

Department of Administrative Services

- Main Menu**
 - Propose New KPM
 - View/Edit/Propose Delete KPM
 - Reports
 - Change Password
 - Home
- Admin Menu**
- Agency**
 - View/Edit Agency
- KPM**
 - Upload KPM
- User**
 - Add New User
 - Edit a User
 - Reset User Password
- Log Off**
- Version v1.0**

Annual Performance Progress Report

Welcome!

Please select an item from the menu on the left to continue.

Select reports

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Admin Access




- Agency
- View/Edit Agency

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Version v1.0
csamples

Reports Screen

Agency	<input type="text" value="ADMINISTRATIVE SERVICES, DEPARTMENT of"/>
Biennium	<input type="text" value="Biennium"/>
	Approved KPM Report
	Proposed KPM Report
	KPM Summary Report

Select the biennium

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Reports Screen

Agency	ADMINISTRATIVE SERVICES, DEPARTMENT of
Biennium	2007-2009
	Approved KPM Report
	Proposed KPM Report
	KPM Summary Report

Select "Approved KPM Report" to print a report with all of your approved KPMs, that you have not proposed any changes on

Select "Proposed KPM Report" to print a report with all of your proposed KPMs (new, delete, or edit)

Select "KPM Summary Report" to print a report which summarizes your KPMs

Preview
2009-2011

Use the print button within crystal reports to print reports.

ADMINISTRATIVE SERVICES, DEPARTMENT of

2009-2011 Key Performance Measures (KPM) Summary

APPROVED CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.

Goal Excellent customer service

Context Mission: Lead the pursuit of excellence in state government

Data Source DAS' Annual customer satisfaction survey

Rationale