

Department of Administrative Services

STATE CONTROLLER'S DIVISION

PERFORMANCE MEASURE REPORT

FISCAL YEAR 08

QUARTER 3 RESULTS

(1/01/08–3/31/08)

Performance Measure Tracking FY08 (Q3)

| | |
|--------------|--|
| 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 3: 01/08–03/31/08

Quarter 2: 10/07–12/31/07

Quarter 1: 07/07–09/30/07

Quarter 8: 04/07–06/30/07*

Quarter 7: 01/07–03/31/07*

* FY07

Division Administrative Services Performance Measures

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

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|------------------------|-------|-------|-------|-------|-------|
| Target | N/A | 90% | N/A | N/A | 90% |
| Results ^(a) | N/A | 88% | N/A | N/A | 81% |

(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 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|--|--------|-------|--------------------|-------|-------|-------|
| PM 1-1 Percentage of customers rating SCD overall timeliness as good or excellent from the annual <i>DAS Customer Survey (avg)</i> | 90% | N/A | 91% | N/A | N/A | 85% |
| PM 1-2 Percentage of customers rating SCD overall accuracy as good or excellent from the annual <i>DAS Customer Survey (avg)</i> | 90% | N/A | 89% | N/A | N/A | 85% |
| PM 1-3 Percentage of customers rating SCD overall helpfulness as good or excellent from the annual <i>DAS Customer Survey (avg)</i> | 90% | N/A | 90% | N/A | N/A | 83% |
| PM 1-4 Percentage of customers rating SCD overall expertise as good or excellent from the annual <i>DAS Customer Survey (avg)</i> | 90% | N/A | N/A ^(b) | N/A | N/A | 82% |
| 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> | 90% | N/A | 85% | N/A | N/A | 78% |
| PM 1-5 Percentage of customers rating SCD's overall services as good or excellent from the annual <i>DAS Customer Survey (avg)(c)</i> | 90% | N/A | 89% | N/A | N/A | - |
| PM 1-6 Percentage of customers rating SCD overall rapport as good or excellent from the annual <i>DAS Customer Survey (avg)(d)</i> | 90% | N/A | 88% | N/A | N/A | - |
| PM 1-7 Percentage of customers rating SCD overall policy & clarity as good or excellent from the annual <i>DAS Customer Survey (avg) (changed from follow-thru)</i> | 90% | N/A | 81% | N/A | N/A | 76% |
| Total Average | | | 88% | | | 81% |

(b) The data was lost for this item by the survey tool used.

(c) This question not asked this year.

(d) This question not asked this year.

Objective 2 – Percent of Employees Satisfied with Job

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|------------------------------------|-------|-------|-------|-------|-------|
| 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 *DAS Annual Employee Survey* conducted annually. Results were released in December of 2007 and reported in Fiscal Quarter 2. See PM 2-7 below. In addition, SCD also collects and monitors results of quarterly indicators in support of employee satisfaction. These are PM' 2-1 through PM 2-6, below.

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|--|--------------|-------|-------|-------|-------|-------|
| PM 2-1 Percent of employees completing at least 5 hrs. of training per quarter (Goal=20 hours per year per employee). | 25% | 38% | 57% | 23% | 25% | 38% |
| 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% | 96% | 88% | 78% | 88% | 88% |
| PM 2-4 Number of section email updates completed (communication) | 70% | 69% | 78% | 72% | 70% | 67% |
| PM 2-5 Number of division management meetings completed (communication) | 90% | 100% | 67% | 100% | 83% | 100% |
| PM 2-6 Administrative cost per SCD employee | Not >\$2,000 | 100% | 100% | 100% | 100% | 100% |
| PM 2-7 Percentage of SCD employees rating SCD overall as good or excellent in the <i>DAS 2007 Employee Survey</i> , results were available in December. ^(b) | 80% | N/A | N/A | N/A | 76% | N/A |
| PM 2-8 Percentage of Improvements made from Employee survey (SCD 2006) ^(c) | 25% qtr | 73% | 75% | 82% | 100% | - |
| PM 2-9 Employee Safety: Annual number of SAIF claims per 49.5 FTE ^(d) | 0 | 0 | 0 | 0 | 0 | 0 |
| PM 2-10 Employee Notified of Evacuation Procedures ^(e) | Y | - | - | - | - | Y |

(b) Annual reporting.

