

2007-2008 State Controller's Division (SCD) Business Plan

Why We Exist

financial systems by providing services and controls in the management of statewide accounting, financial reporting, and payroll functions.

What We Plan To Do

The table that follows outlines the actions that the SCD will take to pursue the Department of Administrative

Contact Information

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DAS Goal	Strategy	Tactic	Action
Goal 1: Excellent Customer Service	Foster excellent customer relations	Use data gathered to improve service delivery	Monitor results of customer surveys and incorporate feedback to improve our service delivery
Goal 1: Excellent Customer Service	Foster excellent customer relations	Use data gathered to improve service delivery	Train SCD staff on delivery of high quality customer service
Goal 1: Excellent Customer Service	Foster excellent customer relations	Use data gathered to improve service delivery	Using customer input from a Report Workgroup, develop budget-to-actual reports for the Datamart Repository based on new ORBITS table
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the information needs of our customers	Provide training to agencies on accounting and payroll standards and federal regulations
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the information needs of our customers	Provide regular communications to customers through user group meetings, newsletters, email lists, and web sites
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the information needs of our customers	Maintain timely and accurate information on SCD web sites
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the information needs of our customers	Update reference materials related to funds, chart of accounts, and transaction codes
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the information needs of our customers	Produce timely turnaround (within 5 days) of client agency invoices

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Goal 2: Effective Policies with Clear Direction	Involve key stakeholders in developing policies that affect them	Develop and update Oregon Accounting Manual (OAM) policies	Solicit input from agencies on draft policy changes in the Oregon Accounting Manual through e-mail and/or customer meetings
Goal 2: Effective Policies with Clear Direction	Involve key stakeholders in developing policies that affect them	Develop and update Oregon Accounting Manual (OAM) policies	Use agency visits and multi-agency workgroups, as appropriate, to obtain input on proposed policy changes that affect agencies
Goal 2: Effective Policies with Clear Direction	Use information to improve policies	Review information available for policy revisions	Revise policies to improve clarity based on feedback from agencies on proposed policy changes
Goal 2: Effective Policies with Clear Direction	Use information to improve policies	Review information available for policy revisions	Consider audit findings to identify policy areas that need to be clarified
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Maintain financial system controls to protect the data integrity of statewide financial information, taking into consideration cost containment	Plan and implement financial system modifications to support changes in standards and regulations
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Maintain financial system controls to protect the data integrity of statewide financial information, taking into consideration cost containment	Archive or remove outdated financial system data to support cost containment
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Maintain financial system controls to protect the data integrity of statewide financial information, taking into consideration cost containment	Oversee fiscal year end closing process to protect the integrity of data used for statewide financial reporting
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Deliver on our regulatory mandates	Monitor agencies' ability to provide accurate and timely information for year end financial reporting and recognize agency efforts (Gold Star Award)

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Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Deliver on our regulatory mandates	Publish State's annual financial report timely and in accordance with accounting and financial reporting standards
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Deliver on our regulatory mandates	Earn GFOA Certificate of Achievement for Excellence in Financial Reporting
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Deliver on our regulatory mandates	Provide oversight and statewide coordination to ensure federally mandated reports and activities are completed timely
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Maintain and/or enhance core statewide payroll, accounting and Datamart financial systems	Coordinate with the State Data Center to migrate the Datamart to a more robust server to improve response time and accommodate the growing needs of Datamart users
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Maintain and/or enhance core statewide payroll, accounting and Datamart financial systems	Explore ways to extend the life of core statewide payroll (OSPA) and accounting (R*STARS) financial systems to maximize our investment and meet user needs
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Maintain and/or enhance core statewide payroll, accounting and Datamart financial systems	Archive or remove outdated financial system data to enhance system performance

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Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Maintain and/or enhance core statewide payroll, accounting and Datamart financial systems	Analyze the need for enhancements to financial systems to optimize performance
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Maintain and/or enhance core statewide payroll, accounting and Datamart financial systems	Involve customers in prioritizing financial system enhancements
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Streamline business processes	Integrate business processes through expanded use of system interfaces
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Streamline business processes	Increase the use of Treasury pay cards such that 50 percent of them are used for net pay
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Streamline business processes	Provide updated statewide repository of financial data through the Datamart to support agency information needs
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Streamline business processes	Develop annual Business Plans by sections within SCD
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Streamline business processes	Monitor internal performance measures and review results quarterly
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Promote a productive workforce	Support high productivity of SCD staff by completing performance appraisals on time and providing clear direction to staff
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Promote a productive workforce	Survey staff through SCD employee survey and evaluate input
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Promote a productive workforce	Communicate to SCD staff on a regular basis through staff meetings and e-mail communications

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Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Develop a capable/ trained workforce	Prepare annual training plans for SCD staff as part of the performance appraisal process
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Develop a capable/ trained workforce	Encourage SCD staff to attend training that will enhance their knowledge and skills
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Develop a capable/ trained workforce	Provide on-the-job training to new SCD staff
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Develop a capable/ trained workforce	Promote a safe work environment by responding to issues, if any, identified in annual safety reviews
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Manage financial systems controls for role-based user access to financial systems	Maintain policies and procedures on standardized process for Agency Security Officers to authorize user access to financial systems
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Manage financial systems controls for role-based user access to financial systems	Require agencies to periodically review financial system security access for system users
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Plan for business continuity of information assets and systems	Support the DAS business continuity plan initiative by incorporating SCD mission critical functions into the enterprise-wide plan using the E-BRP toolkit
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Protect personal information	Partner with the Enterprise Security Office to define appropriate and secure access to E-Commerce payment system
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Protect personal information	Expand the use of employee ID number (rather than social security number) in payroll system reports and datasets