

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 : Office of Strategic Business Management

Director: (name & telephone) Jennifer Glazer-Moon - 305-375-5143

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 Office of Strategic Business Managements Business Plan FY 2010 and FY 2011 and are attached to this survey. The Office works directly to facilitate results-oriented government activities to promote the most effective use of County resources.

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 457 to 461) 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 development of annual strategic and business plans as well as the County's annual resource allocation plans is vital to the operations of the government for 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?)

The Department's key business processes are located in the OSBM business plan FY 2010 and FY 2011 and the FY 2010-2011 Proposed Resource Allocation and Multi-Year Capital Plan (Volume 2, pages 457 to 461).

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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 key internal controls in OSBM include: policies and procedures in conjunction with strong communication and supervision; monthly strategic management and staff meetings.

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

The Department's key performance measures are located in the OSBM business plan FY 2010 and FY 2011 and the FY 2010-2011 Proposed Resource Allocation and Multi-Year Capital Plan (Volume 2, pages 457 to 461).

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

OSBM communicates with all County departments as part of the business plan and resource allocation plan processes. In addition, we work with local municipalities on tax increment financing and interlocal agreements. No departments have similar functions, only complimentary functions as part of the strategic and resource allocation processes.

- Could they be consolidated into your department? N/A
- Are there any areas that you would like the PEC to specifically review (i.e. areas of immediate control concern or inefficient process)? None are requested.

10. If you had the appropriate technology to improve efficiency, would you utilize it and how would it impact the County's operations today?

Yes, more sophisticated and integrated systems could improve work flow, but systems could be costly to implement.

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 or deliver to:

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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.