



FIVE-YEAR STRATEGIC PLAN
2018-2022

**Mississippi
Department of
Finance and
Administration**

160-00

**Department of Finance and Administration
2018-2022 Strategic Plan**

1. Comprehensive Mission Statement:

The mission of the MS Department of Finance and Administration is to manage the State's financial and administrative operations by providing budget and expenditure oversight, and establishing rules and regulations that govern many critical state operations.

2. DFA's Philosophy:

The MS Department of Finance and Administration (DFA) is devoted to improving the quality of life in Mississippi through governmental financial and administrative operations. The philosophy of DFA is to serve both the community and State by setting the standard for excellence in government service, and carrying out its responsibilities with integrity and a high degree of professionalism.

3. Relevant Statewide Goals and Benchmarks

Statewide Goal #1: To ensure the construction and maintenance of infrastructure (including roadways, waterways, railways, airports, water and sewer systems, pipelines, electricity lines, broadband connections, public buildings) adequate to meet the needs of the citizens and the business community and to foster economic growth

Relevant Benchmark #1:

- Percentage of total square footage of buildings housing state employees and operations that are owned versus leased
- Cost per square foot of leased versus owned buildings housing state employees and operations
- Cost of needed repairs to state buildings

Statewide Goal #2: To create an efficient government and an informed and engaged citizenry that helps to address social problems through the payment of taxes, the election of capable leaders at all levels of government, and participation in charitable organization through contributions and volunteerism

Relevant Benchmarks #2:

- Administrative efficiency: Expenditures on state government administrative activities as a percentage of total operational expenditures
- State dollars saved by providing government services online (e.g. document retrieval, issuance of new business permits, license renewal)

4. Overview of the Agency 5-Year Strategic Plan

The work of the Mississippi Department of Finance & Administration is varied and covers a broad range of critical state government operations. MAGIC – the State's Enterprise Resource Planning system – was deployed July 1, 2014. Mississippi Management and Reporting System (MMRS) will continue to provide support of the system to include continued agency training and

system enhancements and upgrades over the next several years. MMRS will continue to support the Transparency site, www.Transparency.Mississippi.gov. MMRS will continue to work with MSI, ITS and state agencies to deploy additional payment services applications via ms.gov.

DFA's Office of Purchasing, Travel and Fleet Management (OPTFM) continues to research ways to increase state agency utilization of the web-based purchasing, travel and fleet management services. OPTFM's updated website allows vendors to view bid opportunities and news. The new MAGIC system will allow vendors to submit their bids electronically, allow agencies to issue electronic orders for items on state contracts as well as manage the procurement of off-catalog items. In addition, the various agencies are able to use the system to solicit bids and combine requirements thus increasing the efficiency and reducing the costs of acquisition. OPTFM issues invitations for bids and meets with core groups from agencies and vendors to ensure OPTFM is aware of the latest technological advances, specifications, and the needs of the agencies.

OPTFM will continue to review and evaluate travel contracts in an effort to secure the most economical rates and operate as efficiently as possible. The Bureau of Fleet Management has developed policies and procedures that are implemented by various state agencies to ensure economy and efficiency in the utilization of the state's vehicles. The Bureau's software system allows the Bureau, as well as the using agencies, to obtain better information to support improved decision making in the area of fleet management.

Long-range planning is conducted by the Office of Insurance to ensure that the State and School Employees' Life and Health Insurance Plan remains financially sound and able to respond to the increasing health care needs of employees, retirees, and their dependents of the State's agencies, school districts, universities, community/junior colleges, and libraries. The Office of Insurance works with the State and School Employees Health Insurance Management Board to modify the Plan's benefit and premium structure to reflect changes in the health care system and to ensure compliance with State and Federal mandates, as well as maintain an affordable and cost effective employee health insurance benefit program.

The Office of Insurance continues to implement strategic modifications to the Plan, designed to provide access to preventive services, as well as encourage Plan participants to make lifestyle changes that will improve their health status and quality of life. The first phase of this strategy was implemented January 1, 2006 and involved providing first dollar coverage for recommended preventive services and providing access to individual wellness assessments. In 2007, an expanded health and wellness promotion program was introduced that provided participants completing a health risk assessment access to lifestyle behavior programs and personalized wellness coaching. In 2008, the Plan's annual wellness benefit increased to \$1,000 for participants age 18 and older who complete a health risk assessment prior to their wellness visit and receive services from participating providers. In 2010, the annual maximum limit was removed for all covered adult wellness services and benefits were increased to allow for a maximum of two wellness office visits per calendar year. Plans include continued evaluation of the benefit structure to incentivize Plan participants to become more engaged and take control of their health by utilizing higher quality and more cost effective providers.

The Office of Insurance ensures that its programs are current with changes in federal and state laws, rules, and regulations, as well as advances in technology. The Office continues to monitor and implement, as indicated, the requirements of the Patient Protection and Affordable Care Act of 2009 (PPACA) to ensure the Plan's compliance with applicable mandates. In addition, the Office continues to monitor best practices regarding compliance with the Health Insurance Portability and Accountability Act (HIPAA), and has implemented changes in the operations of the State and School Employees' Health Insurance Plan to ensure compliance.

