

1.0 Customer

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Promote International Commerce Through Trade Missions and Business Relationship Development</u>					
<u>Organize and Conduct ITC-Led Business Development Missions</u>	FY10-Semi-2	0	0	1	1
<u>Sponsor Networking Events for 3rd Party Inbound Missions</u>	FY10 Q3	1	1	3	3
<u>Conduct Business Matchmaking Sessions Through Use of Database</u>	FY10 Q3	2	2	8	7
<u>Organize Pre-Screened Business to Business Meetings (ITC)</u>	FY10-Semi-2	58	25	260	50
<u>Outreach with Trade Interests and Cultural Exchange</u>					
<u>Develop and Conduct Trade-Related Workshops/ Seminars</u>	FY10-Semi-2	3	2	7	5
<u>Develop New Sister City Relationships</u>	FY10-Semi-2	1	0	1	1
<u>Provide Protocol Services for Incoming Trade and Other Missions</u>	FY10 Q3	4	2	10	6
<u>Publish & Distribute ITC Newsletter (hard copies)</u>	FY10 Q3	1	1	4	4
<u>Sponsor and/or Participate in Trade Related Seminars and Events</u>	FY10 Q3	14	6	32	18

2.0 Financial

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Meet Budget Targets (International Trade Consortium)</u>					
<u>Generate Profit For TMC Through ITC Missions</u>	n/a	n/a	n/a	n/a	n/a
<u>Generate Profit for Trust Account through Sister Cities Goodwill Mission</u>	n/a	n/a	n/a	n/a	n/a
<u>Expen: Total (International Trade Consortium)</u>	FY10 Q3	\$272 K	\$302 K	\$874 K	\$906 K
<u>Revenue: Total (International Trade Consortium)</u>	FY10 Q3	\$0 K	\$302 K	\$0 K	\$906 K
<u>Positions: Full-Time Filled (ITC)</u>	FY10 Q3	10	(9 - 10)	n/a	(n/a - n/a)
<u>Budget Implementation FY 09-10 (ITC)</u>					

3.0 Internal

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Board and Committee Meetings Planned, Staffed, and Attended (PSA)</u>					
<u>Plan for, Staff, and Attend ITC Board Meetings</u>	FY10 Q3	1	1	3	3
<u>Plan for, Staff, and Attend ITC Committee Meetings Planned</u>	FY10 Q3	4	2	14	6
<u>Operation SORTIE - ITC Newsletter</u>					

4.0 Learning and Growth

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Staff Professional Development - Conferences, Seminars, and Events</u>					
<u>Staff Training - County Programs</u>					
<u>Staff Cross Training for Payables - Finance Sortie</u>					

[Scorecard Exception Report](#) [Business Plan Reports](#)

Scorecard Owners: [Nares, Dimitrios](#) [Ojeda, Tony](#)

Linked Objects

[Hide All](#)

Child Scorecards

There are no scorecards linked at this time.

Parent Scorecards

	Owners
<u>ACM Scorecard - Curry, Cynthia</u>	Curry, Cynthia Morlote, Mario

Objectives

	Owners
<u>Promote International Commerce Through Trade Missions and Business Relationship Development</u>	Bran, Ricardo Nares, Dimitrios Ojeda, Tony
<u>Outreach with Trade Interests and Cultural Exchange</u>	Bran, Ricardo Nares, Dimitrios Ojeda, Tony
<u>(ES8.2.1.24) Meet Budget Targets (International Trade Consortium)</u>	Bran, Ricardo Nares, Dimitrios Ojeda, Tony
<u>Budget Implementation FY 09-10 (ITC)</u>	Ojeda, Tony
<u>Board and Committee Meetings Planned, Staffed, and Attended (PSA)</u>	Bran, Ricardo

[Operation SORTIE - ITC Newsletter](#)

[Staff Professional Development - Conferences, Seminars, and Events](#)

[Staff Training - County Programs](#)

[Staff Cross Training for Payables - Finance Sortie](#)

[Nares, Dimitrios](#)

[Bran, Ricardo](#)

[Nares, Dimitrios](#) [Ojeda, Tony](#)

[Nares, Dimitrios](#) [Ojeda, Tony](#)

[Nares, Dimitrios](#) [Ojeda, Tony](#)

[Nares, Dimitrios](#) [Ojeda, Tony](#)

Program Groups

There are no program groups linked at this time.

