Business Plan Submission: Business Plan Report [ASE] Training

Office of Management & Budget December 2018

OMB

Management Planning & Performance Analysis

305-375-2319

Business Plan Report [ASE]

- **Organizational Strategic Plans** are commonly associated with setting long range goals.
- **Departmental business plans** are used to help us focus on those goals, ensuring organizational "alignment".
- Scorecards track our movement toward those goals.
- Identifying the right objectives and measures, AND setting the right targets on our Scorecards answers the question:

"What is our role in the Strategic Plan, what is it <u>specifically</u>?"

Business Plan Report [ASE] Checklist

Before beginning this Checklist, print your business plan report.

- 1.) Ensure issues mentioned in your narrative's <u>Key Issues</u> and <u>Priority Initiatives</u> are addressed on your Scorecard.
- 2.) Ensure the alignment of your Department objectives to the Strategic Plan objectives.
- 3.) Be sure your linked Strategic Plan objectives are owned by "Miami-Dade County" (not another department).
- 4.) Be sure targets are <u>set</u> and <u>shown</u> for 2 years out.
- 5.) Archive completed Initiatives and delink any unnecessary/ unpopulated objects from your Scorecard.
- ☐ 6.) Ensure Owners/Measure Descriptions are up-to-date.
- 7.) Reprint your now-final business plan report, to be used for submission.

ASE Terminology

ActiveStrategy Objects



Definitions

A <u>Scorecard</u> is the tool used to see if you are "on track" to meeting your "objectives"

<u>Objectives</u> articulate what you want to achieve. They are usually in a verb-noun format. Examples are "Reduce response times", Increase customer satisfaction"

<u>Measures</u> quantify your objectives, and are usually tracked against a target. Examples could be "% of claims processed within 3 calendar days" or "Customer satisfaction rate."

<u>Initiatives</u> are "time-bound" projects that are put in place to help you achieve your targets. Examples could include "Conduct customer focus group" or "Issue RFP for new processing system.

Measure and Target Concepts

- Measures:
 - Type: Input, Output, Efficiency, Outcome
 - Frequency: FY Weekly, FY Monthly, FY Quarterly, FY Annually
 - Data: Single Value, Ratios, Rollups, Formulas
- Targets:
 - Target! (aspiration/outcome) vs. target (specification level)
 - Based on frequency and fiscal year
 - Can come from many places (in order of preference):
 - Strategic Plan, legislation, critical customer needs, comparative analysis, historical trends, managerial "wisdom", blind ambition

1.) Ensure issues mentioned in your narrative's <u>Key</u> <u>Issues</u> and <u>Priority Initiatives</u> are addressed on your Scorecard.

If a key issue will affect performance, check the applicable department scorecard measure(s) affected and adjust the target for next two years as necessary.

If a new initiative is being considered, ensure it is on your scorecard. Determine what it should be linked to (a measure, an objective, straight to the scorecard). To create a new initiative:

From Scorecard or Measure, click Menu, New, Initiative.



Create an Initiative



Create Initiative (continued)

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Updating an Initiative

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Initiative Detail Page

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2.) Ensure the alignment of your Department objectives to the Strategic Plan objectives.

Using your printed business plan report, see your objective listed above any linked Parent Objective(s). A Strategic Plan Objective has a unique naming convention (begins with TP1-1, TP1-2, ED1-1, etc., and is owned by Miami-Dade County). If none is linked, identify which Strategic Plan Objective your departmental objective aligns to, then:

To Link a departmental objective to a Strategic Plan Objective (Parent Objective):

From the Objective Detail Page, click Edit & Link.

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6	Subscribe	Action Items		Restore Default		
		Update		Layout	Publish	
Objecti	ve - Assist an	d train partners in the c	lay-to-day mechani	ics of Results-Orien	ted-Governmer	nt
formatic	n x⊡)					
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	Indicators:	n/a				
	Description:	Help with ASE, scorecard d	evelopment, SAM plann	ing and overall program, I	business planning,	overall methodology, etc.
	Domain:	OMB				
	Owners:	Maxwell, Carlos M. (OMB)				
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Link an Objective

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Program Groups			
Tasks		▼ Initiatives	
		Name Advanced training session with OEM	
		 Measures 	
		Name	
		ASE software related questions answered_Archived	
		Program Groups	
		There are no linked items	
		▼ Tasks	
		There are no linked items	

