



Office of Management Services
Tennessee Comptroller of the Treasury

2006 Performance & Accountability Report

Our Mission Statement

To improve the quality of life for all Tennesseans by making government work better.

Our Purpose

Our purpose is to serve the people of Tennessee by:

- Providing continuous improvement of financial, administrative, and technical support and services to our customers;
- Fulfilling assigned operational and oversight responsibilities with the highest possible degree of excellence, efficiency, and effectiveness;
- Contributing to the protection of the public's trust and promoting the public's interest; and
- Enhancing effective public policy decisions at all levels of government.

Our Core Values

Customer Orientation - We are a customer-oriented organization providing responsiveness and courtesy in customer relations. A spirit of cooperation is fundamental to our basic business philosophy.

Communication - We promote effective communication within our organization, with our customers, and with the citizens of Tennessee.

Creativity, Innovation, and Vision - We encourage, recognize, and promote creative, innovative, and visionary contributions from our employees.

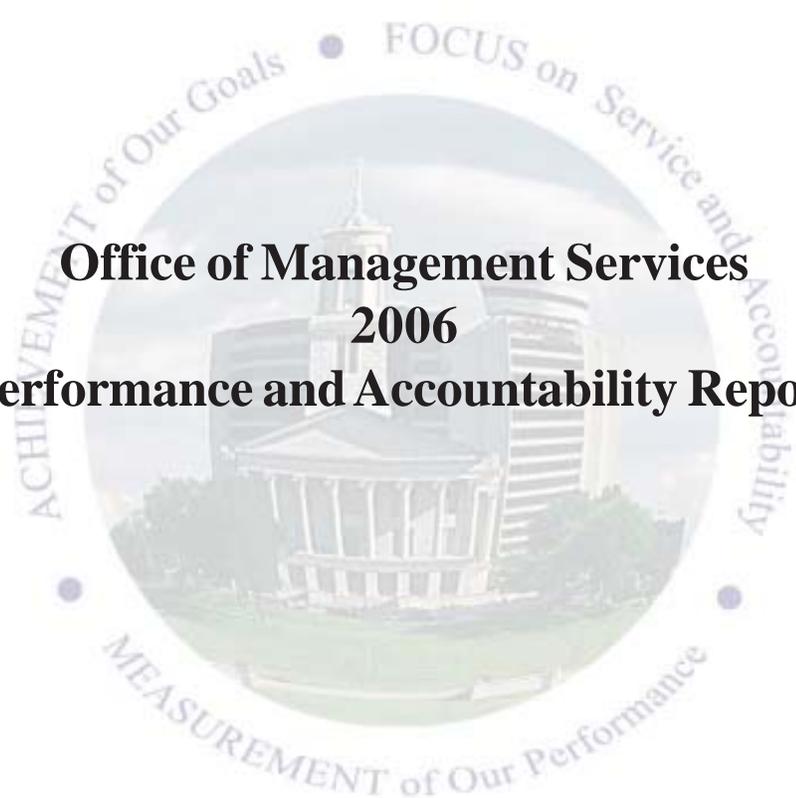
Integrity and Fairness - We perform our duties with the highest degree of integrity and fairness.

Work Ethic - We believe in the moral benefit and importance of hard work and diligence and its inherent ability to strengthen character.

Accuracy, Reliability, and Timeliness - The work we produce is relevant, accurate, professional, objective, and timely. Decision makers and the public must be able to depend on our work.

Accountability - We accept personal responsibility for the work we each perform, and the Office takes organizational responsibility for the work we collectively perform.

**State of Tennessee
Comptroller of the Treasury**

The seal of the Office of Management Services is a circular emblem. It features a central illustration of a classical building with a portico, surrounded by greenery. The text "ACHIEVEMENT of Our Goals" is written along the top arc, "FOCUS on Service and Accountability" along the right arc, and "MEASUREMENT of Our Performance" along the bottom arc. The year "2006" is prominently displayed in the center of the seal.

**Office of Management Services
2006
Performance and Accountability Report**

**John G. Morgan
Comptroller of the Treasury**

**Charles L. Harrison
Assistant to the Comptroller
for Management Services**



Office of Management Services
Suite 1400, James K. Polk Building
505 Deaderick Street
Nashville, Tennessee 37243-0261
www.comptroller.state.tn.us/cpdivmng.htm
615-401-7720

**Office of Management Services
2006 Performance and Accountability Report**

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OMS GOALS

Goal

Assure public resources are used effectively, efficiently, and in compliance with applicable law.

Goal

Accomplish and provide continuous improvement for the statutory and other assigned responsibilities of the Comptroller's Office.

Goal

Provide timely, adequate, and accurate information to policymakers at all government levels.

Goal

Provide a diverse, competent, ethical and professional staff and maintain continual development of such staff.

Goal

Provide and maintain effective communication with internal and external audiences.