Initiatives

There are no initiatives linked at this time.

Processes

There are no processes linked at this time.

REFERENCE CENTER

Action Items

[Show Details](#)  

Due Date **Status** **Action**

Owners

No Action Items to Report

 Open  Overdue

Comments

Author/Date

Comment

Show All

[Michael W. Ruiz](#)
05/29/2007

OSBM suggestions for scorecard improvement

1. Move output measures to Internal Perspective
2. Add outcome measures to Customer Perspective
3. Add efficiency or cycle time measures to Internal Perspective
4. Think about what training/motivation activities and measures would support the Learning & Growth Perspective
5. Manage each trade mission as an initiative.

[Edit](#)

External Links



-  [ITC Business Plan \(FY07-08\)](#)
-  [ITC Budget \(FY07\)](#)
-  [ITC Monthly Newsletters](#)

Attached Documents



Last Updated **Checked Out By**

-  [End of Mission Report - Bahamas - June 07](#) 07/27/2007 [\[Check Out\]](#)
-  [End of Mission](#)



ITC Annual and Quarterly Reports

	<u>Report - Chile and Peru - Sept 2008</u>	10/27/2008	[Check Out]
	<u>End of Mission Report - India - Sept 07</u>	01/18/2008	[Check Out]
	<u>End of Mission Report - Japan Taiwan - May 2009</u>	10/09/2009	[Check Out]
	<u>End of Mission Report - Prague, Warsaw, Istanbul</u>	10/21/2008	[Check Out]
	-		
	<u>End of Mission Report - S. Africa & Senegal-Oct 09</u>	03/22/2010	[Check Out]
	<u>End of Mission Report - South Africa - April 07</u>	07/27/2007	[Check Out]
	<u>End of Mission Report - Tenerife - Jan 08</u>	10/21/2008	[Check Out]

Customer Perspective

Objective Name	Owner(s)
Promote International Commerce Through Trade Missions and Business Relationship Development	Ricardo Bran Dimitrios Nares Tony Ojeda

Initiatives Linked To Objective	Owner(s)
Develop Follow Up System for Business Matchmaking	Ricardo Bran Dimitrios Nares Tony Ojeda
ITC International Trade Workshop Program	Dimitrios Nares
ITC Consular Corps Workshops Program	Dimitrios Nares

GrandParent Objectives
Allocate County Gov't resources to increase and diversify jobs & incomes while eliminating socio-economic disparities in underserved areas

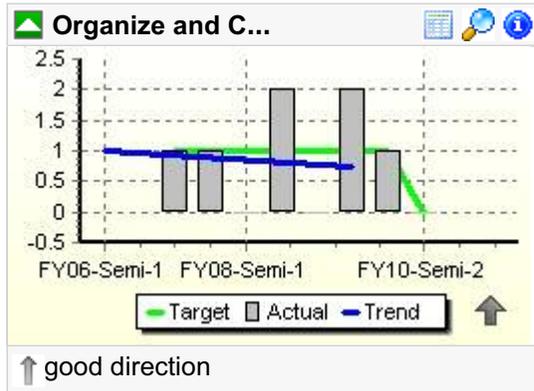
Parent Objectives
(ED1.4) Increased international commerce

Measure	Owner(s)
Organize and Conduct ITC-Led Business Development Missions	Dimitrios Nares Tony Ojeda

