

Customer-Centric Report

July 1, 2012 — June 30, 2013

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Strategic Priorities

OMS' strategic plan for FY 2014 consists of 17 objectives, and the following 8 have been selected as strategic priorities as reported in the performance measures:

- Provide a secure, reliable and efficient information technology (IT) infrastructure;
- Develop and maintain IT solutions by applying the Comptroller's IT project methodology;
- Provide high quality customer services;
- Provide fiscal support to all divisions and pursue accounting developments to increase government efficiency;
- Provide on a centralized basis administrative services and assistance in the areas of payroll and personnel;
- Process and establish contracts, Request for Proposals (RFPs) and other documents for compliance in a timely manner;
- Maintain a system of strategic planning, performance measurement and review and
- Provide timely and accurate information to the citizens of Tennessee, legislators, other government entities and Comptroller employees.

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;
- budgetary and financial management and
- information technology management

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

- procurement oversight services

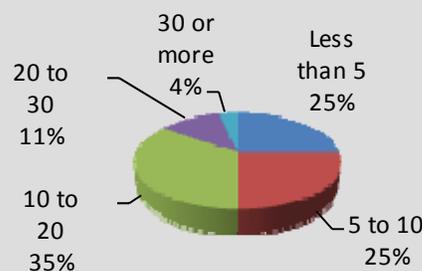
OMS Employee Demographics

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	FY 12	FY 13
Bachelor's degree	21	24
Master's degree	7	7
Associate's degree	7	6
Law degree	2	2
Total	37	39

Certifications	FY 12	FY 13
Attorney	1	1
Certified Government Financial Manager (CGFM)	5	4
Certified Professional Secretary (CPS)	3	2
Certified Public Accountant (CPA)	1	1
Certified Fraud Examiner (CFE)	2	2
Total	12	10

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 awardees were:

- Customer Service Award — **Terry Mason**
- Employee of the Year Award — **Sherri Mainegra**
- Spirit Award — **LaToya Bailey**

Our Accomplishments

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Comptroller Procurement Oversight

While reviewing 4,974 contracts, amendments and procurements, staff worked with the Central Procurement Office (CPO) and other stakeholders in the development of new policies, rules, and procedures and have been working with the CPO and agencies with the implementation of the new guidance. Staff has been aided by the use of the new computer application interface that has provided accurate and timely management reports and data.

Administration

The Business Administration section had several significant accomplishments during FY 2012: an office-wide customer-service survey was issued to gauge employees' satisfaction and further needs; OMS online resources were revamped and internal communications were enhanced to help ensure COT employees are informed about our services, key staff contacts and important COT updates; an improvement project was initiated to evaluate the Catalog of Services (COS) and enhance the resource for all employees; opportunities were sought to improve our division's processes by removing unnecessary barriers or steps to increase efficiency. Additionally OMS has completed improvements to numerous forms, business processes, and online systems and resources to streamline the services we provide to our customers; OMS hired a dedicated Facilities Manager to more closely focus on all facility needs for the Comptroller's Office and promote a more proactive approach with providing facilities management support. The Business Administration section remains committed to keeping COT staff members informed and identifying additional ways to streamline our services to better assist our customers.

Fiscal Services

Based on the 2013 customer service survey, 99% of respondents rated fiscal services as helpful or extremely helpful and stated that customer requests were handled in a professional manner. Newer technologies have been utilized to distribute electronic financial reporting in a more efficient method, and we will continue to strive to meet the needs of our customers and maintain good working relationships with other state agencies.

OMS Statistics	FY 12	FY 13
Administration		
Facility Moves and Renovations	2	5
Fiscal Services		
Revenue and expenses transactions	13,898	12,669
Human Resources		
Number of employees	506	518
Procurement Oversight		
Contracts/RFPs reviewed	5,746	4,974
Information Technology		
Help desk calls resolved	1,837	1,483
Web site views	45,037,748	57,012,680
Operations and print jobs	5,037,435	3,786,400



Picture provided by Rusty Lacy

The Comptroller's FY 2014 budget was endorsed by the Department of Finance and Administration and passed by the Legislature which added eight positions in four divisions.

Information Technology

The following are some of the major accomplishments for IT this year:

The Comptroller's major business project for the past few years has been IMPACT. IT is a major player with the business areas in this endeavor. IT assisted in deploying IMPACT to 25 counties and the State Board of Equalization and conducted a major upgrade to the current version of the system. IT created new test and development sites to allow the vendor, business areas and IT to better deploy updates and upgrades.