Message From The Director

September 24, 2006

Accountability is one of the core values of the Comptroller's Office. We must accept personal responsibility for the work we each perform and the Office must take organizational responsibility for the work we collectively perform.

With an emphasis on accountability, this report highlights the efficient and effective services provided by the Office of Management Services (OMS). We are proud to issue this year's report in which we focus on service and accountability, measure our performance and achieve our goals. Exceptional achievements are showcased along with each of the Comptroller's Office five goals.



By reviewing state contracts, OMS documented over \$5 million in savings to the taxpayers of the State of Tennessee. We also provided excellent printing and duplicating services to the State Legislature and other agencies. In servicing the Comptroller's Office, we submitted a performance-based budget based on strategic planning. Innovative technology solutions resulted from a new project methodology that partners information technology with business knowledge experts. In addition, OMS coordinated an extensive recruiting program to assist in hiring a diverse capable workforce, and provided accurate, efficient payroll and personnel support to more than 560 employees.

We hold ourselves accountable and are proud to present our results in the OMS annual 2006 *Performance and Accountability Report*. Our mission is to improve the quality of life for all Tennesseans by making government work better. We believe this report demonstrates our employees' commitment to our mission and core values.

Sincerely,

Charles L. Harrison, CPA, CGFM
Assistant to the Comptroller for Management Services
Charles.Harrison@state.tn.us

Administration and Contract Review performs the oversight and review function of State procurement as required by law in order to preserve the integrity of the procurement process.

Administration and Contract Review works diligently to provide technical support and assistance, review contracts and policies, and make contract decisions in the best interest of the State. This section continues to work toward improving financial, administrative and technical support to customers.

Within the Comptroller's Office, this section coordinates facility management and oversight to Fiscal Services, Payroll and Personnel, Information Technology and the Capitol Print Shop.

OMS goals emphasize service and accountability, and Administration and Contract Review has developed objectives, strategies and performance measures to specifically measure continuous improvement of financial, administrative, and technical support and services to customers. One of OMS' goals focuses on the use of public resources.



Front Row **Neva Mayo**, Executive Secretary (*part-time*); **Sandra Patterson**, Executive Secretary; **Rhonda Bratcher**, Secretary

Back Row **Charles Harrison**, Assistant to the Comptroller for Management Services; **Charles Bilbrey**, Assistant Director of Management Services

Objective

Provide legislative oversight through review of various legal documents for compliance with State law.

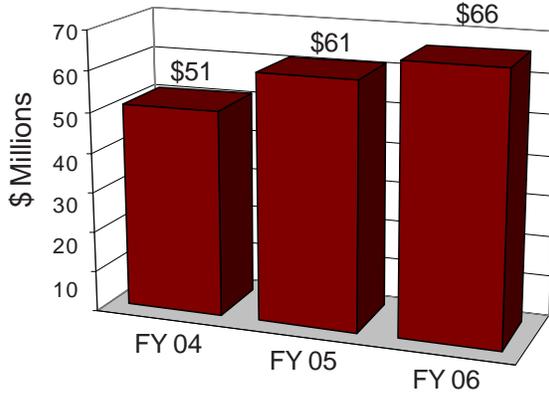
- **PERFORMANCE MEASURE RESULT** - Administration and Contract Review has effected an annualized average savings of over \$5 million.

Goal - Assure public resources are used effectively, efficiently, and in compliance with applicable laws.

Procurement Related Achievement

Administration and Contract Review achieved this goal through oversight and timely review of contracts. The performance measurement is to achieve at least \$5 million in average-annualized savings for the taxpayers of the State. In FY 06 this area **documented savings of more than \$5,032,000**. Over the past four years, this section **saved the State more than \$66 million**. One of the most noteworthy cases involved negotiations with Metropolitan District Energy System that resulted in energy savings of \$1 million annually for 20 years for a cumulative total of \$20 million. Successful negotiations also resulted in \$16.5 million savings for the Department of Correction’s contract for housing inmates.

Accumulative Savings Resulting From Negotiations
FY 04 - FY 06



Contract Review Achievement

Another way to assure that public resources are used effectively and efficiently is to provide a timely review of contracts. In FY 06, Administration and Contract Review examined

- 2,975 personal, professional, and consulting contracts;
- 116 request for proposals;
- 196 designer, consultant, and construction contracts, and
- 442 purchasing transactions.

The performance measure is to review and approve 95% of contracts with an average three-day turnaround and 90% of requests for proposals in an average five-day turnaround. By exceeding performance measures,

- personal, professional, and consulting contracts were **reviewed on average, in less than three days,**
- requests for proposals were **reviewed on average, in less than five days and**
- purchasing transactions were **reviewed on average, in one day.**

These contracts and transactions represent almost \$5.3 billion in State expenditures.