Performance				
Ind	Actual	Target	Variance	Date
	0	0	0	FY10-Semi-2

Initiatives Linked To Measure	Owner(s)
-------------------------------	----------

Child Measures Linked To Measure				
Ind	Name	Actual	Target	Date



Measure **Owner(s)**

Sponsor Networking Events for 3rd Party Inbound Missions

Dimitrios Nares Tony Ojeda

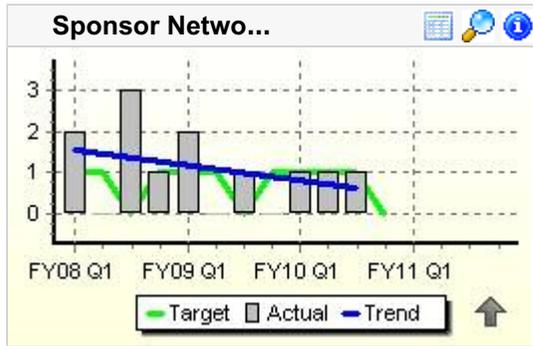
Performance

Ind	Actual	Target	Variance	Date
▲ 1	1	1	0	FY10 Q3

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure **Owner(s)**

Conduct Business Matchmaking Sessions Through Use of Database

Ricardo Bran Dimitrios Nares Tony Ojeda

Performance

Ind	Actual	Target	Variance	Date
▲ 2	2	2	0	FY10 Q3

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure	Owner(s)
---------	----------

Organize Pre-Screened Business to Business Meetings (ITC)

Dimitrios Nares

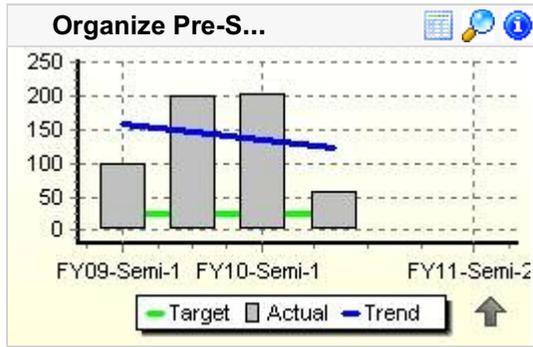
Performance

Ind	Actual	Target	Variance	Date
▲	58	25	33	FY10-Semi-2

Initiatives Linked To Measure	Owner(s)
-------------------------------	----------

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Objective Name**Owner(s)**

Outreach with Trade Interests and Cultural Exchange

Ricardo Bran Dimitrios Nares Tony Ojeda

Initiatives Linked To Objective**Owner(s)****GrandParent Objectives****Parent Objectives****Measure****Owner(s)**Develop and Conduct Trade-Related Workshops/
Seminars

