

Department of Administrative Services

STATE CONTROLLER'S DIVISION

PERFORMANCE MEASURE REPORT

FISCAL YEAR 09

QUARTER 8 RESULTS

(03/31/09–06/30/09)

Performance Measure Tracking FY09 (Q8)

ADMIN	<i>Administrative Services</i>
OSPS	<i>Oregon Statewide Payroll Services</i>
SARS	<i>Statewide Accounting & Reporting Services</i>
SFMS	<i>Statewide Financial Management Services</i>
SCS	<i>Shared Client Services</i>
SFS	<i>Statewide Financial Services</i>

Biennium Year 07-09

Quarter 8: 03/31/09–06/30/09

Quarter 7: 01/01/09–03/31/09

Quarter 6: 10/01/08–12/31/08

Quarter 5: 07/08–09/30/08

Quarter 4: 04/08–06/30/08

Quarter 3: 01/08–03/31/08

Quarter 2: 10/07–12/31/07

Quarter 1: 07/07–09/30/07

Division Administrative Services Performance Measures

Objective 1 – Percent of Customers Satisfied with SCD's Services – Reported Annually

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	N/A	N/A	N/A	80%	N/A
Results ^(a)	N/A	N/A	N/A	87%	N/A

(a) Comment: Objective 1 Results are based on the DAS Annual Customer Survey, an average of top scores for SCD. For details, see link to [SCD Customer Service Survey Results for 2008](#), page 3. The target goal is determined by the DAS Director for all divisions.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 1-1 Percentage of customers rating SCD overall timeliness as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	N/A	N/A	87%	N/A
PM 1-2 Percentage of customers rating SCD overall accuracy as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	N/A	N/A	87%	N/A
PM 1-3 Percentage of customers rating SCD overall helpfulness as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	N/A	N/A	91%	N/A
PM 1-4 Percentage of customers rating SCD overall expertise as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	N/A	N/A	89%	N/A
PM 1-5 Percentage of customers rating SCD's overall availability of information as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	N/A	N/A	86%	N/A
PM 1-6 Percentage of customers rating SCD overall policy & direction as good or excellent from the annual <i>DAS Customer Survey (avg)</i> (changed from follow-thru)	80%	N/A	N/A	N/A	81%	N/A
PM 1-7 Percentage of customers rating SCD's overall services as good or excellent from the annual <i>DAS Customer Survey (avg)</i> ^(b)	80%	N/A	N/A	N/A	89%	N/A
Total Average					87%	

(b) Question not asked this year.

Objective 2 – Percent of Employees Satisfied with Job

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	N/A	N/A	N/A	80%	N/A
Objective 2 Results ^(a)	N/A	N/A	N/A	76%	N/A

(a) Comment: Objective 2 Results were based on the [DAS Annual Employee Survey](#) conducted in the fall of 2008. Results were released in February of 2009 and reported in Fiscal Quarter 6. See PM 2-7 below. In addition, SCD collects and monitors quarterly results of PM indicators in support of employee satisfaction. These are PM 2-1 through PM 2-6, listed below.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 2-1 Percent of employees completing at least 5 hrs. of training per quarter (Goal=20 hours per year per employee).	25%	45%	30%	38%	15%	50%
PM 2-2 Percent performance reviews completed on time	95%	100%	100%	100%	100%	100%
PM 2-3 Percent of positions with no turnover (retention of employees)	85%	90%	93%	96%	96%	98%
PM 2-4 Number of section email updates completed (communication)	70%	67%	72%	88%	75%	67%
PM 2-5 Number of division management meetings completed (communication)	90%	83%	100%	83% ^(f)	130%	50%
PM 2-6 Administrative cost per SCD employee	Not >\$2,000	Met	Met	Met	Met	Met
PM 2-7 Percentage of SCD employees rating SCD overall as good or excellent in the SCD Employee Survey Recap were available in December of 2008. ^(b)	80%	N/A	N/A	N/A	76%	N/A
PM 2-8 Employee Safety: Annual number of SAIF claims per 50 FTE ^(d)	0	0	0	0	0	0
PM 2-9 Percent of employees notified of evacuation procedures ^(e)	100%	100%	100%	100%	83%	50%

(b) Annual reporting, data provided by DAS Director's Office.

(d) This data is provided by DAS Employee Services.