Left Karen Hale and Mary Anne Queen,
Contract Review Administrators

- **PERFORMANCE MEASURE RESULT** - Administration and Contract Review has exceeded the performance measure of an average three-day turnaround for 95% of all contracts.

Administration and Contract Review provides support to the Comptroller in fulfilling various responsibilities on numerous commissions, boards, and committees. These include:

- State Building Commission, Executive Subcommittee, and Staff Subcommittee
- Board of Standards, Board of Standards Staff, Certification Committee
- Review Committee
- Information Systems Council
- Local Government Data Processing Board
- Emergency Communications Board
- Metro Nashville District Energy System Advisory Board

Focus on the Future

Administration and Contract Review continues to improve financial, administrative and technical support for customers. As documented by successful performance measures, Administration and Contract Review continues to work on behalf of the best interest of the State in making government work better.

Capitol Print Shop (CPS) provides the Legislature, constitutional offices, departments and agencies with printing, duplicating, pre-press procedures, desktop publishing, binding and mail room services. CPS also provided office supplies for legislative offices.

As an in-house print shop, the CPA strives for self-sufficiency and derives funding from customers. Eleven CPS employees excel in service and accountability to customers to meet and achieve CPS performance measures. One of our goals pertains to continuous improvement.

Goal -Accomplish and provide continuous improvement for the statutory and other assigned responsibilities of the Comptroller's Office.



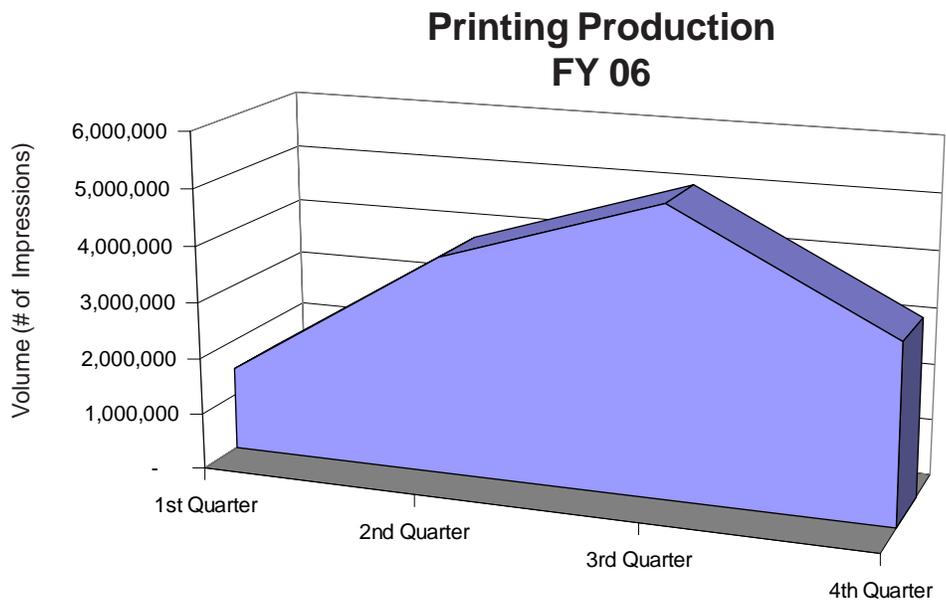
Provide quality services reflecting a commitment to excellence.

- **PERFORMANCE MEASURE RESULT -** CPS has exceeded approximately 99.9% of customer's expectations in providing quality printing, duplicating, pre-press procedures, desktop publishing, mail services, office supplies, and related services

Achievement of Excellent Customer Service

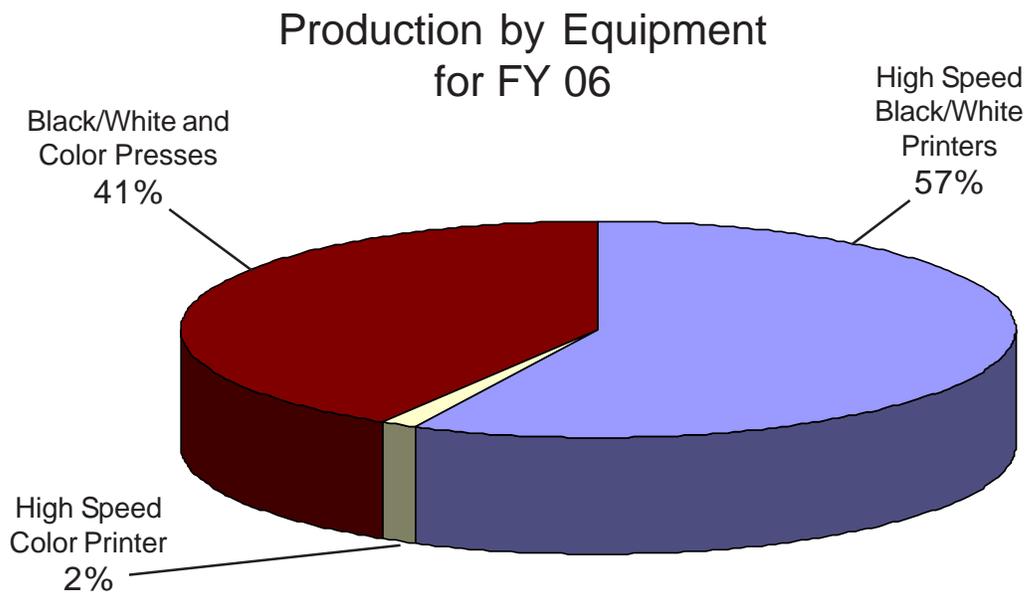
CPS employees are diligent in addressing customer needs and strive for continuous improvement.