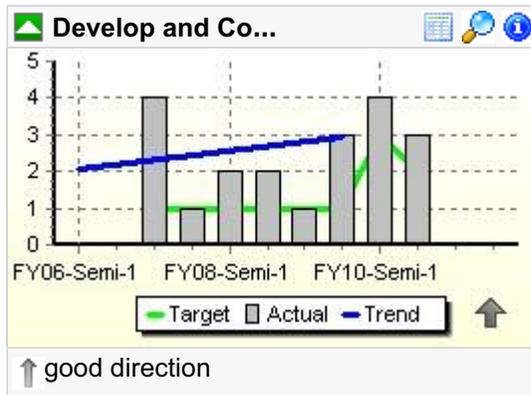
Dimitrios Nares Tony Ojeda

Performance

Ind	Actual	Target	Variance	Date
	3	2	1	FY10-Semi-2

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure **Owner(s)**

Develop New Sister City Relationships

Ricardo Bran Dimitrios Nares Tony Ojeda

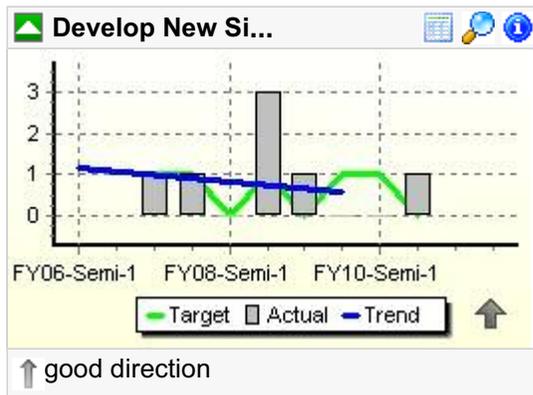
Performance

Ind	Actual	Target	Variance	Date
▲	1	0	1	FY10-Semi-2

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure **Owner(s)**

Provide Protocol Services for Incoming Trade and Other Missions

Ricardo Bran Dimitrios Nares Tony Ojeda

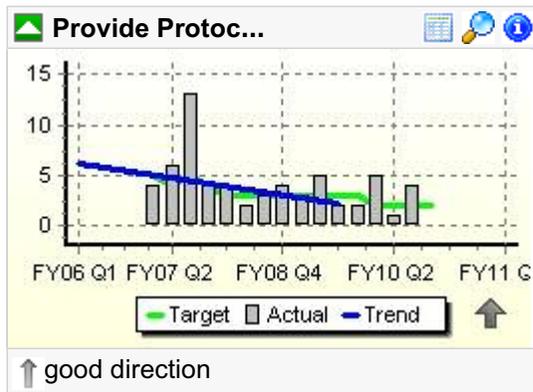
Performance

Ind	Actual	Target	Variance	Date
▲	4	2	2	FY10 Q3

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure	Owner(s)
---------	----------

Publish & Distribute ITC Newsletter (hard copies)

Dimitrios Nares

Performance				
-------------	--	--	--	--

Ind	Actual	Target	Variance	Date
▲	1	1	0	FY10 Q3

Initiatives Linked To Measure	Owner(s)
-------------------------------	----------

Child Measures Linked To Measure				
----------------------------------	--	--	--	--

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure	Owner(s)
---------	----------

Sponsor and/or Participate in Trade Related Seminars and Events

Dimitrios Nares

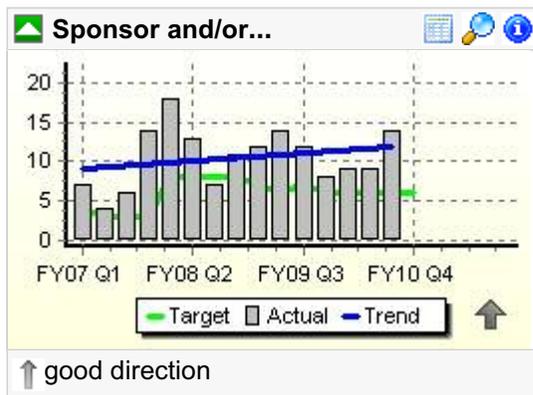
Performance				
-------------	--	--	--	--

Ind	Actual	Target	Variance	Date
▲	14	6	8	FY10 Q3

Initiatives Linked To Measure	Owner(s)
-------------------------------	----------

Child Measures Linked To Measure				
----------------------------------	--	--	--	--

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Financial Perspective

Objective Name	Owner(s)
Meet Budget Targets (International Trade Consortium)	Ricardo Bran Dimitrios Nares Tony Ojeda

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Planned necessary resources to meet current and future operating and capital needs (priority outcome)

Parent Objectives

(ES8.2.1) Meet Budget Targets

Measure	Owner(s)
Generate Profit For TMC Through ITC Missions	Dimitrios Nares Tony Ojeda

Mission expenses for ITC Business Development Missions are routed through the agency's non-profit corporation - Trade Mission Center of the Americas, Inc. In addition to promoting Miami-Dade County, a lesser goal of each mission is to generate a small profit for the TMC.