(c) This PM ended when the tasks were completed.

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

(e) This is a new PM as of February 08

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Oregon Statewide Payroll Services Performance Measures

Objective 1 – Cost Per Paycheck

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|--------|--------|-------|-------|-------|
| Target | \$3.98 | \$3.98 | 3.84 | 3.84 | 3.84 |
| Objective 1 Results | \$3.98 | \$3.98 | 3.84 | 3.84 | 3.84 |

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---|--------|--------|--------|-----------------------|--------|--------|
| PM 1-1 Number of checks processed per payroll FTE | 23,518 | 20,200 | 20,324 | 28,698 ^(a) | 23,400 | 21,358 |
| PM 1-2 Percent of ACH paychecks | 76% | 84% | 83% | 85% | 84% | 85% |
| PM 1-3 Number of manual checks produced | 3,327 | 3,198 | 3,386 | 5,666 ^(b) | 4,281 | 2,922 |
| 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 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|-------|-------|-------|-------|-------|
| Target | <1% | <1% | <1% | <1% | <1% |
| Objective 2 Results | <1% | <1% | <1% | <1% | <1% |

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---|--------|-------|--------------------|-------|-------|-------|
| 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 | 160 | 433 ^(a) | 128 | 122 | 312 |
| PM 2-3 Number of checks cashed early | 9 | 6 | 4 | 6 | 14 | 9 |
| PM 2-4 Number of days beyond Nov. 1 year-end closing procedures are published | 0 | NA | NA | NA | 0 | NA |
| PM 2-5 Number of days to process monthly savings bond purchases | 5 | 5.3 | 2 ^(b) | 3 | 1.6 | 2 |

(a) Comment: Special BOLI training.

(b) Comment: Re-engineered process.

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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 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|-------|-------|-------|---------|-------|
| Target | N/A | N/A | N/A | 5 years | N/A |
| Objective 1 Results | N/A | N/A | N/A | 5 years | N/A |

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

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|--|--------|-------|-------|-------|-------|-------|
| PM 1-1 Percentage of agencies earning Gold Star Certificate award ^(a) | 90% | N/A | N/A | 95% | 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 | N/A | 180 | N/A |
| PM 1-3 Number of days from FYE to publish Budgetary Statement of Legal Compliance (BSLC) ^(a) | 178 | N/A | N/A | N/A | 167 | 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 | N/A | 5 | N/A | N/A |

(a) Comment: Reported annually.

Objective 2 – Percentage of Agencies Earning Gold Star Certificate

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR3 |
|---------------------|-------|-------|-------|-------|------|
| Target | N/A | N/A | 90% | N/A | N/A |
| Objective 2 Results | N/A | N/A | 95% | N/A | N/A |

Comment: Reported annually.

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|--|----------|-------|-------|-------|-------|-------|
| PM 2-1 Percentage of agencies completing CAFR disclosure forms by due date ^(a) | 90% | N/A | N/A | 98% | N/A | N/A |
| PM 2-2 Training hours provided to agency accountants | 400/Year | 177 | 405 | 110 | 320 | 61 |
| PM 2-3 Percentage of agencies disclosing no violations of legal or contractual provisions ^(a) | 100% | N/A | N/A | 98% | N/A | N/A |
| PM 2-4 Percentage of planned policy changes in the Oregon Accounting Manual made during the fiscal year ^(a) | 90% | N/A | 95.1% | N/A | N/A | N/A |
| PM 2-5 Percentage of customers rating policies as effective with clear direction ^(b) | – | 81.45 | N/A | N/A | N/A | 75.8 |

(a) Comment: Reported annually.

(b) Comment: New performance measure Quarter 5; data will come from DAS survey.

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

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|-------|-------|-------|-------|-------|
| Target | 100% | 100% | N/A | 100% | N/A |
| Objective 3 Results | 100% | 100% | N/A | 80% | N/A |

Comment: Reported annually.