CPS has a myriad of responsibilities and does each of them well. Employees are proud of the work they produce and are always determined to satisfy customer needs. The annual peak printing season occurs during the legislative session, and CPS employees rise to the occasion by working a second shift in order to meet customer expectations.



In order to provide the best possible service, the CPS added two high-speed digital copiers. State-of-the-art equipment has enabled the CPS to increase production and provide high quality products.

The CPS frequently receives accolades in the form of thank -you notes, letters and visits from satisfied customers. CPS has exceeded the performance measure of 95% of jobs meeting customers' expectations. Respondents to a 2005 survey praised and honored the CPS and employees for their quality work.



Focus on the Future

The employees of the CPS are diligent in addressing the needs of their customers and will continue to monitor and continuously improve in meeting those needs.



Front Row **Barbara Armstrong**, Copier Services Technician; **Larry Jones**, Printing Services Manager; **Jeanette Brown**, Bindery Worker; **George McMinnis**, Printing Services Assistant Manager

Middle Row **Elise Taylor**, Bindery Worker; **Linda Moody**, Administrative Assistant, **Kenneth Parker**, Offset Press Operator

Back Row **Jim Thomas**, Bindery Worker; **Glenn Montague**, Offset Press Operator; **Tom Deal**, Copier Services Technician; **Kenneth Lamb**, Offset Press Operator

Fiscal Services provides budgeting and accounting support on a centralized basis to all divisions within the Comptroller’s Office. The areas of responsibility include purchasing, disbursements, accounts receivable, equipment inventory, cash receipts, deposits and messenger services. In addition, Fiscal Services is responsible for administration and monitoring of the Comptroller’s Office \$78.3 million budget.

Goal -Assure that public resources are used effectively, efficiently, and in compliance with applicable law.

Achievements in Processing Vendor Payments

Fiscal Services took tremendous steps this year to improve the efficiency in which vendor payments are processed. This was accomplished through the implementation of the State payment card. The State payment card, which serves as an alternative method of payment, has resulted in faster processing times, improved vendor relations, and has been instrumental in streamlining the vendor payment process. **During FY 06, more than \$100,000 in vendor payments were issued using State payment cards.**



Provide budgeting and accounting support on a centralized basis to all divisions of the Comptroller’s Office and pursue accounting changes that will increase government efficiency.

• PERFORMANCE MEASURE RESULT - Fiscal Services processed 99.4% of invoices received for payment accurately and timely, exceeding the performance measure of 95%.

• **PERFORMANCE MEASURE RESULT -**

Fiscal Services processed 99% of all travel claims accurately and timely, exceeding the performance measure of 95%.

Achievements in Processing Travel Claims

This year, Fiscal Services continued converting divisions within the Comptroller’s Office to online submission of claims through the State of Tennessee’s Travel Reimbursement and Information Processing System (TRIPS). TRIPS allows State employees to submit claims on-line, resulting in increased controls and quicker processing time. **During FY 06, more than \$633,000 in travel claims were processed using TRIPS.**

• **PERFORMANCE MEASURE RESULT -**

Fiscal Services processed 95.6% of all requests for purchase accurately and timely, exceeding the performance measure of 95%.