(e) This is a new PM as of February 08 per DAS Director's Office

(f) Less due to holidays and ice storm

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Oregon Statewide Payroll Services Performance Measures

Objective 1 – Cost Per Paycheck

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	3.84	3.84	3.84	3.84	3.84
Objective 1 Results	3.84	3.84	3.84	3.84	3.87

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 1-1 Number of payments processed per payroll FTE	23,518	22,583	23,886	20,752	21,186	20,980
PM 1-2 Percent of ACH paychecks	76%	84%	83%	83%	85%	85%
PM 1-3 Number of manual checks produced	3,327	3,036	5,351 ^(b)	3,654	2,653	2652
PM 1-4 Percent of manual checks printed within 24 hours	100%	100%	100%	100%	100%	100%

(a) Comment: Increase due to retro pay for COLA

(b) Comment: Spike due to seasonal and emergency workers

Objective 2 – Percentage of W-2 Corrections Printed

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	<1%	<1%	<1%	<1%	<1%
Objective 2 Results	<1%	<1%	<1%	<1%	<1%

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 2-1 Number of months in reporting period IRS penalty was not incurred	3	3	3	3	3	3
PM 2-2 Number of training hours provided by payroll staff	100	190	104	259 ^(c)	153 ^(d)	99
PM 2-3 Number of checks cashed early	9	8	9	13	8	9
PM 2-4 Number of days beyond Nov. 1 year-end closing procedures are published	0	N/A	N/A	0	N/A	N/A
PM 2-5 Number of days to process monthly savings bond purchases	3	2.3	1.6	1	1	3^E

(c) Includes annual Year End training (E) Training during this period

(d) Includes annual Corrected W-2 training [Back to index](#)

E

Statewide Accounting & Reporting Services Performance Measures

Objective 1 – Years out of last 5 a Clean Audit Opinion was Received on the State's CAFR

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	N/A	N/A	5 years (a)	5 years	N/A
Objective 1 Results	N/A	N/A	Not Met (b)	5 years	N/A

(a) Comment: Reported annually (Quarter 2 & Quarter 6).

(b) Comment: CAFR not completed because Audits Division did not complete the fieldwork until January 12, 2009.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 1-1 Percentage of agencies earning Gold Star Certificate award ^(a)	90%	N/A	97%	N/A	N/A	N/A
PM 1-2 Number of days from FYE to publish Comprehensive Annual Financial Report (CAFR) ^(a)	178	N/A	N/A	Not Met (b)	213	N/A
PM 1-3 Number of days from FYE to publish Budgetary Statement of Legal Compliance (BSLC) ^(a)	178	N/A	N/A	Met	N/A	N/A
PM 1-4 Number of years out of last 5 GFOA Certificate of Achievement for Excellence in Financial Reporting awarded to State Controller's Division ^(a)	5	N/A	5	N/A	N/A	N/A

(a) Comment: Reported annually

(b) Comment: Audits Division did not complete the fieldwork until January 12, 2009.

Objective 2 – Percentage of Agencies Earning Gold Star Certificate

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	N/A	90% ^(a)	N/A	N/A	N/A
Objective 2 Results	N/A	97%	N/A	N/A	N/A

(a) Comment: Reported annually (Quarter 1 and Quarter 5).

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 2-1 Percentage of agencies completing CAFR disclosure forms by due date ^(a)	90%	N/A	97%	N/A	N/A	N/A
PM 2-2 Training hours provided to agency accountants	400 yr	305	96	199	83.5	766 ^(e)
PM 2-3 Percentage of agencies disclosing no violations of legal or contractual provisions ^(a)	100%	N/A	98%	N/A	N/A	N/A
PM 2-4 Percentage of planned policy changes in the Oregon Accounting Manual made during the fiscal year ^(a)	90%	70% ^(c)	N/A	N/A	N/A	88% ^(d)
PM 2-5 Percentage of customers rating policies as effective with clear direction ^(b)	–	N/A	N/A	N/A	81.4%	N/A

(a) Comment: Reported annually.

(b) Comment: New performance measure; data comes from DAS survey.

(c) Comment: Lower result due to timing of transition from former to new SARS manager.

(d) Comment: The issuance of 3 planned policy updates was delayed due to the amount of time consumed by the plain language review.

(e) Comment: Year end training 375 hrs; GASB 54 Fund Balance training 122 hrs; misc training (travel, security, ARRA) 269 hrs.