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---|--------|-------|-------|-------|------------------------|--------------------|
| PM 3-1 Annual CMIA (cash management agreement) in place by July 1 ^(a) | Met | N/A | Met | N/A | N/A | N/A |
| PM 3-2 CMIA annual report submitted by December 31 ^(a) | Met | N/A | N/A | N/A | Met | N/A |
| PM 3-3 Annual Schedule of Expenditures of Federal Awards submitted by March 31 ^(a) | Met | Met | N/A | N/A | N/A | Met |
| PM 3-4 Annual Arbitrage Certifications submitted by agencies by October 31 ^(a) | Met | N/A | N/A | N/A | Met | N/A |
| PM 3-5 Annual A87 Statewide Cost Allocation Plan submitted by December 31 ^(a) | Met | N/A | N/A | N/A | Not Met ^(b) | Met ^(b) |

(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 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|-------|-------|-------|-------|-------|
| Target | 5 | 5 | 5 | 5 | 5 |
| Objective 1 Results | 4 | 2 | 5 | 8 | 8 |

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---|---------|---------|---------|---------|---------|---------|
| PM 1-1 Number of warrants issued ^(a) | 141,000 | 136,231 | 146,885 | 145,013 | 151,446 | 143,352 |
| PM 1-2 Number of payments made via direct deposit | 9,000 | 11,255 | 12,621 | 12,711 | 13,578 | 13,233 |
| PM 1-3 Number of vendors signed up for direct deposit (net gain) | 200 | 112 | 168 | 166 | 172 | 184 |
| PM 1-4 Number of forged warrants unresolved during reporting period | 2 | 2 | 2 | 2 | 2 | 2 |
| PM 1-5 Number of batches remaining unresolved at end of month close | 40 | 386 | 140 | 378 | 225 | 70 |
| PM 1-6 Number of agencies with unresolved batches at end of month close | 15 | 15 | 9 | 7 | 19 | 15 |
| PM 1-7 Percentage of warrants expired vs. issued (annual) | .50% | N/A | N/A | N/A | .84% | N/A |

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

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

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|-------|-------|-------|-------|-------|
| Target | 30 | 30 | 35 | 35 | 35 |
| Objective 2 Results | 45 | 47 | 52 | 52 | 51 |

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|--|--------|-------------------|---------------------|-------|-------|-------|
| PM 2-1 Total number of hours for SFMS to finalize SMRs completed during reporting period | 200 | 307 | 3366 ^(b) | 185 | 486 | 397 |
| PM 2-2 Total number of outstanding SMRs | 30 | 25 ^(a) | 14 | 29 | 23 | 23 |
| PM 2-3 Total number of SMRs received during reporting period | N/A | 43 | 36 | 67 | 46 | 51 |

(a) Comment: Total number of outstanding SMRs now includes Open, On-going, On-hold, and Pre-migration status.

(b) Comment: Total quarter hours include two long term projects completed this quarter.

Objective 3 – Number of Training Hours Provided to Agency Accountants

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|-------|-------|-------|-------|-------|
| Target | 200 | 200 | 200 | 200 | 200 |
| Objective 3 Results | 466 | 458 | 454 | 324 | 549 |

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---|--------|-------|-------|-------|-------|-------|
| PM 3-1 Number of pages of formal documents published for agency use | 80 | 197 | 163 | 27 | 107 | 198 |

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

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|-------|-------|-------|-------|-------|
| Target | N/A | N/A | 2% | N/A | N/A |
| Objective 4 Results | N/A | N/A | 1.7% | N/A | N/A |

Comment: Reported annually.

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR3 |
|--|--------|-------|-------|-------|-------|------|
| PM 4-1 Percentage of W-9s sent to vendors vs. W-9s received back | 75% | 79% | 68% | 75% | 70% | 91% |

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

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|-------|-------|-------|-------|-------|
| Target | 90 | 90 | 90 | 90 | 90 |
| Objective 5 Results | 85 | 83 | 85 | 84 | 84 |

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

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Shared Client Services Performance Measures

Objective 1 – Percentage of Accountants Receiving Gold Star Certification

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|-------|-------|-------|-------|-------|
| Target | 100% | N/A | N/A | N/A | 100% |
| Objective 1 Results | 100% | N/A | N/A | N/A | 100% |

Comment: Overall services reported annually.