Link an Objective

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Owned Objectives Owned Objectives O Monitored Objectives O Monitored Objectives O Direct Report Objectives O O Group Objectives O Domain Objectives O Domain Objectives O Domain Objectives O p and retain excellent employees and leaders (GG2-2) p and retain excellent employees and leaders (GG2-2) GG2-2 Develop and retain excellent employees and leaders Improve employees knowledge and skills (GG2-2) Promote professional and rewarding careers (GG2-2) ogy to Develop an Efficient and Flexible Workforce- WASD (GG2-2) ermit and Enforcement Services (NI1-1, 4-1, 4-2; GG2-2)(RER BP)	Image: State of the state
Public Objectives (12 ActiveViews Initiatives Measures Program Groups Tooka	12) Tasks There are no linked items
Delete	* = Required

Objective Detail Page



Objective	Description	Owners
Assist and train partners in the day-to-day mechanics of Results- Oriented-Government	Help with ASE, scorecard development, SAM planning and overall program, business planning, overall methodology, etc.	Maxwell, Carlos M. (OMB
Grandparent Objectives	Description	Owners
GG2 Excellent, engaged workforce		Miami-Dade County
Parent Objectives	Description	Owners
GG2-2 Develop and retain excellent employees and leaders		Miami-Dade County

3.) Be sure targets are <u>set</u> and <u>shown</u> for 2 years out.

On Measure Detail Page, click Set Targets.

Edit & Link Generation Set as Homepage Charts, Gauges & Pictures Preferences Add to Favorites Update Status	Enter Data Import / Export Recalculate	Change Change Save	Email Print / PDF	(ImpactViewer
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Measure - Percentage of heavy equipment repair work	orders completed by Fleet te	chnicians in 8 day	/s or less.	
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				* Triggered VF

Setting/Showing Targets

Target Series: Goal - Default Period: Base 🔻 Express Target Bands as a Perce									From Target:
Period	Baseline	Unfavorable	Warning	Target	Favorable	Target Locked			
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19 FQ4			75	80					
20 FQ1			75	80					
20 FQ2			75	80					
20 FQ3			75	80					
									® @ @

Setting/Showing Targets



On the Display Tab of the Chart Builder, choose Date Range for Chart Period, and choose Start – End dates



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4.) Archive completed Initiatives and de-link any unnecessary/unpopulated objects from your Scorecard.

To archive initiatives:

Open Initiative Detail Page, click Edit & Link. Click Archive, at far right.

Archiving an initiative will make the text appear in italics.

formation Details I	Linked (Objects	Owners	hip			•		
*N	ame: Re	eview capit	tal develo	opment p	rocess			Private 📢 A	Archive
Descrip	tion: Re	eview the (County's	capital de	evelopment provements	process and organizational	structure, with a focus o	n 13	
					•				
*Dor	nain: 0	MB			•	·		Ø	
*Dor *C	nain: O lass: In	MB		•		•	Priority:		
*Dor *C	nain: O lass: In Type:	MB		×		•	Priority:	•	•

ormation D	Details	Linked Objects	Ownership	
iker				 ActiveViews
Filter: Contains				There are no linked items
ActiveViews				Measures
Measures	Measures			Name Name
Objectives	Objectives			Sapital Development projects completed on schedule - dummy data
Scorecards				 Objectives
				There are no linked items
				 Scorecards
				There are no linked items

To de-link objects from initiatives:

While on Edit Initiative page, click Linked Objects tab. Float to the left of all objects listed, *(Measure, here)* and click de-link. De-linking all its objects will ensure the initiative does not appear anywhere.

To de-link any Object:

Open the Object's Detail Page. Click Edit and Link Go to its Linked Objects tab For each Object listed, float to the left of it until the De-Link button appears, then click De-Link.

NOTE:

When discontinuing ("expiring") a Measure, please be sure to also:

- a) Change the date range (on Measure Details page, click Edit and Link, date range is located toward the bottom) so that the life of the measure ends at the last data collection period to be captured.
- b) Remove all the measure owners (on Ownership tab). This will remove it from the count of measures owned, measures with data due, etc.

Discontinuing a measure, rather than deleting it, allows access to its historical data, while minimizing system clutter.

5.) Ensure Owners/Measure Descriptions are up-todate.

To modify measure description:

On the Measure Details page Click Edit and Link On Information tab, edit measure description. Be sure to include the exact source for the data collection.

To modify object owner:

On the Measure Details page Click Edit and Link On Ownership tab, use the chooser box, users, to find the new owner's name Then drag and drop it to the top right.

6.) Be sure your linked Parent Objectives are owned by "Miami-Dade County" (not another department).