Objective 3 – Percentage of Federal Reporting Deadlines Met by Agencies and by SARS

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	100%	N/A	100%	100%	100%
Objective 3 Results	100%	N/A	80%	100%	100%

Comment: Reported quarterly, except for Qtr 1 & 5.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 3-1 Annual CMIA (cash management agreement) in place by July 1 ^(a)	Met	Met	N/A	N/A	N/A	Met
PM 3-2 CMIA annual report submitted by December 31 ^(a)	Met	N/A	N/A	Met	N/A	N/A
PM 3-3 Annual Schedule of Expenditures of Federal Awards submitted by March 31 ^(a)	Met	N/A	N/A	N/A	Met	N/A
PM 3-4 Annual Arbitrage Certifications submitted by agencies by October 31 ^(a)	Met	N/A	N/A	Met	N/A	N/A
PM 3-5 Annual A-87 Statewide Cost Allocation Plan submitted by December 31 ^(a)	Met	N/A	N/A	Not Met ^(b)	Met	N/A

(a) Comment: Reported annually.

(b) At the suggestion of the Federal Division of Cost Allocation (DCA), we requested and were granted an extension through February 29, 2008 because DCA has not completed their review of the prior year SWICAP. Ending net asset balances are needed for the current year beginning net asset balances.

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Statewide Financial Management Services Performance Measures

Objective 1 – Outstanding G/Fund Bank Reconciliation Items Over 60 Days from Last Reconciliation

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	5	5	5	5	5
Objective 1 Results	4	5	2	56(a)	162

(a) Comment: OBJ 1, Qtr 7 - One agency has 98% of the outstanding items. They are experiencing problems with their subsystem.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 1-1 Number of warrants issued ^(a)	140,000	147,495	142,305	134,902	129,384	135,130
PM 1-2 Number of payments made via direct deposit	12,000	14,671 ^(b)	14,761	14,272	14,822	15,727
PM 1-3 Number of vendors signed up for direct deposit (net gain)	200	192	202	238	201	174
PM 1-4 Number of forged warrants unresolved during reporting period	2	2	1	3	3	3
PM 1-5 Number of batches remaining unresolved at end of month close	40	184	97	101	143	392^(c)
PM 1-6 Number of agencies with unresolved batches at end of month close	15	15	9	11	13	14
PM 1-7 Percentage of warrants expired vs. issued (annual)	.50%	N/A	N/A	.93% ^(d)	N/A	N/A

(a) Comment: PM1-1 Warrants/ACH were budgeted at 150,000 per quarter.

(b) Comment: PM1-2 Agencies use of direct deposit continues to grow.

(c) Comment: PM1-5 One agency has 82% of these batches. They are experiencing problems with their subsystem.

(d) Comment: PM1-7 There were a large number of jury duty warrants that are under the due diligence requirement.

Objective 2 – Service Maintenance Requests (SMRs) Completed During Reporting Period

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	35	35	35	35	35
Objective 2 Results	39	28(a)	34	28(b)	30

(a) Comment: PM2 We were concentrating on completing one SMR which was the basis for additional requests on the Vendor Transaction Inquiry (85) screen.

(b) Comment: PM2 New work requests held until programming/testing for major change to batch cycle completed and moved to production.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 2-1 Total number of hours for SFMS to finalize SMRs completed during reporting period	200	396	560(a)	491	494	345
PM 2-2 Total number of outstanding SMRs	30	16	14	13	11	12
PM 2-3 Total number of SMRs received during reporting period	N/A	32	26	33	26	31

(a) Comment: PM2-1 Hours for major projects from prior periods were completed and recorded this quarter.

Objective 3 – Number of Training Hours Provided to Agency Accountants

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	200	300	300	300	300
Objective 3 Results	566	449	526	273(a)	401

(a) Comment: OBJ 3, QTR 7 – We only had access to a training facility for 6 weeks during the quarter.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 3-1 Number of pages of formal documents published for agency use	80	35	223(a)	86	139	62

(a) Comment: PM 3-1 We republished an ADPICS Training module and created a SFMA Facelift Power Point which account for over 50% of the pages published.