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

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

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|-------|-------|-------|-------|-------|
| Target | N/A | N/A | N/A | N/A | N/A |
| Objective 2 Results | N/A | N/A | N/A | N/A | N/A |

Comment: Reported biennially.

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|--|--------|-------|-------|-------|-------|-------|
| PM 2-1 Average number of days agency invoices are processed | 5 | 1.56 | 1.59 | 1.66 | 2.60 | 2.14 |
| 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 7 | QTR 8 | QTR 1 | QTR 2 | QTR3 |
|---------------------|--------|-------|-------|-------|--------|
| Target | <15% | N/A | N/A | N/A | <15% |
| Objective 1 Results | 11.89% | N/A | N/A | N/A | 13.84% |

Comment: Reported annually.

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|--|--------|-------------|-------|-------|-------|-------------|
| 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% | 24.32% | N/A | N/A | N/A | 25.40% |
| PM 1-1b ~ Other Agency Account Unit dollar collection rate on liquidated and delinquent accounts | 8% | 9.05% | N/A | N/A | N/A | 8.64% |
| PM 1-1c ~ Private Collection Firm dollar collection rate on liquidated and delinquent accounts | 2.5% | 2.76% | N/A | N/A | N/A | 2.12% |
| PM 1-2 Statewide account turnover rate ^(b) | >100% | 97.0% | N/A | N/A | N/A | 97.2% |
| PM 1-3 Total amount of interagency delinquencies ^(c) | <100K | \$2,048,188 | N/A | N/A | N/A | \$1,412,795 |

(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.

Statewide Accounts Receivable Management, Continued

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

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|-------|-------|-------|-------|-------|
| Target | 4 | 4 | 4 | 4 | 4 |
| Objective 2 Results | 2 | 7 | 6 | 5 | 4 |

Comment: Reported annually.

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|--|--------|------------------|-------|-------|-------------------|-------|
| PM 2-1 Number of pages in OAM policies and planning documents finalized during reporting period. | 8 | 0 ^(a) | 33 | 12 | 55 ^(c) | 37 |
| PM 2-2 Number of training hours provided to agency A/R staff | 50 | 0 ^(b) | 30 | 132 | 21 | 32 |

(a) Comment: All OAMs were updated and recorded in Quarter 6. The Strategic Plan was completed but published in April so it will appear in the Quarter 8 report.

(b) Comment: Due to the focus of the legislative session, we were not able to schedule training in Quarter 7.

(c) Skip tracing RFP drafted for legal review.

E-Commerce Operations Performance Measures

Objective 1 – Total Dollars Processed (Annually)

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|--------------|-------|-------|-------|--------------|
| Target | \$24,000,000 | N/A | N/A | N/A | \$36,000,000 |
| Objective 1 Results | \$23,920,499 | N/A | N/A | N/A | \$37,717,981 |

Comment: Reported annually, Quarter 7 and Quarter 3.

| PERFORMANCE INDICATORS/RESULTS | TARGET ^(b) | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---|-----------------------|-------|-------|-------|-------|--------|
| PM 1-1 Year-over-year growth—reported annually, in Quarters 3 & 7 | >40% | 57.7% | N/A | N/A | N/A | >37.5% |
| PM 1-2 Average cost of merchant fees—reported annually in December ^(a) | <3% | 1.97% | N/A | N/A | N/A | <3% |
| PM 1-3 Total number of agencies online | 14 | 13 | 13 | 14 | 14 | 15 |
| PM 1-4 Total number of agency programs online ^(c) | 22 | 17 | 17 | 18 | 18 | 19 |

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

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

(c) Single agency, multiple stores.