Performance

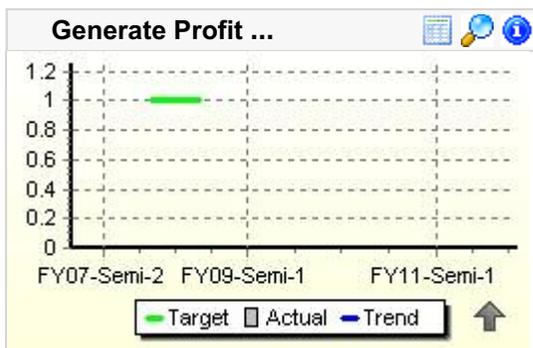
Ind	Actual	Target	Variance	Date
	n/a	n/a	n/a	

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind Name Actual Target Date



Measure **Owner(s)**

Generate Profit for Trust Account through Sister Cities Goodwill Mission

Dimitrios Nares Tony Ojeda

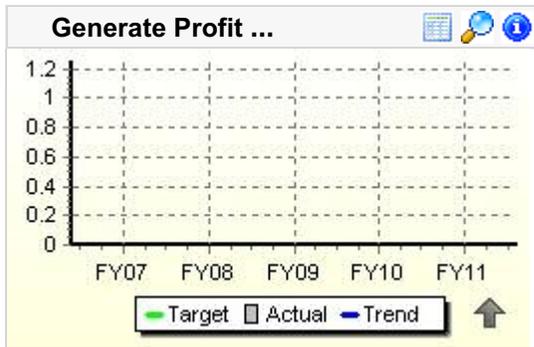
Performance

Ind	Actual	Target	Variance	Date
	n/a	n/a	n/a	

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure **Owner(s)**

Expen: Total (International Trade Consortium)

Ricardo Bran Dimitrios Nares Tony Ojeda

Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)

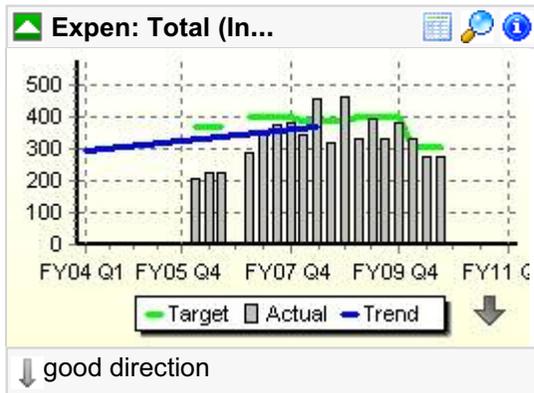
Performance

Ind	Actual	Target	Variance	Date
▲	\$272 K	\$302 K	\$30 K	FY10 Q3

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
▲	Expen: Personnel (ITC)	\$239	\$242	FY10 Q3
▲	Expen: Other Operating (ITC)	\$33	\$59	FY10 Q3
▲	Expen: Capital (ITC)	\$0	\$1	FY10 Q3
▲	Expen: Non-Operating (ITC)	\$0 K	\$0 K	FY10 Q3



Measure

Owner(s)

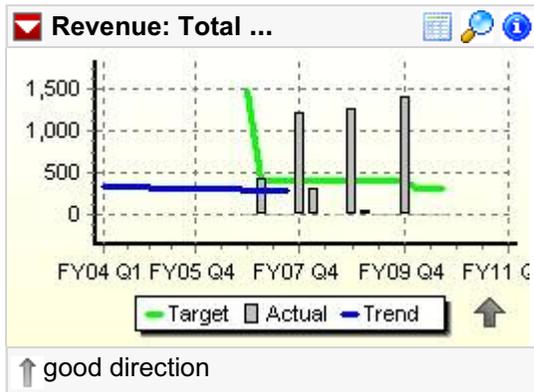
Revenue: Total (International Trade Consortium)