	Objectives x									
	Her By: Name									
	Name -	Description	Domain	Owners						
	TP1-5 Improve mobility of low income individuals, the elderly and disabled		OMB	Miami-Dade County						
Strategic Plan Objectives	TP1-5 Improve mobility of low income individuals, the elderly and the disabled (MDT-PW)	MDT has aligned with the County's revised Strategic Plan by monitoring and tracking services to low income, elderly and disabled individuals on a monthly basis.	TPW	Feil, Steve (DTPW)						
	IP1-5 Improve mobility of low income, elderly and disable individuals (MDT)		TPW	Legra, Ruben (DTPW); Cruz-Casas, Carlos; Rodriguez, Emma (DTPW)						
	TP1-6 Facilitate connections between transportation modes (MDT)	This objective is aligned with TP 1-6 on the County's revised Strategic Plan by providing shuttle service to and from Tri- Rail at Doral and the Airport.	TPW	Feil, Steve (DTPW)						
	TP1-6 Facilitate connections between transportation modes		OMB	Miami-Dade County						
Department	TP2 Safe and customer-friendly transportation system		OMB	Miami-Dade County						
Objectives	TP2-1 Reduce traffic accidents		OMB	Miami-Dade County						
Objectives	TP2-2 Improve safety for bicycles and pedestrians		OMB	Miami-Dade County						
	TP2-3 Ensure the safe operation of public transit		OMB	Miami-Dade County						
	TP2-3 Ensure the safe operation of public transit (MDT)	MDT is in alignment with TP2-3 through efforts to reduce petty and serious crimes on transit properties and ensure staff is in compliance with safety protocols	TPW	Muntan, Eric (DTPW); McClellan, Robert (DTPW); Gordon, Derrick (DTPW); Blackman, Jerry (DTPW)						

7.) Reprint your now-final business plan report, to be used for submission.

🖻 Email

Print / PD

Publish

Change •

Restore Default

Layout

Exception

Reports

After clicking print Business Plan Hit Print icon to the right. Once the document loads, move page breaks up/down as appropriate. Then pdf the document.

+	Scorecard - Economic Development Strategic Area										
	Details × Information Link	ed Objects Commentary	Attachments & Links	Measures							
	As Of <m d="" initiatives="" is="" measures="" objectives="" th="" yyy)="" 🖌="" 🖌<="" 🗸=""></m>										
(2)											
(2)	Economic Development	onomic Development									
(0)	ED1 A stable and diversified economic base that maximiz inclusion of higher paying jo sustainable growth industrie	es obsin es									
(747)	 ED1-1 Reduce income dispa increasing per capita income 	rity by e									
	Per capita income: KPI	2014 FY 🛛 🖬	\$23,651	\$29,400	n/a	n/a					
	Real Per capita income (Per Ca Income adjusted for 2009 Inflat KPI	apita 2010 FY 🗖 ion):	\$20,812	\$26,100	n/a	n/a					
	Real Per-Capita income (adjus 2013 Inflation \$'s)*: KPI	ted for 2014 FY 🔽	23,168	26,100	n/a	n/a					
	Unemployment rate (MDC): KI	PI 2016 FY 🔽	9.0% (4.0	5.0%)% - 6.0%)	n/a	n/a					
	Share of total family income ree by poorest 20%: KPI	ceived 2014 FY 🔽	2.67%	3.20%	n/a	n/a					
	Percentage of jobs paying a liv wage: KPI	ving 2014 FY 🗖	72.0%	84.0%	n/a	n/a					
	Ratio of County average wage compared to State average wa KPl	2015 FY 🗖 ge:	0.99	1.10	n/a	n/a					
	 ED1-2 Attract industries that high wage jobs and high gro 	have with									

ASE Help Page

From the top ribbon menu, click on "?" for system help



Using ASE Help - Windows Internet Explorer provided by Miami-Dade County ASE Help/Additional Help **Resources offers** 🕐 Previous 🚱 Next 🏠 Home 🔒 Print 🖂 Emai Additional Resources 🗅 Using Help interactive assistance. iRound for Patient Experience Using ASE Help User & Administrator Reference Guides There are several ways to locate topics within help. The toolbar display several buttons to assist users navigating help. The table below details the functions available from the help toolbar Option Description Contents Displays the table of contents for quick navigation to topics The Advisory Board Company O Next A Home A Print Email **Additional Resources for iRound IQ / ASE** In addition to the online help, the following resources can be accessed from within the application or, downloaded for training and support purposes. The Additional Resources section is divided into the Scroll Down to find user following topics: Release Communications, Quick Reference Guides, and Training How-To manuals and "how-to"

videos.

..or MPPA at (305) 375-3484 or -4494.