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

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|-------|-------|-------|------------------|------------------|
| Target | 2 | 3 | 3 | 3 | 2 |
| Objective 2 Results | 3 | 5 | 6 | 6 ^(a) | 2 ^(a) |

(a) Comment: Training hours in Quarter 2 & 3 were presentations to oncoming agencies and SPA training for agencies working on E-Commerce projects

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|--|--------|-------|--------------------|-------|-------|--------------------|
| PM 2-1 Number of pages of SPA Manual, OAM policy updates, and Incident Response Plan finalized during reporting period | 10 | 0 | 2 | 0 | 20 | 0 |
| PM 2-2 Number of training hours provided to agency finance, program, and IT staff | 120 | 38 | 606 ^(a) | 90 | 168 | 173 ^(b) |

(a) Comment: We provided several statewide trainings of payment card industry data security standards to agencies.

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

Internal Control Performance Measures

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

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|-------|-------|-------|-------|-------|
| Target | 60 | 200 | 130 | 200 | 300 |
| Objective 1 Results | 68 | 387 | 134 | 228 | 604.5 |

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|--|--------|------------------|--------------------|---------------------|--------------------|---------------------|
| PM 1-1 Number of hours of internal control-related agency meetings/visits | 100 | 59 | 105 ^(b) | 71.5 ^(d) | 164 ^(f) | 88.5 ^(h) |
| PM 1-2 Number of training hours provided to agency finance, program and IT staff | 200 | 9 ^(a) | 282 ^(c) | 62.5 ^(e) | 64 ^(g) | 516 ⁽ⁱ⁾ |

(a) Comment: Hours decreased primarily because SCD agreed to support local AGA chapter by allowing it to host the AGA audio conferences held during Quarter 7.

(b) Comment: DOC Food Services - Fiscal Review

(c) Comment: June 2007 presentation on Internal Controls over Financial Reporting

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

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

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

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

(h) 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.

(i) 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.

Internal Control Performance Measures, Continued

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

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|------------------|-------|-------|-------|-------|
| Target | 13 | 13 | 13 | 13 | 13 |
| Objective 2 Results | 0 ^(a) | 30 | 3 | 13 | 18 |

(a) Comment: Quarter 7 results for Objective 2 in a biennial year are offset by results under Objective 3 – Legislative Coordination

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---|--------|------------------|-------------------|------------------|------------------|-------------------|
| PM 2-1 Number of pages of OAM new policies and updates | 4 | 0 ^(a) | 0 | 0 ^(d) | 0 | 0 |
| PM 2-2 Number of pages of Internal Control Guidebook/checklists/tools added or updated | 5 | 0 ^(b) | 30 ^(c) | 3 ^(e) | 4 ^(f) | 18 ^(h) |
| PM 2-3 Number of pages of formal responses to SOS audit findings, formal reviews of agency operations | 2 | 0 | 0 | 0 | 9 ^(g) | 0 |
| PM 2-4 Number of pages of agency policies reviewed | 2 | 0 | 0 | 0 | 0 | 0 |

(a) Comment: Updates to OAM 10.60.00 on Information Technology and OAM 10.50.00 regarding EISPD IT assets inventory in-progress.

(b) Comment: Internal Control Self-Assessment Tools (financial close process, entity level controls, cash receipts/revenues, cash disbursements/expenditures and payroll are under construction; target date for website is May 2007. An internal control newsletter is also in-progress.

(c) Comment: Internal Control Self-Assessment Tools completed (26); published *In Control* newsletter (4)

(d) 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.

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

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

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

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

Internal Control Performance Measures, Continued

Objective 3 – Legislative Coordination

| | QTR 7 | QTR 8 | QTR 1 | QTR 2 | QTR 3 |
|---------------------|---------------------|---------------------|-------|-------|--------------------|
| Target | 4500 ^(a) | 1600 ^(a) | N/A | N/A | 150 ^(a) |
| Objective 2 Results | 3457 | 1777 | N/A | N/A | 128 |

(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.

| PERFORMANCE INDICATORS/RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 ^(a) | QTR 2 ^(a) | QTR 3 |
|---|--------|-------|-------|----------------------|----------------------|--------------------|
| PM 3-1 All bills reviewed (including introduced, amended, and enrolled) | 1500 | 3044 | 1738 | N/A | N/A | 108 ^(b) |
| PM 3-2 Number of bills assigned affecting SCD | 100 | 413 | 39 | N/A | N/A | 20 |

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

(b) Comment: 2008 Special Session

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