Achievements in Purchasing and Procurement

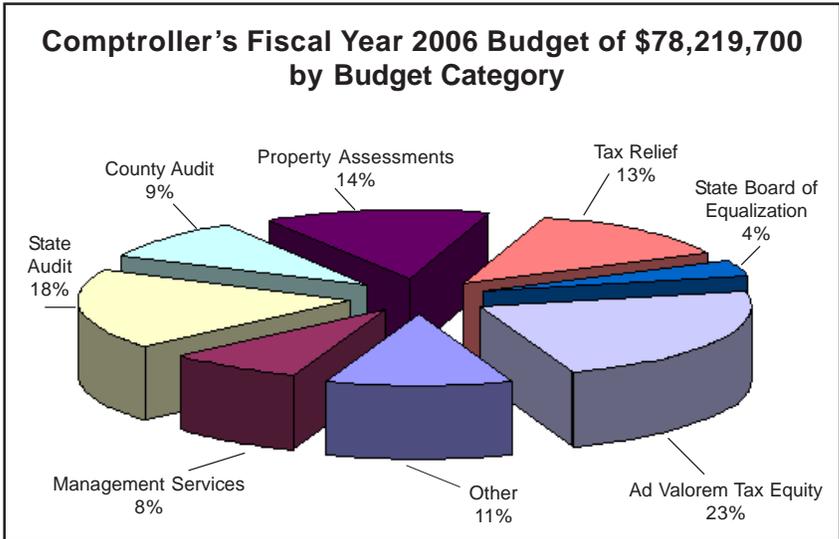
One of the major improvements made in the area of procurement this year is the ability to purchase office supplies online through E-Way, a system maintained by the State’s office supply contractor, Corporate Express. In addition to ordering online, some of the benefits of ordering through E-Way include one-stop shopping for office supply needs, lower prices, faster delivery times, a more efficient payment process, the ability for detailed reporting and reduced paperwork as a result of electronic approvals.

Achievements in Reporting

Fiscal Services worked closely with Information Technology this year in defining requirements and for implementing the new Budget Reporting system. This system compares budget to actual revenue and expenditures and incorporates this information into division accounting reports. The system also allows Fiscal Services to create reports more efficiently by automating many calculations previously performed manually.

PERFORMANCE MEASURE RESULT -

Fiscal Services reconciled and issued 100% of division accounting reports within 10 working days after Statewide reports were made available to agencies, exceeding the performance measure of 80%.



OTHER	
Administration	1.1%
Capitol Print Shop	1.9%
Municipal Audit	2.1%
Bond Finance	1.0%
Local Government	0.4%
Local Finance	0.5%
Research & Education Accountability	2.6%
State Assessed Properties	1.4%

Focus on the Future

Throughout the year, Fiscal Services has worked hard to pursue changes that increased the effectiveness and efficiency of the accounting and budgeting transactions. As a result of these changes, we have processed more online transactions, streamlined several existing processes, improved existing controls, and implemented additional controls. Fiscal Services continues to work toward achieving increased government efficiency and remains dedicated in providing quality budgeting and accounting support to the other divisions of the Comptroller's Office.



Front Row **Mandy Hoyt**, Accounting Clerk; **Rita Harrison**, Accounting Technician; **Linda Lawrence**, Accounting Technician
Middle Row **Paula Bingham**, Property Officer; **Linda Ward**, Accounting Technician; **Stephanie Maceina**, Procurement Officer
Back Row **Barry Kelly**, Clerk, **Amy Czerwinski**, Assistant Director for Fiscal Services; **Brian Brechon**, Legislative Accountant

Information Technology (IT) focuses on providing innovative technology solutions to meet the business needs of the divisions of the Comptroller’s Office. In order to partner with the business of the Comptroller’s Office, the section uses a team approach. Three business area teams focus on understanding the business and providing collaborative and enhanced application and development support. An IT infrastructure team supports the business by providing a reliable and efficient network that facilitates electronic communications within the Comptroller’s Office and to external customers. A web development and support team develops and maintains the Comptroller’s internet and intranet websites and applications to provide timely, accurate and user-friendly information to external and internal customers. An operations team provides data entry, computer-printing services, shipping and production job submission for the divisions on a centralized basis.

Front Row **Sherri Joyner**, Administrative Assistant; **Carla Farris**, Legislative, Compliance and Reporting Program Manager

Middle Row **Tim Sundell**, Assessment and Appraisal Program Manager, **Melinda Parton**, Assistant Director for Information Technology

Back Row **Kenny Williams**, Enterprise and Finance Program Manager, **Rusty Lacy**, IT Infrastructure Manager, **Eddie Miller**, Quality Assurance Analyst





Objective

Understand and focus on the IT business needs of the divisions.

• **PERFORMANCE MEASURE RESULT** - IT held quarterly meetings with all divisions to discuss the status of projects and IT needs.

IT management reviews and approves all technical hardware and software purchases, provides planning and budgeting support for the replacement of the existing technical inventory and for the development and maintenance of applications within the Comptroller's Office.

Numerous objectives were focused on this year that support OMS' goals and IT did an outstanding job of meeting or exceeding their performance measures.

Goal -Assure that public resources are used effectively, efficiently, and in compliance with applicable law.

Application Development and Support Achievements

IT developed and implemented a Comptroller IT project methodology this year that builds a framework and standardizes delivery of IT projects. The new methodology facilitates an IT/business partnership that initiates, defines, designs, and implements products that are much more effective and efficient. The methodology also includes a quality component for development and review of projects. Using this new methodology, the IT business area teams had numerous achievements in the development and enhancement of applications this year for their business partners.