Objective 4 – Percentage of 1099-Misc Forms Issued vs. Notice 972CG Errors (% of 1099's that are not a match with the IRS)

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	N/A	N/A	N/A	N/A	N/A
Objective 4 Results	N/A	N/A	N/A	N/A	N/A

Comment: Reported annually. QTR 5 - The 972CG Notice has not been received this year.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 4-1 Percentage of W-9s sent to vendors vs. W-9s received back	75%	93%	96%	81%	91%	94%

Objective 5 – Number of SFMA Inbound Interfaces in Production (SFMA System testing required due to new activity from agencies)

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	90	90	90	90	90
Objective 5 Results	84	85	85	86	88

Comment: Often a new interface(s) is created to replace one or more existing agency interfaces and could result in an overall net decrease to the number of SFMA inbound interfaces.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 5-1 Number of new production interfaces migrated in reporting period	4	0	2	2	1	2
PM 5-2 Total count of interfaces in Acceptance test status at end of reporting period	6	5	5	2	2	4
PM 5-3 Number of existing interfaces removed and/or replaced by new production interface (# 5-1)	2	6	1	4	1	3

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Shared Client Services Performance Measures

Objective 1 – Percentage of Accountants Receiving Gold Star Certification

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	N/A	N/A	N/A	100%	N/A
Objective 1 Results	N/A	N/A	N/A	100%	N/A

Comment: Overall services reported annually.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 1-1 Percent of agencies receiving Gold Star Certification	100%	N/A	N/A	N/A	100%	N/A
PM 1-2 Percentage of CAFR submissions requiring no further action	100%	N/A	100%	N/A	N/A	N/A
PM 1-3 Percent of ORBITS/PICS transmittals submitted to and accepted by BAM by deadline	100%	100%	94%	N/A	100%	N/A
PM 1-4 Percent of agency allotment plans returned within 2 weeks	100%	100%	96%	96%	100%	100%

Objective 2 – Percent of Client Agencies "Satisfied" or "Highly Satisfied" with SCS Services

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	N/A	N/A	90%	N/A	N/A
Objective 2 Results	N/A	N/A	100%	N/A	N/A

Comment: Reported biennially.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 2-1 Average number of days agency invoices are processed	5	1.91	2.22	2.14	1.83	1.57
PM 2-2 Percent of agency reports distributed within two working days	100%	100%	100%	100%	100%	100%
PM 2-3 Number of agencies requesting duplicate reports	0	0	0	0	0	0

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Statewide Financial Services Performance Measures

Statewide Accounts Receivable Management

Objective 1 – Net Receivable Reported to Revenue

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	N/A	N/A	N/A	<15%	N/A
Objective 1 Results	N/A	N/A	N/A	11.99%	N/A

Comment: Reported annually.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 1-1 Dollar collection rate on liquidated and delinquent accounts: ^(a)						
PM 1-1a ~ State Agency dollar collection rate on liquidated and delinquent accounts	20%	N/A	N/A	N/A	23.31%	N/A
PM 1-1b ~ Other Agency Account Unit dollar collection rate on liquidated and delinquent accounts	8%	N/A	N/A	N/A	9.13%	N/A
PM 1-1c ~ Private Collection Firm dollar collection rate on liquidated and delinquent accounts	2.5%	N/A	N/A	N/A	1.88%	N/A
PM 1-2 Statewide account turnover rate ^(b)	>100%	N/A	N/A	N/A	101.0%	N/A
PM 1-3 Total amount of interagency delinquencies	<100K	N/A	N/A	N/A	\$1,976,705 (d)	N/A

(a) Comment: This PM has been broken into its three components: State Agencies, the Department of Revenue's Other Agency Accounts Unit, and Private Collection Firms.

(b) Comment: In order to reduce the state's existing inventory of delinquent accounts, account turnover must exceed 100%.

(c) Comment: We continue to work with agencies to reduce interagency delinquent accounts. Over \$1.7 million was owed to DAS including \$537,000 for a one time program cost that was not budgeted as well as \$1 million for personal services related to the transfer of duties to the State Data Center.

(d) 88% of the total interagency delinquencies are owed to DAS which is funded from agency assessments and service charges.

Statewide Accounts Receivable Management, Continued

Objective 2 – Number of ARCC Meetings & Training Sessions Held During Reporting Period

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	4	4	4	4	4
Objective 2 Results	4	6	9	7	6

Comment: Reported annually.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 2-1 Number of pages in OAM policies and planning documents finalized during reporting period.	8	9 ^(a)	0 ^(c)	59 ^(d)	41 ^(f)	0 ^(g)
PM 2-2 Number of training hours provided to agency A/R staff	50	0 ^(b)	41	0 ^(e)	22	38

(a) Comprised of legislative concept forms for 4 concepts proposed by SCD-SFS.

