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| Strategic Plan Goal Area | Organizational Effectiveness and Efficiency |
| Strategic Plan Performance Objective | Improve efficient use of resources, processes, and management structure to support system innovation |

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| PLAN |
| Review the goal area, performance objective, initiative(s), performance measures, and action steps that you are working on for this particular area. What have you completed? What can you celebrate? |
| <ul style="list-style-type: none"> Respond to all open records requests within three business days as mandated by the Georgia Open Records Act. Deliver the final documents by the estimated due date or notify the customer of the delay. |
| DO |
| Describe the work of your team in achieving your performance objectives. Specifically address your initiatives and action steps. |
| <ul style="list-style-type: none"> Copying all potential owners of the data and confirming ownership on day one. Providing a brief summary of the Act's requirements with all new recipients. Reinforcing that even if records are not available by the third business day, a time and cost estimate must be provided; a response is required. Validating the time and cost estimate when necessary. Stressing the importance of realistic estimates based on anticipated demands of the business. Sending a reminder one day before the due date. Promptly notifying the customer when a change occurs. |
| CHECK |
| Are you getting the results needed to reach the performance targets? How are you monitoring and measuring to ensure results? |
| <ul style="list-style-type: none"> Yes, we have met our 2016-17 target to respond by the third business day 90% of the time. We are at the 91% mark. We need additional effort/support in meeting the estimated delivery date. We are below the 2016-17 target of 83%. Our current indicator is 81.8 % (rounded up to 82%). |
| ACT |
| What are the challenges or obstacles you are facing or anticipating? What needs to change and/or improve to reach your performance targets? How will these changes lead to progress? |
| <p>The statutory three-day window is too short; however we can/must improve our response time by:</p> <ul style="list-style-type: none"> Reiterating the importance of a first response within three days. Stressing the importance of realistic time and cost estimates based on the complexity of the task and the resources available. |