Ricardo Bran Dimitrios Nares Tony Ojeda

Total revenue in \$1,000s (from FAMIS)

Performance

Ind	Actual	Target	Variance	Date
▼	\$0 K	\$302 K	\$(302) K	FY10 Q3



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
▲	Revenue: Carryover (ITC)	\$0 K	\$0 K	FY10 Q3
▼	Revenue: General Fund (ITC)	\$0 K	\$204 K	FY10 Q3
▼	Revenue: Proprietary (ITC)	\$0 K	\$25 K	FY10 Q3
▲	Revenue: State (ITC)	\$0 K	\$0 K	FY10 Q3
▲	Revenue: Federal (ITC)	\$0 K	\$0 K	FY10 Q3
▼	Revenue: Interagency/Intradepartmental (ITC)	\$0 K	\$73 K	FY10 Q3

Measure

Owner(s)

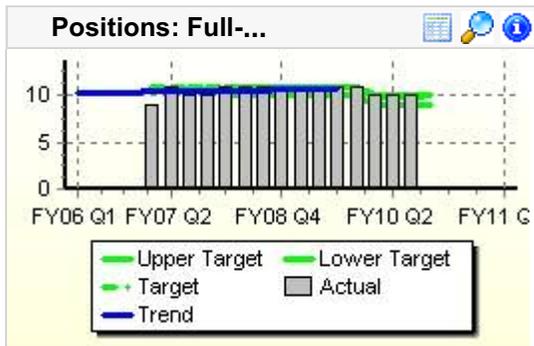
Positions: Full-Time Filled (ITC)

Dimitrios Nares Tony Ojeda

The "actual" reflects the number of full-time positions that are filled; the "goal" reflects the number of full-time budgeted positions.

Performance

Ind	Actual	Target	Variance	Date
▲	10	10	0	FY10 Q3



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------

Objective Name**Owner(s)**

Budget Implementation FY 09-10 (ITC)

Tony Ojeda International Trade Consortium

Initiatives Linked To Objective**Owner(s)**

Eliminate 1 position in ITC (ITC-2)

Dimitrios Nares
Tony OjedaEliminate 2 part-time positions,
eliminate Gateway Florida program
and impact study, and reduce
marketing related expenses in ITC
(ITC-1)

Tony Ojeda

GrandParent Objectives**Parent Objectives**

Internal Perspective

Objective Name	Owner(s)
Board and Committee Meetings Planned, Staffed, and Attended (PSA)	Ricardo Bran Dimitrios Nares

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives	Parent Objectives

Measure	Owner(s)
Plan for, Staff, and Attend ITC Board Meetings	Ricardo Bran Dimitrios Nares Tony Ojeda

Performance				
Ind	Actual	Target	Variance	Date
▲	1	1	0	FY10 Q3

Initiatives Linked To Measure	Owner(s)

Child Measures Linked To Measure				
Ind	Name	Actual	Target	Date



Measure

Owner(s)

Plan for, Staff, and Attend ITC Committee Meetings
Planned

Ricardo Bran Dimitrios Nares Tony Ojeda

Performance

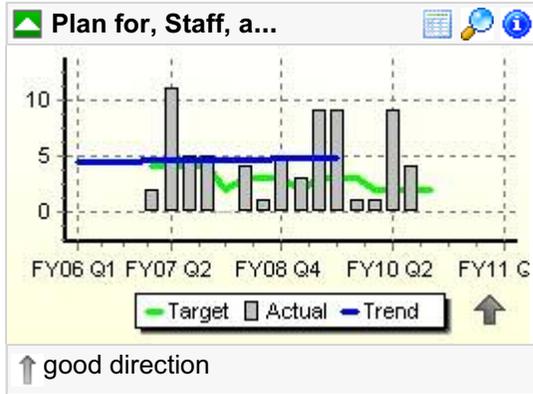
Initiatives Linked To Measure

Owner(s)