The **assessment and appraisal team** partnered with the assessment and appraisal divisions to initiate and define business requirements for the IMPACT (Integrated Multi-Processing of Administrative and CAMA Technology) project. This project consolidates multiple databases and business applications into a single system that will improve services provided by both the business areas and IT. The team also implemented the CAAS IV (Computer Assisted Appraisal System) in four additional counties and made enhancements to the TRAIN (Tax Relief Approval Information Network), State Assessed Properties Appraisal System and the State Board of Equalization Exempt System.



Front Row **Tom Meador, Jeff Warner, Brian Maloney, and Kyle Olsen:** Legislative, Compliance and Reporting Team

Middle Row **Connie Rickabaugh, Kelcey Casson, Amanda Littlejohn, Don Ivancic:** Enterprise and Finance Team

Back Row **Dave Scobey, Nykoyo Bond, Ken Wren, Corey Tester, Nakia Jarrett, Jim Kelley:** Assessment and Appraisal Team



Develop and maintain applications through effective project management methodologies.

- **PERFORMANCE MEASURE RESULT** - 100% of development projects started after January 1, 2006 followed the IT project methodology.

The **enterprise and finance team** completed the request for qualification process for a new Debt Management System that will allow delivery of timely debt proceeds at competitive rates, repay the debt and manage the debt over its life. In preparation for the State’s Edison project, which is a statewide Enterprise Resource Planning (ERP) solution, the team successfully developed the Comptroller Personnel Application and the Budget Reporting Application that replaced cumbersome spreadsheets and standardized critical financial information.

The **legislative, compliance and reporting team** developed and implemented a Fiscal Notes Support Form Tracking Application to track the Comptroller’s fiscal note support forms relative to legislation proposed in the General Assembly. The application enables immediate notification to a division of a request to complete the support form and ensures timely submission of the form to fiscal review.

Goal - Accomplish and provide continuous improvement for the statutory and other assigned responsibilities of the Comptroller's Office

IT Infrastructure Achievements

This year the IT infrastructure team completed four projects to provide better, more reliable and faster network service. The MAN (Municipal Area Network) project replaced aging wiring, router, firewalls, and switches on all floors of the James K. Polk building with the latest



Front Row **Keith Buckner**, Desktop Support; **Karla Stenbridge**, Help Desk Support; **Troy Hoffman**, Network Administration
Back Row **Roy Campbell**, Network Administration; **Mike Azevedo**, Desktop Support; **Kyle Richardson**, Network Administration; **Curtis Langford**, Desktop Support

Objective

Provide prompt response to customers when they request services or call the Help Desk for technical support.

- **PERFORMANCE MEASURE RESULT** - 99% of help desk requests were resolved within 24 hours exceeding the performance measure of 95%.



Provide a reliable and efficient technology infrastructure.

- **PERFORMANCE MEASURE RESULT** - The network was available during normal production hours 99.9% of the time, exceeding the performance measure of 98%.

technology available. The active directory project converted the current network to a database structure that allows network administrators to more efficiently manage the network and equipment connected to the network. The anti-spyware project resulted in installation of software that assists the team in defeating spyware invasions. The Citrix environment project was undertaken to upgrade the environment with five new servers and to install a secure gateway to allow access from sources outside the State’s network.

Goal - Provide timely, adequate, and accurate information to policy makers at all government levels.

Operation Achievements

The operations team was very successful this year in producing electronic information for internal and external customers. The State Assessed Properties certification report was successfully reformatted this year eliminating the need for a custom paper stock and yielding savings on printing and shipping costs. The new and improved report was well received by the county trustees. The General Assembly directed the Comptroller’s Office of Research to conduct a study of Tennessee Highway Patrol vehicle stops. Timely and accurate data entry was provided by the operations team by keying more than 108,000 surveys.

With improved tracking processes and procedures in place, the operations team generated and assisted in printing more than four million property tax billing documents and report pages for **more than 2.2 million pieces of property in 90 counties and approximately 280 cities across the state**. During the year, the team assisted with printing property record cards for 849,000 real property maintenance parcels, 175,800 personal property maintenance parcels, and 449,000 real property parcels in 17 counties where reappraisal projects were completed in 2005.



Front Row **Debbie Finn**, Data Entry Operator; **Pat Gray**, Data Entry Operator
Back Row **Mike Waters**, Computer Operations Manager; **Kenny Lamb**, Distributed Computer Operator

Objective

Provide accurate and on-time production information to customer's requests.

- **PERFORMANCE MEASURE RESULT** - Improved tracking processes and procedures were defined and implemented this fiscal year.



Provide timely, accurate, and user-friendly information to citizens, government and employees.

- **PERFORMANCE MEASURE RESULT** - 98% of all web updates were completed within 3 days, exceeding the performance measure of 95%.

Goal – Provide and maintain effective communication with internal and external audiences.

