

# 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 :** General Services Administration

**Director: (name & telephone)** Wendi J. Norris 305-375-2495

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 GSA’s FY2010-11 Business Plan (pages 3-17) and are attached to this survey. GSA’s primary challenge is providing quality services in support of County operations at competitive prices.
2. How many employees are in your department? Describe the **span of control** in your department and how effective it is? The approved FY2010-2011 resource allocation plan includes 797 employees. GSA has typically been a relatively flat organization with only the department director and only one assistant director overseeing six division directors. We have found this structure to be effective.
3. Do you consider the responsibilities of your department to be **“core”** responsibilities of government to the public? Yes, GSA provides services to ensure that other departments can perform their mission serving the public.
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?) Our key business processes are found in Attachment 1 of GSA’s FY2010-11 Business Plan (pages 23-25), which is attached to this survey.
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?)  
Key internal controls included third party and internal audits, training, departmental business reviews, performance measures associated with the Business Plan and Resource Allocation Plan and regular Strategic Area Meetings.

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- 8. Please describe *the key performance measures* you obtain and utilize to monitor the effectiveness/efficiency of your business processes. The key performance measures can be found in GSA’s FY2010-11 Business Plan (pages 4-17) 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? GSA communicates with all County departments.
  - a. Could they be consolidated into your department? No. We support their functions
  - 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? GSA has pursued a variety of technology solutions to streamline our functions, including on-line open enrollment, the fleet information portal, real estate development web applications, on-line work order processing, and the implementation of enterprise asset management system for our facilities and design and construction. We continuously seek additional opportunities as new technology becomes available.

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	5
The quality of your output	1	2	3	4	5
The efficiency of your business processes	1	2	3	4	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](mailto: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.*