Ind	Actual	Target	Variance	Date
▲	4	2	2	FY10 Q3

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Objective Name**Owner(s)**

Operation SORTIE - ITC Newsletter

Ricardo Bran Dimitrios Nares Tony Ojeda

Initiatives Linked To Objective**Owner(s)**Increase Timely and Relevant Stories
in ITC NewsletterRicardo Bran
Dimitrios Nares
Tony Ojeda**GrandParent Objectives****Parent Objectives**

Learning and Growth Perspective

Objective Name	Owner(s)
Staff Professional Development - Conferences, Seminars, and Events	Dimitrios Nares Tony Ojeda
Initiatives Linked To Objective	GrandParent Objectives
	Parent Objectives

Objective Name**Owner(s)**

Staff Training - County Programs

Dimitrios Nares Tony Ojeda

Initiatives Linked To Objective**Owner(s)****GrandParent Objectives****Parent Objectives**

Objective Name**Owner(s)**

Staff Cross Training for Payables - Finance Sortie

Dimitrios Nares Tony Ojeda

Initiatives Linked To Objective**Owner(s)****GrandParent Objectives****Parent Objectives**

Initiatives Linked To Scorecard

Type **As Of** \$ 🎁 ✓ ! 🎯 % **Status** **Owners**

Open Action Items For Scorecard

Due Date **Action** **Status** **Owner(s)**



SCORECARD DETAIL-International Trade Consortium

Details - Base View

None Initiatives Processes

Base 

1.0 Customer 

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Promote International Commerce Through Trade Missions and Business Relationship Development</u>					
<u>Organize and Conduct ITC-Led Business Development Missions</u>	FY10-Semi-2	 0	0	 1	1
<u>Sponsor Networking Events for 3rd Party Inbound Missions</u>	FY10 Q3	 1	1	 3	3
<u>Conduct Business Matchmaking Sessions Through Use of Database</u>	FY10 Q3	 2	2	 8	7
<u>Organize Pre-Screened Business to Business Meetings (ITC)</u>	FY10-Semi-2	 58	25	 260	50
<u>Outreach with Trade Interests and Cultural Exchange</u>					
<u>Develop and Conduct Trade-Related Workshops/ Seminars</u>	FY10-Semi-2	 3	2	 7	5
<u>Develop New Sister City Relationships</u>	FY10-Semi-2	 1	0	 1	1
<u>Provide Protocol Services for Incoming Trade and Other Missions</u>	FY10 Q3	 4	2	 10	6
<u>Publish & Distribute ITC Newsletter (hard copies)</u>	FY10 Q3	 1	1	 4	4
<u>Sponsor and/or Participate in Trade Related Seminars and Events</u>	FY10 Q3	 14	6	 32	18

2.0 Financial 

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Meet Budget Targets (International Trade Consortium)</u>					
<u>Generate Profit For TMC Through ITC Missions</u>	n/a	n/a	n/a	n/a	n/a
<u>Generate Profit for Trust Account through Sister Cities Goodwill Mission</u>	n/a	n/a	n/a	n/a	n/a
<u>Expen: Total (International Trade Consortium)</u>	FY10 Q3	 \$272 K	\$302 K	 \$874 K	\$906 K
<u>Revenue: Total (International Trade Consortium)</u>	FY10 Q3	 \$0 K	\$302 K	 \$0 K	\$906 K
<u>Positions: Full-Time Filled (ITC)</u>	FY10 Q3	 10	(9 - 10)	n/a	(n/a - n/a)
<u>Budget Implementation FY 09-10 (ITC)</u>					

3.0 Internal

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Board and Committee Meetings Planned, Staffed, and Attended (PSA)</u>					
<u>Plan for, Staff, and Attend ITC Board Meetings</u>	FY10 Q3	1	1	3	3
<u>Plan for, Staff, and Attend ITC Committee Meetings Planned</u>	FY10 Q3	4	2	14	6
<u>Operation SORTIE - ITC Newsletter</u>					

