

Miami-Dade County Performance and Efficiency Commission

Miami-Dade County Department Director

2010 Self-Assessment Questionnaire

Purpose: As a management team member of Miami-Dade County government, it is your responsibility to design, adhere to and monitor the significant operating and financial controls of your organization. This self-assessment questionnaire has been designed to obtain input from you to assist the Performance and Efficiency Commission ("PEC") to understand the key controls of your organization. Your input is important and appreciated.

Department : Government Information Center

Director: (name & telephone) Judi Zito 305-375-2512

1. Please describe **the key business objectives** of your area (i.e. What is the mission of your area?), and what do you find most challenging as the director of this department?

The key business objectives and challenges are located in the Government Information Center Business Plan FY 2010 (pages 2-6) and are attached to this survey. The Government Information Center is charged with improving customer service, as well as educating the public on the government programs and services that are available to them. GIC works collaboratively across all County departments to implement programs and best practices designed to further these goals.

2. How many employees are in your department? Describe the **span of control** in your department and how effective it is?

The total number of employees and table of organization are located in the FY 2010-2011 Proposed Resource Allocation and Multi-Year Capital Plan (Volume 2, pages 415-416) and are attached to this survey.

3. Do you consider the responsibilities of your department to be **"core"** responsibilities of government to the public? Yes. *The Department brings government closer to residents by providing convenient access through the 311 Answer Center, the County's web portal, Miami-Dade Television, printed materials, and multi-lingual radio programming.*

4. Are the **Policies and Procedures** in your department **documented**? (Select One) Yes No
Comments:

5. Are the **Policies and Procedures** in your department **up-to-date**? (Select One) Yes No
Comments:

6. Please describe the **key business processes** that occur in your department (i.e. What are the activities which are completed in your department?)

The Department's key business process are located in the Government Information Center Business Plan FY 2010 and 2011 (pages 10 - 11) and the FY 2010-2011 Proposed Resource Allocation and Multi-Year Capital Plan (Volume 2, page 415). Both are attached to this survey.

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7. Please describe the **key internal controls** that you believe exist in your department (i.e. How do you control the major activities, output, etc., in your department?)

The department utilizes ASE as a performance measuring tool for all major activities.

The Department maintains a quality assurance program that ensures adherence to ADA, usability and branding standards as well as a formal online system for visitors to provide feedback.

The 311 Answer Center has a number of internal controls to ensure customer service and productivity. The key internal controls include: Quality Assurance program to secret shop agent interactions with callers to measure customer service; real time monitoring of call center performance; call recording and screen capture of all calls; formal feedback tool for updates and maintenance of knowledge base topics; continuous training on topics and County services.

The e-government development team uses the Agile software methodology, which utilizes daily process checkpoints, as well as bi-weekly application showcase reviews, which ensure proper delivery of application features and controlled project deliverable completion, as well as process transparency. The Online and Campaign Support Services staff also utilizes the Agile concept of daily scrums to ensure adequate internal communication and planning to avoid duplication of efforts and to streamline internal processes that drive enterprise messaging.

Miami-Dade TV utilizes a resource management/scheduling software to manage all facets of services. This system is essential in scheduling resources, recording staff time and equipment use. The priority for Miami-Dade TV is to televise and webcast government meetings held in the chambers with zero failure tolerance. Redundancy systems and staff are utilized to prevent failure.

8. Please describe **the key performance measures** you obtain and utilize to monitor the effectiveness/efficiency of your business processes.

The measures are described in the FY 2010-2011 Proposed Resource Allocation and Multi-Year Capital Plan (Volume 2, pages 416-419) and are attached to this survey.

9. Which department(s) do you currently communicate with? Does any of these department(s) in Miami-Dade County government have similar functions/responsibilities?

GIC communicates and provides services to all departments through its core functions.

- a. Could they be consolidated into your department? *In some cases, yes. We continue to explore these opportunities.*
- b. Are there any areas that you would like the PEC to specifically review (i.e. areas of immediate control concern or inefficient process)? *No*
10. If you had the appropriate technology to improve efficiency, would you utilize it and how would it impact the County's operations today?

GIC's services depend heavily on technology and we continue to incorporate technology solutions to improve customer service.

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Overall, how would you rate the following in your department?	<u>Poor</u>		<u>Average</u>		<u>Excellent</u>
The effectiveness of your internal controls	1	2	3	4	<input type="text" value="5"/>
The quality of your output	1	2	3	4	<input type="text" value="5"/>
The efficiency of your business processes	1	2	3	4	<input type="text" value="5"/>

If there is any additional information you feel the PEC should have prior to our review, (such as organizational charts, policies, etc.), please attach to this questionnaire.

Please return this questionnaire and any attachments in pdf format and saved as your "department name" by Wednesday, October 13, 2010 to spalmer@miamidade.gov or deliver to:

Office of the Commission Auditor
Attn: S. Donna Palmer
SPCC Government Center
111 NW First St., Ste. 1030
Miami, FL 33128

Thank you for your time.