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| Name of Agency: Management |
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| **Agency Mission: Lead enterprise planning and coordinate enterprise systems so Iowans receive the highest possible return on public investment.** |
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| **Core Function** | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| **CF: Enterprise Resource Management** |  |  | Goal # 2: Support the transition to a results-oriented and accountable government |
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| **Desired Outcome(s):**  |  |  |  |
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| **Services, Products, Activities** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| **1. Planning & Accountability****(Org** | Percent of agencies using AGA system & guidelines to achieve results | 100% of executive branch agencies use AGA system & guidelines to achieve results |  |
|  **A** Agency Performance Planning | Percent of executive branch agencies submitting and using an agency performance plan | 100% of executive branch agencies submit and use an agency performance plan | Provide training & consultation to executive branch agencies |
|  **B** Agency Performance  Reporting | Percent of executive branch agencies submitting an agency performance report with documented results | 100% of executive branch agencies submit an agency performance report with documented results | Develop guidelines & training and provide training to executive branch agencies |
|  **C** Iowa Excellence | Percent of executive branch agencies submitting an Iowa Excellence self assessment report & improvement plan | 100% of executive branch agencies submit an Iowa Excellence self assessment report & improvement plan | Provide training & consultation to executive branch agencies & recruit examiners |
|  **D** Agency Strategic Planning | Percent of executive branch agencies submitting and using an agency strategic plan | 100% of executive branch agencies submit a strategic plan | Provide training and consultation to executive branch agencies |
|  **E** Enterprise Strategic Planning | Percent of executive branch agency strategic plans linked to goals included in the Enterprise Strategic Plan | 100% of executive branch agency strategic plans linked to goals included in the Enterprise Strategic Plan |  |
|  **G** Performance Measurement,  Data Integrity & Validation | Percent of executive branch agencies whose performance measures meet the standards for integrity and validity | 40% of executive branch agencies will have performance measures for their core functions that meet the standards for integrity and validity | Provide training & consultation to executive branch agencies |

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| **Services, Products, Activities** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
|  **H** ROI & Cost Benefit | To be determined | To be determined | To be determined |
|  **I** Performance Audits | To be determined | To be determined | To be determined |
|  **J** Reinvention Partner | # of reinvention projects completed Percent of successful Reinvention projects | 90% | Provide support and assistance to the Reinvention Partner and to agencies participating in Reinvention projects |
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| **2. Budget and Finance** |  |  |  |
|  **A Departmental annual budget requests** | % of time budget operational and available for departments to submit budgets | 100% | Provide access to working internal system to enterprise users so they can provide information for decision making in a consistent and uniform format.  |
| **B. Governor’s recommended budget** | Governor’s rec delivered to the legislature on time (Feb 1) | 100% | Develop Governor’s recommended budget |

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| **C. Bill summaries/legislative action** | % of bill summaries/legislative action completed by IGOV deadline | 100% | Prepare reports and analysis of appropriations and program bills |
| **D. Budget Implementation/ maintenance** | % of time budget operational and available | 100% | Perform budget formulation, management and analysis |
| **E. Revenue Estimating** | % differences from actual revenue | TBD | Support Revenue Estimating Conference with Reporting and analysis |
| **F. Salary Projections/collective bargaining** | % difference in individual positions of projections to actual | TBD | Support deployment of the salary projection model to all agencies |
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| **3. State Appeal Board** |  |  |  |
|  | % of requests for information handled timely and accurately | 100% | Respond to inquires and assist citizens and agencies in understanding the claims process, filing of the claims, status of claims and payment of claims.  |
|  | % of agencies on-lining claims | 100% | Facilitate plans to automate the SAB claims so they can be viewed and filed via the internet. |
|  | % of duties performed in an accurate and timely manner | 100% | Process all SAB tort and general claims, outdated warrants, settlements and judgments; includes preparing affidavits for attorneys. Provide staffing assistance to the SAB; Includes preparing meeting notices, minutes, providing data, payment of claims through the IFAS system, analyzing data and preparing reports to the General Assembly. |
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| **4. Local Government Budgets** | % of budget materials, property tax certification and state aid payments completed accurately and on-time | 100% | Process local government budgets and payments, certify property tax levies and determine the amount of state foundation aid. Includes preparing forms, budget software, instructions and computer programs. Partner with ITD for automation/ maintenance of local government processes.  |
| **A. Collection of Property Valuations** | % on file of accurate property valuations | 100% | Facilitate the annual collection of property valuations. Includes preparing the collection software, receiving software and related instructions.  |
| **B. Utility Tax Replacement** | % of utility tax replacement tax data delivered to the counties accurately and on-time | 100% | Compute and distribute the utility tax replacement data. Includes preparing supporting background information/ instructions and delivering replacement tax data in an electronically readable format. |
| **C. County Annual Reports** | % of annual report materials supplied on-time and accurately | 100% | Process county annual reports. Includes preparing forms, budget software, instructions, and computer programs. |
| **D. TIF Annual Reports** | % of TIF reporting forms completed and mailed on-time | 100% | Process TIF annual reports. Includes preparing reporting forms/software and related instructions. |

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| **Services, Products, Activities** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| **E. Information and Advice to Local Governments** | % of requests for information handled timely and accurately | 100% | Respond to questions and provide data related to local government budgets, property valuations, utility tax replacement data, and TIF. Assist local government staff in understanding the budget process, meeting budget requirements, preparing property valuation reports, billing utility tax replacements, and completing TIF reports. Analyze data and prepare reports. Also, answer questions from taxpayers and other stakeholders. Provide training to local government staff. Enhance DOM website and other internet tools to improve usefulness to customers.  |
| **F. Assistance to the Utility Replacement Tax Task Force** | % of duties performed in an accurate and timely manner | 100% | Provide staffing assistance to the utility replacement tax task force. Includes preparing meeting notices, minutes, providing data, analyzing data, drafting proposed legislation, and preparing statutorily prescribed reports to the general assembly and legislative council.  |
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