4.0 Learning and Growth

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Staff Professional Development - Conferences, Seminars, and Events</u>					
<u>Staff Training - County Programs</u>					
<u>Staff Cross Training for Payables - Finance Sortie</u>					

[Scorecard Exception Report](#) [Business Plan Reports](#)

Scorecard Owners: [Nares, Dimitrios](#) [Ojeda, Tony](#)

Linked Objects

[Hide All](#)

Child Scorecards

There are no scorecards linked at this time.

Parent Scorecards

	Owners
<u>ACM Scorecard - Curry, Cynthia</u>	Curry, Cynthia Morlote, Mario

Objectives

	Owners
<u>Promote International Commerce Through Trade Missions and Business Relationship Development</u>	Bran, Ricardo Nares, Dimitrios Ojeda, Tony
<u>Outreach with Trade Interests and Cultural Exchange</u>	Bran, Ricardo Nares, Dimitrios Ojeda, Tony
<u>(ES8.2.1.24) Meet Budget Targets (International Trade Consortium)</u>	Bran, Ricardo Nares, Dimitrios Ojeda, Tony
<u>Budget Implementation FY 09-10 (ITC)</u>	Ojeda, Tony
<u>Board and Committee Meetings Planned, Staffed, and Attended (PSA)</u>	Bran, Ricardo

[Operation SORTIE - ITC Newsletter](#)

[Staff Professional Development - Conferences, Seminars, and Events](#)

[Staff Training - County Programs](#)

[Staff Cross Training for Payables - Finance Sortie](#)

[Nares, Dimitrios](#)

[Bran, Ricardo](#)

[Nares, Dimitrios](#) [Ojeda, Tony](#)

[Nares, Dimitrios](#) [Ojeda, Tony](#)

[Nares, Dimitrios](#) [Ojeda, Tony](#)

[Nares, Dimitrios](#) [Ojeda, Tony](#)

Program Groups

There are no program groups linked at this time.

Initiatives

There are no initiatives linked at this time.

Processes

There are no processes linked at this time.

REFERENCE CENTER

Action Items

[Show Details](#)  

Due Date **Status** **Action**

Owners

No Action Items to Report

 Open  Overdue

Comments

Author/Date

Comment

Show All

[Michael W. Ruiz](#)
05/29/2007

OSBM suggestions for scorecard improvement

1. Move output measures to Internal Perspective
2. Add outcome measures to Customer Perspective
3. Add efficiency or cycle time measures to Internal Perspective
4. Think about what training/motivation activities and measures would support the Learning & Growth Perspective
5. Manage each trade mission as an initiative.

[Edit](#)

External Links



-  [ITC Business Plan \(FY07-08\)](#)
-  [ITC Budget \(FY07\)](#)
-  [ITC Monthly Newsletters](#)

Attached Documents



Last Updated **Checked Out By**

-  [End of Mission Report - Bahamas - June 07](#) 07/27/2007 [\[Check Out\]](#)
-  [End of Mission](#)



ITC Annual and Quarterly Reports

	<u>Report - Chile and Peru - Sept 2008</u>	10/27/2008	[Check Out]
	<u>End of Mission Report - India - Sept 07</u>	01/18/2008	[Check Out]
	<u>End of Mission Report - Japan Taiwan - May 2009</u>	10/09/2009	[Check Out]
	<u>End of Mission Report - Prague, Warsaw, Istanbul</u>	10/21/2008	[Check Out]
	-		
	<u>End of Mission Report - S. Africa & Senegal-Oct 09</u>	03/22/2010	[Check Out]
	<u>End of Mission Report - South Africa - April 07</u>	07/27/2007	[Check Out]
	<u>End of Mission Report - Tenerife - Jan 08</u>	10/21/2008	[Check Out]