(b) Focus for the quarter included:

- Legislative concepts
- DHS – ICM review of vendor proposals
- Skip Tracing RFP proposal reviews
- SPO Invoicing/Collection system requirements documentation
- Collection contract renewals
- Other projects including BCP and XBRL

(c) OAM Review committee completed review of 12 pages of policies, however the changes need to be finalized through ARCC prior to being reported on the performance measures.

(d) Revised Skip Tracing RFP and Price Agreement published and released on ORPIN.

(e) Focus for the quarter included:

- LFO data analysis
- ARCC Committee meetings- Cost of Collection Committee, Collection Effectiveness Committee,
- Skip Tracing RFP release
- BCP development and testing

(f) A/R Strategic Plan published

(g) OAM reviews are still in process and updated for plain language, expect publishing by September 2009.

E-Commerce Operations Performance Measures

Objective 1 – Total Dollars Processed (Annually)

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	N/A	N/A	N/A	\$47,000,000	N/A
Objective 1 Results	N/A	N/A	N/A	\$49,056,440	N/A

Comment: Reported annually, Quarter 7 and Quarter 3.

PERFORMANCE INDICATORS/RESULTS	TARGET ^(c)	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 1-1 Year-over-year growth—reported annually, in Quarters 3 & 7	>40%	N/A	N/A	N/A	>30%	N/A
PM 1-2 Average cost of merchant fees—reported annually in December ^(a)	<3%	N/A	N/A	N/A	1.97%	N/A
PM 1-3 Total number of agencies online	14	18	19	22	23	N/A ^(f)
PM 1-4 Total number of agency programs online ^(b)	22	22	23	29	31	N/A ^(f)

(a) Comment: This data is used to monitor the cost of merchant processing fees across the state.

(b) Single agency, multiple stores.

(c) Targets adjusted Quarter 1, 3 & 7.

Objective 2 – SecurePay (SPA) Meetings and Training Sessions Held During Reporting Period

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	2	2	2	2	N/A ^(f)
Objective 2 Results	9	5	6	15 ^(b)	N/A ^(f)

(a) Comment: Training hours are presentations to oncoming agencies and SPA training for agencies working on E-Commerce projects

(b) Comment: Lessons Learned and customer satisfaction to oncoming agencies + presentations and SPA training

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 2-1 Number of pages of SPA Manual, OAM policy updates, and Incident Response Plan finalized during reporting period	10	3	0	0	2	N/A ^(f)
PM 2-2 Number of training hours provided to agency finance, program, and IT staff	120	275 ^(b)	405 ^(c)	123 ^(d)	210.5 ^(e)	N/A ^(f)

(a) Comment: 11 sessions with different agencies presented to finance, program and IT staff. SecurePay training.

(b) Comment: 9 sessions; 3 statewide presentations to finance, program & IT; SecurePay training for various agencies.

(c) Comment: 5 sessions: 1 statewide presentation to administration & program managers; Initiating meetings with 3 agencies.

(d) Comment: 6 sessions; 6 agencies; SPA training & initiating meetings with new agencies; doesn't include repeat agencies

(e) Comment: 15 sessions; 9 agencies; SPA training, presentations, customer satisfaction and lessons learned; doesn't include repeat agencies

(f) Due to the Legislative mandated service reductions, the SCD E-Commerce support was eliminate as of June 30, 2009. Efforts for the quarter were focused on preparing for the discontinuation of this service and documenting program information for archival purposes. Focus for the quarter did not include areas monitored in the performance measures.

Internal Control Performance Measures

Objective 1 – Internal Control-Related Agency Visits and Training Sessions

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	300	300	300	300	300
Objective 1 Results	N/A ^(g)	55.5	596	218.5	544

(a) Comment: No activity due to position vacancy during this reporting period.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
PM 1-1 Number of hours of internal control-related agency meetings/visits, discussions and research on behalf of agencies	100^(a)	N/A ^(g)	15 ^(h)	9.5	48.5	8
PM 1-2 Number of training hours provided to agency finance, program and IT staff	200^(b)	N/A ^(g)	40.5	586.5 ⁽ⁱ⁾	170	536

(a) Comment: DOC Food Services Fiscal Review; Aviation credit card processing review, Real Estate e-commerce review

(b) Comment: Hosted 1 audio conference and made 1 presentation to the Payroll Forum on using the payroll internal control self-assessment tool.

