

MiScorecard Performance Summary

Business Unit: DTMB
Executive/Director Name: John Nixon
Reporting Period: Jul 2012
Date Approved: 8/27/2012

Green 90% or greater of target
Yellow >= 75% to 90% of target
Red less than 75% of target
Scorecard Status Final

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Accountability and Performance								
3A-1	Performance Management Plans Completion.	Yellow		75%	58%	50%	Monthly	Percent of employee performance plans completed on time. Both supervisor and employee have created and certified for the current rating period within 30 days after rating period ends.
3B-1	Percentage of State Departments with documented strategic alignment plans in place. This information is gathered during the quarterly department champions interviews.	Green		100%	95%	75%	Quarterly	This measure shows the percentage of State Departments with current strategic plans (plans that are updated on schedule). Future updates will measure the percentage of divisions with plans in place (including DTMB. 2nd quarter 2012 updates will be ready in August 2012).
3C-1	Percentage of agencies employing metrics (and scorecards) in regular business meetings at the department level (includes DTMB). Eventually, this metric will include use of scorecards at all levels of the organization.	Green	=	100%	95%	95%	Quarterly	This information was gathered through quarterly department champion interviews. The survey provides detailed information on progress made in several Good Government areas. The 2nd quarter of 2012 will be complete in early August.
Customer Service Excellence								
1A-1	Percentage of (SLA's, MOU's, Processes) with specific timelines/deadlines for service.	Yellow		80%	69.8%	64%	Quarterly	DTMB tracks many agreements such as service level agreements (SLA's), Memorandums of Understanding (MOU's), project charters and shared processes. These agreements establish expectations for the delivery of specific services to our agencies, partners and customers. We are working to ensure that most agreements have detailed service delivery information including timelines and due dates. This measure indicates the percentage of agreements that spell out specific completion times.
1B-1	Percentage of projects or work orders completed on time and on budget as specified by an agreement or standard.	Green		90%	81%	86%	Monthly	The DTMB-Enterprise Project Management Office tracks IT project status (Red-Green-Yellow). Green projects are those within the established timelines or project due dates. This metric tracks the percentage of green projects from those projects reported to the EPMO office each month.
1D-1	Percentage of DTMB internal direct service transactions completed by state agencies using self-service options (vs. other available means).	Green		95.0%	97.7%	87.0%	Quarterly	This metric tracks the percentage of internal customers completing business transactions entirely on-line using available self-service web options. Currently includes MAccount - Online retirement applications only.
1D-2	Percentage of citizen facing service transactions completed using self-service options (vs. other available means).	Green		30%	34%	27%	Quarterly	This metrics tracks the percentage of external customers completing business transactions entirely on-line using available self-service web options.
1D-3	Total number of online services.	Green	=	393	385	385	Annually	In an effort to provide around-the-clock access to government, Michigan continues to add online services, available anywhere at any time.
Expertise & Commitment								
4B-1	Average time to hire - from initial request to onboarding of employees (number of days). ¹	Red		60	109	101	Quarterly	This metric will help us to improve the speed of the hiring process. It measures time required for the DTMB internal approval process through the selection of the preferred applicant, including steps performed by our Civil Service partners. By employing process optimization techniques, we will find and fix some of the bottle-necks in this process.
4D-1	Usage of Inside Michigan shared Intranet site.		N/A	NEW	1371	NEW	Quarterly	Inside Michigan is an Intranet site used to share consistent messages inside State Government. This metric shows the average daily number of unique visits to the Inside Michigan Intranet site over the last quarter. Unique visits include only the first visit each day and do not count multiple visits, by the same employee in the same day. Increasing the number of unique visits to the site means that more employees are using the site as a source for critical information and updates on a regular basis. This metric was modified in July 2012 to reflect recent changes to the DTMB Intranet software.
6C-1	The percentage of employee ideas/issues resolved/addressed. (Employee representation on Senior Management Team).	Yellow	=	100%	80%	NEW	Quarterly	The DTMB Senior Management Team invites a few employees from across the department to attend regular meetings. These employees rotate through these meetings every 6 months. They are asked to solicit suggestions from other employees and submit ideas or issues with the goal of improving/reinventing DTMB & the State of Michigan. These issues are tracked, processed and resolved.
Operational Efficiency								
2A-1	Annualized cost savings realized through operational efficiencies and process improvement initiatives.		N/A	\$3,250,000	\$3,250,000	NEW	Annually	Currently this metric includes the savings achieved for FY11 from refinancing bonds. Future updates to this metric will include four key initiatives identified as 2012-13 budget priorities. Cost savings realized from these initiatives will be captured each year. These are: A) State office space consolidation - using space efficiently B) Information technology development projects - cost saving IT projects C) Building maintenance fund - reducing maintenance costs D) Improving efficiency through process improvements C) Real-estate optimization savings
2B-1	Ratio of Information Technology desktop support employees to desktops supported. This is the average number of desktops supported by each Field Services technician.	Yellow		500	560	572	Monthly	Tacking workload helps us to maximize outcomes and improve services. This is a measure of workload per technician and includes only desktop computers (59,336 in use). In addition to desktop computers, Field Services technicians also service laptops, IPADS, and other smart devices.
2C-1	Percentage of customers indicating that they are very or somewhat satisfied with service provided by the IT Client Service Center.	Green		90%	92.47%	91.50%	Quarterly	The DTMB Client Service Center (CSC) asks customers a series of questions after every service interaction. The survey provides important information about the quality of IT services provided. This metric indicates the percentage of clients who say they are very or somewhat satisfied with the service provided.

Shared Services								
5A-1	Savings and cost avoidance realized by existing shared solutions.		N/A	TBD	\$1,721,000	NEW	Annually	This metric shows the savings materialized or cost avoided resulting from shared services. It includes these shared services: - DTMB Financial Services - accounting consolidation - Bing Maps aerial imagery - SharePoint - Business Objects
5B-1	Cycle time for shared services process review (# days).		N/A	TBD	180	NEW	Annually	This metric includes the time it takes to evaluate potential shared services (days). This is the average time projects have been in "the system" before they have successfully completed the Shared Services Business process review. The time involved depends on the complexity and scale of the proposals. (successful completion of the process does not always result in a new shared service). The goal is to reduce the review time, to support innovation and shared services across the state.
5C-1	Number of implemented partnership projects across government (with external partners).		N/A	TBD	427	NEW	Annually	This metric shows the number of shared service agreements with external customers. It currently reflects two of DTMB's Offices that currently share many services outside of government. These include services such as mapping, GIS, vehicle repair and mail sorting.

¹ The status color for this metric reflects a range of 90% to 75%.