

Department of Administration
Long-Term Objectives and Strategies for Implementation

Long-Term Objectives

1. Continuously improve state government performance and service delivery
2. Reduce unreasonable, unduly burdensome, duplicative, onerous, and or conflicting laws and regulations

Strategies for Implementation (Short-Term and Long Term)

1. Establish relationships
2. Obtain data and information
3. Assess customer, citizen, stakeholder needs and satisfaction levels
4. Establish performance expectations
5. Create and implement plans
6. Restructure work processes as needed
7. Manage services and operations
8. Evaluate results and communicate with stakeholders
9. Continuously review expectations, plans, work processes, services, and operations
10. Modify expectations, plans, work processes, services, and operations as needed

Appropriations Committee

Date January 31, 2011

Attachment 1