Web Support Achievements

Enhancements to the Comptroller’s website included a newly developed Audits and Reports application. This application provides the public with extensive search features against the published reports, including division, main category, title, date released, or a key word search. An Online Filing of Appeals application and related status reports were made available to the public to assist in filing and inquiring on property value appeals. To enable motor carrier, motor bus and private car companies to file their ad valorem tax reports with the Office of State Assessed Properties, a secure application was developed and made available to these companies. To assist the Comptroller’s Office of Education Accountability in communicating with education personnel in school districts and individual schools, the team developed a multi-tiered, four-part online survey.

Focus on the Future

IT offers a wide range of technology services and continues to focus on OMS goals by continually monitoring the IT community and establishing objectives to meet those goals.

Payroll and Personnel is responsible for providing personnel services to over 560 employees statewide. This is accomplished with a staff of three consisting of a personnel manager and two personnel analysts. The personnel manager is primarily responsible for monitoring personnel and payroll transactions, the Affirmative Action Plan, the Americans with Disabilities Act (ADA), Comptroller policy and procedures, and recruitment. The personnel manager also provides assistance to division directors and employees regarding employment issues as needed and serves as the ADA coordinator for the Comptroller's Office. The personnel analysts are responsible for preparing monthly payroll, new employee orientation, employment verification, personnel and insurance records, leave and attendance records and service awards.

Personnel also provides personal assistance with individual insurance plans, retirement, prior service, and annual enrollment for health, life, accident and dental insurance, sick leave bank and flexible benefits. Substantial record keeping is required to ensure the correct and timely enrollment and changes affecting these benefits for employees of the Comptroller's Office.

Goal -Accomplish and provide continuous improvement for the statutory and other assigned responsibilities of the Comptroller's Office.



Objective

Provide services and assistance in the areas of payroll and personnel transactions and Affirmative Action.

● **PERFORMANCE MEASURE RESULT -** Payroll and Personnel processed transactions accurately and timely 99% of the time.

Payroll and Personnel Achievements

By the fifth of each month, monthly payroll and personnel transactions are processed and checked for accuracy. **For FY 06 an had average of 99% accuracy rate for payroll transactions** was achieved. Payroll and Personnel has worked closely with the IT staff to develop a new internal system, the Comptroller Personnel Application, which will generate internal salary reports. This temporary system will remain in place until the human resource component of the State's new Edison Project is implemented in December 2007. The Edison Project will replace many of the State's administrative systems in the areas of personnel, payroll, benefits, financial and procurement which will make government more efficient.

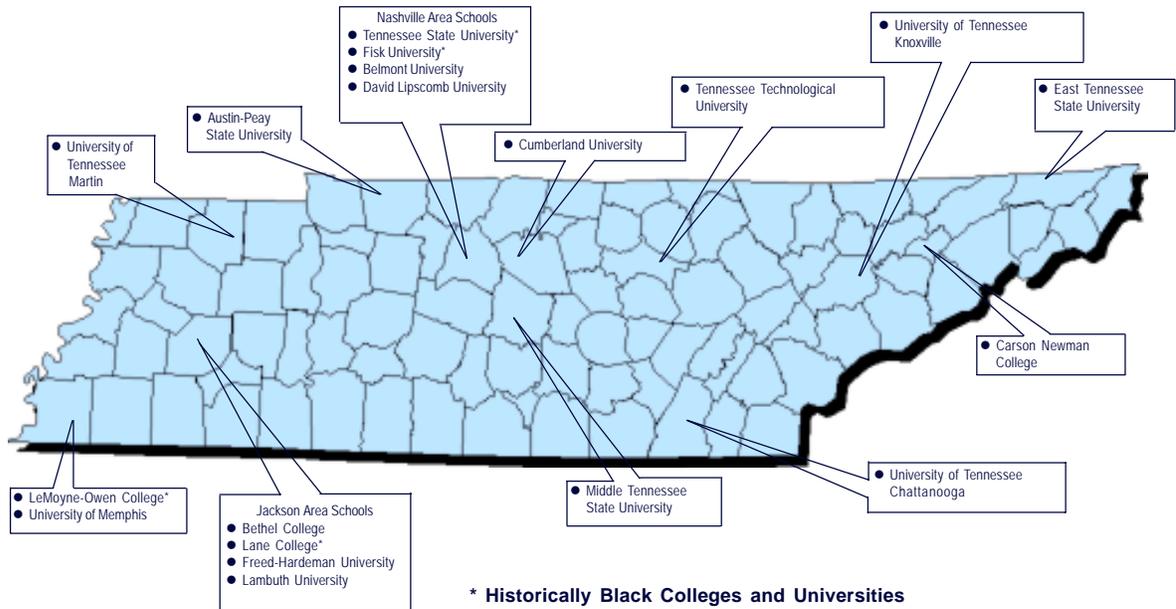


Left: **Elaine Driver**, Personnel Manager, **Kristi Galbreath**, Clerk, **Trina Francis**, Personnel Analyst

Recruiting Achievements

Recruiting qualified audit, information system analysts, research analysts and other professionals while maintaining a diverse workforce are top priorities. To achieve this, the personnel manager coordinates an extensive recruiting program at approximately 30 colleges, including Historically Black Colleges and Universities (HBCU), throughout the State and in selected bordering states. Maintaining an on-going presence at colleges

Recruitment Map Fiscal Year 2006





Recruit entry-level auditors, information systems analysts, and other professionals.