IT installed Microsoft Lync and Internet Protocol Telephony (IPT) telephones to offer the office greater functionality and integrate voice mail with email. This has opened up other opportunities for increasing usability and productivity.

Throughout a year's time IT has many projects the team completes for other divisions in the Office. This year the team accomplished its goal of seven projects. Some of the projects are for public use such as the State Board online payment system and the Hotline application, which is making it easier for citizens to report suspected fraud, waste or abuse of State resources. Other projects focused on internal operations such as the General Counsel tracking site and the OMS Contract Site.

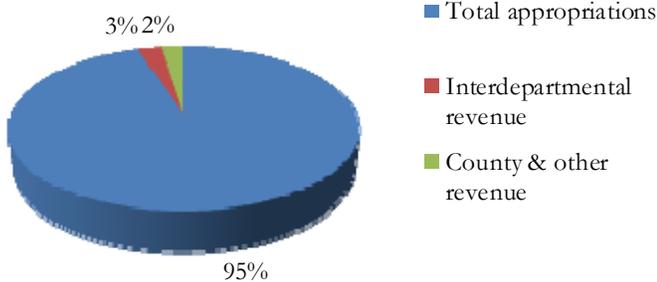
Human Resources

Human Resources (HR) has made improvements to multiple processes including new hire, orientation, separation, record-keeping, reports, and communications in order to streamline and increase efficiency, reduce waiting periods, and improve the level of customer service provided to our divisions. Another major accomplishment is that the 2013 salary study was successfully implemented. We intend to continue this process improvement and plan to add to our services in order to help every division recruit, engage, and retain the best candidate for each position filled.

OMS Financial

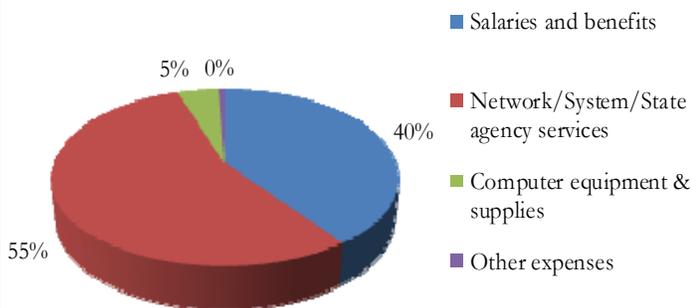
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Sources of Funds



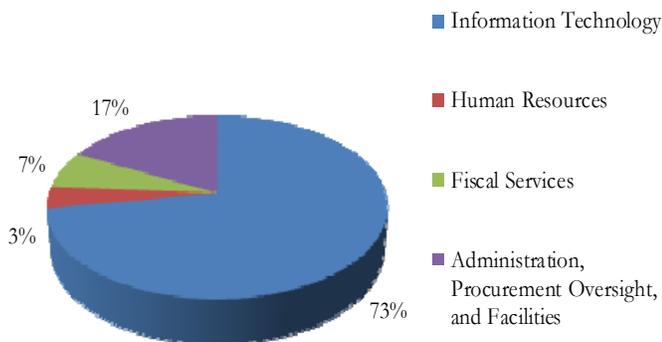
Sources of Funds (thousands)	FY 11	FY 12	FY 13
State appropriations	8,561.4	10,049.9	10,504.3
Reserve Provided (Used)	141.4	2,709.2	-363.9
Total appropriations	8,702.8	12,759.1	10,140.4
Interdepartmental revenue	171.0	155.0	275.0
County & other revenue	273.0	264.9	261.2
Total sources	\$9,146.8	\$13,179.0	\$10,676.6

Expenses by Major Category



Expenses by Major Category (thousands)	FY 11	FY 12	FY13
Salaries and benefits	3,890.8	3,822	4,260.8
Network/System/State agency services	4,037.5	7,150.2	5,848.1
Computer equipment & supplies	1,108.9	2,081.9	508.5
Other expenses	109.6	124.9	59.2
Total expenses	\$9,146.8	\$13,179.0	\$10,676.6

Expenses by Functions



Expenses by Functions (thousands)	FY 11	FY 12	FY13
Information Technology	6,778.5	10,737.2	7,748.2
Administration, Procurement Monitoring, and Facilities	1,265.5	1,461.7	1,852.8
Fiscal Services	688.8	694.6	701.2
Human Resources	272.6	285.5	374.4
Total expenses	\$9,005.4	\$13,179.0	\$10,676.6

Independent Audit

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

Future Opportunities

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The Office of Management Services is always striving to find ways to increase efficiencies and make improvements that benefit our customers. Strengthening our abilities to anticipate and respond to changes within state government and our business environment reinforces our commitment to providing the highest level of service to Comptroller's Office divisions and assisting employees with their OMS-related needs.

