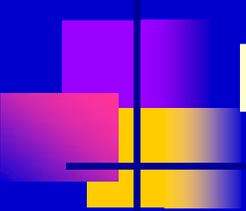


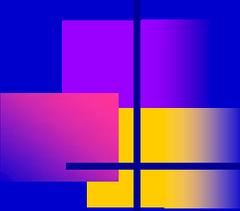
ADMINISTRATIVE MEASURES

Agency Head Meeting
Library of Virginia
April 16, 2008



Management Scorecard Review Team

- Sara Wilson, DHRM
- Carl Garrison, DOF
- Barry Green, DJJ
- Pat Finnerty, DMAS
- Alex Nyerges, VMFA
- Dave Paylor, DEQ
- Bill Shelton, DHCD
- Rich Sliwoski, DGS
- D.B. Smit, DMV
- Lem Stewart, VITA
- David Von Moll, DOA



Recommendations

- **Objectives** – recognize that there are multiple audiences, including the public and management
- **Criteria** – use only criteria that apply to most agencies
- **Measures** – be more specific and objective
- **Frequency** – report semi-annually with year-end information made public

Recommended New Measures

| ADMINISTRATIVE MEASURES - FY 2009 | | | | | |
|-----------------------------------|--|--|--------------------------|--------------------|----------------------|
| Goal | Measure | Red | Yellow | Green | |
| HUMAN RESOURCES | | | | | |
| HR 1 | Talent Acquisition | Percent of hiring offers accepted Source: <i>DHRM HR-at-a-Glance</i> | 0-74% | 75-84% | 85-100% |
| HR 2 | Talent Management | Percent turnover excluding internal promotions and transfers Source: <i>DHRM HR-at-a-Glance</i> | 25-100% | 15-24% | 0-14% |
| HR 3 | Fairness and Equity | Percent rating in EEO Assessment report Source: <i>DHRM HR-At-A-Glance</i> | 0-96% | 97-99% | 100% |
| HR 4 | Telework | Percent of eligible employees that telework Source: <i>DHRM HR-At-A-Glance</i> | 0-4% | 5-19% | 20-100% |
| FINANCIAL MANAGEMENT | | | | | |
| FM 1 | Budget Plan | Percent of expenditures within budget plan Source: <i>CARS</i> | >100% | N/A | 0-100% |
| FM 2 | APA Audits | Number of recurring findings/material weaknesses Source: <i>Comptroller's Quarterly Report</i> | 2+ recurring/ 1 material | 1 recurring | 0 |
| FM 3 | Prompt Pay | Percent of compliance with prompt pay act Source: <i>Comptroller's Quarterly Report</i> | 0-94% last 2 Qtrs | 0-94% last Quarter | 95-100% last Quarter |
| FM 4 | Internal Control | Percent of compliance with ARMICS Source: <i>Comptroller's Quarterly Report</i> | 0-99% | N/A | 100% |
| GOVERNMENT PROCUREMENT | | | | | |
| GP 1 | eVA Usage | Percent of procurement transactions made through eVA Source: <i>DGS eVA Reports</i> | 0-74% | 75-94% | 95-100% |
| GP 2 | Small, Women & Minority Vendor Participation | Percent of SWaM agency goal achieved Source: <i>DMBE SWaM Dashboard</i> | 0-89% | 90-94% | 95-100% |
| INFORMATION TECHNOLOGY | | | | | |
| IT 1 | Information Security | Percent of compliance with information security standards Source: <i>VITA Information Security Report</i> | 0-94% | 95-97% | 98-100% |
| IT 2 | Accessibility | Percent of compliance with IT accessibility standards Source: <i>DRS Accessibility Report</i> | 0-69% | 70-89% | 90-100% |
| Emergency Preparedness | | | | | |
| EP 1 | Emergency Preparedness | Percent of recommended preparedness actions taken Source: <i>OCP Agency Preparedness Survey</i> | 0-49% | 50-74% | 75-100% |

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State Agency Planning & Performance Measures



How does Virginia plan and measure the performance of state agencies?

Virginia state government agencies develop and implement **Strategic and Service Area Plans** to support achievement of their long-term objectives and to fulfill their missions and mandates.

Agencies measure their performance in four ways:

- [Key Measures](#) related to their core missions
- [Productivity Measures](#) related to the costs associated with core business functions
- [Administrative Measures](#) related to critical management and compliance categories
- [Other Measures](#) related to performance and service area functions.

As part of the Virginia Performs commitment to transparency in government, details on these plans and measures are available on this site. Learn what objectives each state agency has set and see how agencies are measuring progress against those objectives. Explore the data for yourself and discover why Virginia continues to be a top performing state.

First time users may wish to begin with the [Visitor's Guide](#) and our [About State Agency Measures](#) page.

Performance Measures

[Governor's Key Measures](#) [Productivity Measures](#) [Administrative Measures](#) [Other Agency Measures](#)

Strategic Plans

[Agency Strategic and Service Area Plans](#)

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 **Browse Measures: Administrative Measures**

Administrative Measures track the effectiveness of state agency management in five critical categories: Human Resource Management, Financial Management, Government Procurement, Information Technology, and Emergency Preparedness. Based on performance in each category, every agency is assigned a color-coded rating. (See the legend below.)

Agency heads rate their agency's performance according to the criteria. Then, annually, the Cabinet, central agencies, and the Governor review the ratings. On this website, citizens can view the criteria and track how state agencies are performing in critical management categories year-by-year.

Select a version: *You may click on an agency to see more detailed objectives and criteria, although agencies will not be reporting on 2009 until after the end of the fiscal year. Results will be posted in August 2009. Use the version menu to view older submissions (previously called "The Management Scorecard").*

Legend

| | |
|---------------------------------------|------------------------------|
| ■ | Meets Expectations |
| ■ | Progress Toward Expectations |
| ■ | Below Expectations |
| ■ | Results Unavailable |

| Agency Name | Secretariat | Emergency Preparedness | Financial Management | Government Procurement | Human Resources | Information Technology |
|---|--------------------------|------------------------|----------------------|------------------------|-----------------|------------------------|
| Board of Accountancy | Commerce and Trade | | | | | |
| Commonwealth's Attorneys' Services Council | Public Safety | | | | | |
| Compensation Board | Administration | | | | | |
| Comprehensive Services for At-Risk Youth and Families | Health & Human Resources | | | | | |

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Administrative Measure Details

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 **Administrative Measure Details**

| Goal | Measure | Rating | Explanatory Note |
|-------------------------------|---|---|--|
| Emergency Preparedness | | | |
| Emergency Preparedness | Percent of recommended preparedness actions taken | ■ 75-100% ■ 50-74% ■ 0-49% ■ Unavailable | Source: OCP Agency Preparedness Survey |
| Financial Management | | | |
| APA Audits | Number of recurring findings/material weaknesses | ■ 0 ■ 1 recurring ■ 2+ recurring or 1 material ■ Unavailable | Source: Comptroller's Quarterly Report |
| Budget Plan | Percent of expenditures within budget plan | ■ 0-100% ■ N/A ■ >100% ■ Unavailable | Source: DPB Expenditure Variance Report - derived from CARS |