	696.5
Human Resources	285.5	374.4	403.1
Total expenses	\$13,179.0	\$10,676.6	\$13,071.2

Independent Audit

The State's Comprehensive Annual Financial Report (CAFR) reports are located at <http://www.tn.gov/finance/act/cafr.shtml>.

Business Opportunities

During FY15 Business Administration will continue finding ways to support the Comptroller's Office in enhancing current business practices and identifying new options that can improve efficiency. OMS is pleased to now have a dedicated Project Management Officer on staff to help address divisional and officewide needs for streamlining business processes and operations. With the launch of the redesigned OMS Intranet at the beginning of FY15, the division is exploring additional ways to promote the new site features and technologies, improved support tools and links to encourage employees to increase Intranet use.

Facilities Management Opportunities

During the coming year, OMS Facilities Management has several reconfiguration projects slated for the James K. Polk Building (JKP), including areas on the 17th Floor and a redesign of the office space dedicated to IT personnel on the 14th Floor. The Facilities Intranet site is also being enhanced to include electronic requests for services and to reserve the 16th Floor Video Conference Center. Additional CPR training is to be presented to field office staff during 2015. Potential also exists for JKP to be considered for renovation in the next year. As the Department of General Services makes any determinations, Facilities staff will work closely with building management to ensure Comptroller's Office needs are supported.

Procurement Opportunities

CPC will continue to collaborate with the Central Procurement Office in various capacities that focus on protecting state resources throughout procurement processes. CPC's contributions will include identifying, testing, and implementing changes occurring with Edison's document approval workflow, and further involvement in the review of Tennessee's contract models and templates.

Economic Opportunities

With the state's revenue forecast in a less than favorable position, Administration has asked for a seven percent reduction plan for FY16 budgets. Fiscal Services will continue to seek ways to save the Comptroller's Office money on goods and services, including developing automated processes that enable our divisions to operate effectively and efficiently within our budget parameters. During FY15, automation efforts will include the Procurement Office's implementation of new technology to standardize and assist in tracking procurement requests.

"Management Services remains focused on responding to staff needs by anticipating challenges, improving efficiencies and identifying new ways to enhance operations."

*~ Melinda Parton, CGFM
Director of Management Services*



Technology Opportunities

Protecting vital data is a high priority for the IT Section and we will focus on safeguarding our systems and closely monitor access. Being able to recover the data we support is critical and to that end, we are upgrading our disaster recovery facility and equipment as well as our primary server room. These enhancements will better equip us to support software upgrades and provide increased data protection. As the amount of data saved on Comptroller storage devices grows rapidly each year, we will continue to regularly reevaluate storage needs to ensure we meet the department's current and future needs.

IT is challenged to provide Comptroller's employees the best software development support and equipment possible. As the IT landscape continues to evolve with new opportunities, IT management and staff will conduct further research and participate in training to ensure we get the most out of the features available to our department.

Human Resources Opportunities

HR recently launched *Mastering the Write up Tool*, a class on corrective action, and an Intranet blog, *Food for Thought*, focused on leadership development. HR also continued progress on an online orientation and onboarding project that will be housed within the HR Intranet. Additionally, HR is updating all policies, documenting processes, and working with IT to establish an automatic update for Active Directory and Outlook information.

During FY15, HR intends to work with divisions to update agency job descriptions, which will be used for skill-gap analyses, employee development plans and the performance evaluation process. Improving transactional processes like transfers, hires and promotions will also remain a focus to support daily operations. HR's most exciting challenge over the next year will be procuring and implementing a Talent Acquisition Management System (TAMS) that will improve current processes and allow HR to deliver new, high quality programs and reports.

For more information about this office or to provide feedback about this report, visit our website at:

www.comptroller.tn.gov

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