Procurement Monitoring Opportunities

Comptroller Procurement Monitoring continues to address challenges that are a byproduct of the changes in the Procurement Legislation. Under the new law, our office has been tasked to review a larger population of contracts in general, while concurrently cutting back our review of the less risky contracts. So one of our biggest internal challenges moving forward is finding a way to effectively process through the large volume of contracts based on meaningful criteria, and automate that decision point.

As with any new law on major processes, policies and procedures are needed to guide the employees across the state. The more guidance offered at the contracting office level, the less issues that will arise at the approval level. Our goal is to assist the executive branch in adopting user-friendly, meaningful, and accountable policies and procedures. These activities represent a significant way that our office can help make government work better, and we take this role and opportunity very seriously.

Economic Opportunities

In fiscal year 2013, the economic condition of the State improved for the first time in over six years. As a result, our budget for fiscal year 2014 restored eight positions and our reversion targets were lowered. These two factors will allow the office as a whole to hire new staff, previously required to be held vacant. With new employees comes increased expenditures in other areas such as IT and training. The fiscal status of the office will be continually monitored to ensure compliance with our budget.



Picture provided by Kelcey Casson

Technology Opportunities

Information Technology (IT) is ever changing. New techniques and new products (hardware and software) keep IT professionals constantly moving forward looking for the best way to provide the services that meet the needs of the Comptroller's Office.

Over the years as business needs evolve, IT will strive to continue to keep pace and in some instances lead by showing the business community what technology can do for them. IT continues to partner with all Comptroller divisions to understand their business requirements and help provide technology solutions to meet those needs.

Looking forward, our office needs to examine how we store our documents. As the world moves to a more paperless society, we need to examine our habits officewide, and develop strategies to eliminate unnecessary paper. The reduction of paper allows us to make more efficient workspaces, and if handled correctly, can allow us to locate items more easily. IT plans to initiate a project and actively

"Management Services' main focus is supporting all Comptroller's Office employees to the best of our ability. The entire OMS team continues to make the administrative and support services needs of all divisions the highest priority as we do our part to fulfill the Comptroller's Office mission of making government work better."

*Melinda Parton, CGFM
Director of Management Services*



examine the way our office works to forge our way into the future.

Keeping the infrastructure upgraded is a continuing struggle, but a challenge the team responsible readily accepts. IT is currently in the midst of upgrading our storage devices, some servers and several software packages. Integrating all of these devices and products is essential to providing around-the-clock service to the office and our customers. This is a team effort including network and system administrators, application and web developers, analysts and management to ensure our customers' continued access is not disrupted during business hours.

IT is in the process of adding functionality to previously developed applications, which will allow business units to expand utilization of base products. This is to be expected for new products as people use these resources and identify ways to enhance the support we offer to our internal and external customers.

Finally, there is always another IT programming project needed. While we are not sure what the next big one will be, we will continue to work through the management advisory committee to ensure office-wide priorities are being addressed and will continue to make work more efficient for other divisions through our technology solutions.

Human Resources Opportunities

Human Resources will continue to improve the new hire process with Competency and Behavioral Based Interview training, interview tip sheets, expanded recruiting options, flowcharts and checklists, one-stop-shop forms, and more. We are also in the design phase of an Orientation and Onboarding project that will provide checklists and information sheets in an easy to use HR Portal design. We expect the new design to greatly enhance user functionality and we will continue to add news, resources and streamlined functionality to the portal. HR is also currently in the process of updating all policies, documenting our processes, and is working with Information Technology to establish an automatic update for correct information in Active Directory and Outlook.

Over the next fiscal year we intend to work with divisions to update all job descriptions in the agency and incorporate appropriate knowledge, skills, abilities, and competencies that can be used for skill-gap analyses, employee learning and development plans and in the performance evaluation process. We will also continue to improve our transactional processes like transfers, promotions and separations, and upgrade our reporting software to bring division leaders better reports more efficiently and faster.

HR's most exciting challenge over the next year will be to make significant progress in the procurement of a Talent Acquisition Management System (TAMS) that will allow us to automate many of our currently manual processes, as well as greatly increase the strategic information and resources that HR is capable of providing to agency and division leadership.

For more information about this office, visit our website at:
www.comptroller.tn.gov

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