• PERFORMANCE MEASURE RESULT - Personnel visited 86% of identified colleges exceeding the performance measure of 70%.

and universities is essential in meeting this goal. **During FY 06, 86% of the colleges identified were visited.** Our recruiting efforts are also monitored in our annual Affirmative Action Plan which is required of all State agencies.

The Careers Now Program also plays a vital role in recruiting prospective employees and increasing diversity. With this intern program, college students in a variety of majors gain valuable work experience and learn more about careers in State government. During FY 06, 63% of internships were filled in the areas of accounting, information technology and public administration.

Focus on the Future

Attracting new talent is important, but succession planning is also essential to an organization’s continued success. This is part of the Comptroller’s Office overall strategic plan. Each division has developed an approved plan that is updated annually to ensure the retention and development of existing staff who are qualified to step into a senior management position. With the development of our new training policy, all employees will be required to have 16 hours of training biennially which will enhance their career development. Also, each employee are required to enroll in the respectful workplace class to ensure a professional work environment.

OMS CARE FUND

The **OMS Care Fund** recognized 17 events in FY 06. The purpose of the OMS Care Fund is to provide flowers during sickness or death or gifts for significant events for OMS employees and their relatives as defined in CARE fund guidelines. The fund is administered by OMS employee volunteers.

EMPLOYEE CONTINUOUS IMPROVEMENT TEAM

The **Employee Continuous Improvement Team** is dedicated to providing a voice for employees in the development of policies and procedures for the workplace which promote a spirit of cooperation, creativity, innovation, and professionalism within OMS. The team consists of OMS employee volunteers.

2006 PERFORMANCE REPORT COMMITTEE

The **2006 Performance Report Committee** members include Brian Brechon, Carla Farris, Kristi Galbreath, Glenn Montague, Sherri Joyner, and Mary Anne Queen.



Congratulations to Scott Smith on his retirement on June 30, 2006. Scott had 30 years of service with the State.

Objective

Ensure effective communication with employees and customers and provide necessary assistance.

- **PERFORMANCE MEASURE RESULT** - Conducted quarterly staff meetings with at least 85% attendance.

Awards and Achievements

Carla Farris

- Selected for Tennessee Government Management Institute (TGMI) in April 2006

Charles Harrison

- Tennessee Society of CPA's 2006 Outstanding CPA in Government
- 2006 President's Citation for Support of the Tennessee Chapter of IAAO

Rusty Lacy

- American Society of Public Administrators (ASPA) Executive Committee member

Stephanie Maceina

- Graduated with a Bachelor's Degree in Accounting

Melinda Parton

- 2006 Information System Management (ISM) Chair-Elect
- 2005 Outstanding Information Systems Director Award

Dave Scobey

- Oracle Certification as Oracle PL/SQL Developer Certified Associate

Service Awards

5 YEARS
Stephanie Maceina

20 YEARS
Linda Moody

25 YEARS
Tom Deal

30 YEARS
Linda Ward

New Employees

Nykoyo Bond- IT
Brian Brechon- Fiscal

Keith Buckner-IT
Kristi Galbreath- Personnel

Mandy Hoyt- Fiscal
Kenny Williams- IT

In Memory of
Kenneth Murphy
1947-2005

Kenneth Murphy worked in the Capitol Print Shop for 26 years on the bindery machine. He was survived by his daughter Marquentin and four grandchildren, Mykail, Shekeya, Zhakeus and Shakaya.

Kenneth is fondly remembered by his co-workers by the following sentiments:

Kenny was a very likeable person. He had a contagious sense of humor and was always in a good mood. Kenny's first and main concern was for his grandchildren, and if you asked about them, he could talk non-stop. In some ways Kenny was very reserved and did not talk about himself or his problems, but would listen and offer advice to anyone who might ask.

Kenny loved to tease his fellow employees, would get them stirred up then would sit back and laugh. Everyone here misses him still and will remember him forever.



2006 Comptroller Office-Wide Meeting January 18-19, 2006



OMS Participation



Comptroller of the Treasury. Office of Management Services, Authorization No. 307340 for 350 copies, September 2006. This public document was promulgated at a cost of \$6.17 per copy.



An empowered organization is one in which individuals have the knowledge, skill, desire, and opportunity to personally succeed in a way that leads to collective organizational success.

Stephen Covey