(c) Comment: Contributor at A/P Forum & Annual Spots Card meeting; internal control review (disbursement processing) at Oregon Department of Education

(d) Comment: Hosted 2 audio conferences on internal controls (fraud & SAS No. 112)

(e) Comment: Accounting Unit Review at Oregon Department of Education; meetings with SPO, Risk and OST on emergency financial mgmt; wrap-up meeting with DOC executive staff to discuss report on Food Services Fiscal Review.

(f) Comment: Facilitated OSFA 8-hr training on business ethics; hosted 2 audio conferences on internal controls (SAS No. 112 and IC to Improve Operations); coordinated/hosted training session on emergency financial mgmt presented by Deputy Inspector General from the Department of Homeland Security.

(g) Comment: No activity due to position vacancy during this reporting period.

(h) Comment: Discussions, research and problem solving for ODOT, OPRD, BON

(i) Comment: Fraud Forum (10/22/08), OMB Circular A-133 Audio Conf (12/9/08)

Internal Control Performance Measures, Continued

Objective 2 – Internal Control Policies, Guidelines, Audit Responses Finalized

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	13	13	13	13	13
Objective 2 Results	N/A ^(a)	18	2	13	50

(a) Comment: No activity due to position vacancy during this reporting period.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4 ^(f)	QTR 5	QTR 6	QTR 7	QTR 8
PM 2-1 Number of pages of OAM new policies and updates	4	N/A	0 ^(g)	0 ⁽ⁱ⁾	0	0⁽ⁿ⁾
PM 2-2 Number of pages of Internal Control Guidebook/checklists/tools added or updated	5	N/A	18 ^(h)	2 ⁽ⁱ⁾	8 ^(l)	50^(o)
PM 2-3 Number of pages of formal responses to SOS audit findings, formal reviews of agency operations	2	N/A	0	0 ^(k)	0	0^(p)
PM 2-4 Number of pages of agency policies reviewed	2	N/A	0	0	5 ^(m)	0^(q)

(a) Comment: Update to OAM 10.60.00 completed - will be reported in Quarter 2; update to OAM 10.35.00 - Credit Cards is at OST for comments; EISPD has not gotten back to us concerning OAM 10.50.00 – no further action taken.

(b) Comment: Completed initial definitions (158 line items) for XBRL taxonomy project sponsored by AGA

(c) Comment: Published December 2007 issue of the *In Control* newsletter

(d) Comment: Finalized review of e-commerce/credit card processing controls at Real Estate and Aviation

(e) Comment: Published white paper on Emergency Financial Management.

(f) Comment: No activity due to position vacancy during this reporting period.

(g) Comment: New employee in transition: currently working on revisions for four OAM's and one new OAM, three new checklists/tools and additions to the Internal Control Guidebook.

(h) Comment: Fraud training presentation created.

(i) Comment: Fraud Watch Pamphlet

(j) Comment: Drafts out for review – 17 pages

(k) Comment: DOE review finalization in progress

(l) Comment: F⁴ newsletter

(m) Comment: DOE Grant Policies Reviewed

(n) Comment: 2 Pages in drafted

(o) Comment: A-87 Advisory Controls & Best Practices whitepaper, F⁴ Newsletter, ARRA Internal Control Toolkit website

(p) Comment: DOE & OHLA reviews finalized in July, will be reported next quarter

(q) Comment: OHLA fiscal services organizational review; however, no formal policies in place to be reviewed

Internal Control Performance Measures, Continued

Objective 3 – Legislative Coordination

	QTR 4	QTR 5	QTR 6	QTR 7	QTR 8
Target	N/A	N/A	N/A	2,500	1,000
Objective 2 Results	N/A ^(b)	N/A	N/A	2,794	1,180

(a) Comment: Best estimate of number of bills that will be introduced, amended, enacted and assigned – each new action requires review for changes and possible effects on SCD.

(b) Comment: No activity due to position vacancy during this reporting period.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 4 ^(c)	QTR 5 ^(a)	QTR 6	QTR 7 ^(d)	QTR 8 ^(e)
PM 3-1 All bills reviewed (including introduced, amended, and enrolled)	1500	N/A	N/A ^(a)	N/A ^(a)	2,354	1,152
PM 3-2 Number of bills assigned affecting SCD	100	N/A	N/A ^(a)	N/A ^(a)	440	28

(a) Comment: Legislature not in session this quarter.

(b) Comment: 2008 Special Session

(c) Comment: No activity due to position vacancy during this reporting period.

(d) Comment: 85 Fiscal Impact Statements Completed

(e) Comment: 23 Fiscal Impact Statements Completed, 2 Bluesheets

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