The Office has successfully helped to migrate to electronic enrollment of all 330+ employer units participating in the State and School Employees' Life and Health Insurance Plan. State agencies, public school districts, universities, community colleges and public libraries no longer submit paper enrollment forms in order to enroll, change, or terminate coverage for employees. The benefits of electronic enrollment include faster enrollment, simplified reconciliation between billings and payments, and fewer unresolved errors between the employer units and the Plan's third party claims administrator. Efforts are underway to facilitate retiree participant enrollment through electronic integration among and between the Office, the third party claims administrator, and the Public Employees Retirement System (PERS). Having successfully completed the initial phases of this project, the Office is currently working with PERS to establish a more efficient process for validating eligibility and expediting the enrollment process to avoid disruption of insurance benefits for employees seeking to continue coverage in the Plan into their retirement.

DFA's Office of Surplus Property is a good example of an "enterprise" organization within State government. Through this office, public and private entities are able to maximize purchasing dollars. This office handles surplus property from state entities and screens property from the federal government, making it available to entities within the State.

A significant priority of DFA's Office of Capitol Facilities is the maintenance of facilities. Presently, DFA makes use of inmate labor for grounds and custodial work in a number of state buildings. As DFA assumes responsibility for new and renovated facilities, the challenge to provide adequate service to these facilities will require an expansion of this resource through partnership with the Mississippi Department of Corrections. Utilizing inmate labor allows DFA to provide continual service to these buildings in an economical and efficient manner.

DFA's Office of Fiscal Management (OFM) is responsible for the processing of financial transactions for state agencies, and establishes the related policies and procedures. Agency financial transactions are reviewed and monitored to ensure compliance with state laws, rules, and regulations. Financial support is provided by OFM to the agencies in an effort to assist them in fulfilling each agency's mission.

OFM was heavily involved with MMRS in the deployment of MAGIC on July 1, 2014, and is continuing to work to revise policies and procedures to enhance the processing of state agency transactions. OFM continues to work in the stabilization of the implemented MAGIC modules.

In addition, OFM is working with MMRS to continue the expansion of ms.gov to include more payment applications and additional feature functionality.

5. DFA's External/Internal Assessment

Air Transport

- Adequate funding to maintain a safe, efficient flight department
- Constant advancements in technology will have a direct impact on the safety and efficiency of the aviation industry
- Circumstances affecting the economy and marketability of the State have a direct impact on the need to transport clients and consultants to and from the State

Building, Grounds, and Real Property Management

- Construction and repair and renovation needs of agencies and institutions
- Availability of funds and amount appropriated by the Legislature
- Construction costs
- Availability of operating funds to hire sufficient personnel and acquire updated technology and office equipment to provide more efficient service to our clients. This is becoming increasingly more important as this department is responsible for over \$1 Billion in ongoing construction projects.
- Availability of operating funds to adequately increase salaries and compensation in order to retain experienced staff we have at this time, because employee turnover will be very costly to our division as well as the Department of Finance and Administration and the taxpayers of the State of Mississippi.
- Additional county jails being added to the federally mandated court order requiring our office to increase inspections of county jails
- Availability of funds and staff resources to support the implementation of BRICKS (Building and Real Estate Information Collaborative Knowledge Solution), a construction project management/facilities management system

Capitol Facilities

- Utility and contractual vendor increases
- Unexpected major repairs

- Federal mandates
- Catastrophes due to weather
- Modifications in federal laws, rules, or regulations governing postal regulations
- Availability of funds and staff resources to support the implementation of BRICKS (Building and Real Estate Information Collaborative Knowledge Solution), an integrated construction project and facilities management system

Financial Management and Control

- Ability of DFA and other State agencies to implement technological advances in computer software and hardware
- Inability of agencies to participate in the State's electronic processing environment
- A decrease in funding due to economic conditions or large increases in prices of needed commodities or services
- Budget/staffing shortages; inability to find and retain staff with the required skill sets, including the ability to upwardly reallocate positions to attract staff with the required skill sets
- Lack of funding to provide adequate training for employees
- Increased reporting requirements and need for communication with agencies concerning federal payroll requirements
- Unplanned and unbudgeted mandates to SPAHRS or MAGIC (Federal and State mandates such as the proposed "Data Act" and MATA)
- Structural and/or organizational changes at the Department of Finance and Administration
- Reduction in statewide cost allocation monies available
- Disaster recovery capabilities of the State Computer Center, the Office of the State Treasury, the Department of Revenue, and the Records Management Center of the Department of Archives and History
- Technological changes and cost fluctuations, which impact processing efficiency and price of implementation, respectively

- Federal and state laws and regulations, such as MATA, “Data Act”, Office of Foreign Asset Control (OFAC), IRS, HIPAA, FRCP, and Open Records, which directly affect the actions and requirements of DFA
- Arrival and spread of a pandemic within the state or country
- Ability of DFA to maintain skills and technology staff in support of the changing technological environment through training

Insurance

- Compliance with the Patient Protection and Affordability Care Act of 2009 (PPACA)
- Changes in the healthcare delivery system
- Compliance with the Health Insurance Portability and Accountability Act (HIPAA)
- Changes in the Medicare program
- Other modifications in federal laws, rules, or regulations governing group health insurance, life insurance, workers’ compensation benefits, or unemployment benefits
- Increases in health care costs, utilization of services, and intensity of health care provided, including the increased use of specialty drugs and biopharmaceuticals
- Failure by any of the 300+ employer units to provide accurate and timely local administrative services for enrolling, terminating, and/or making coverage changes for their employees and affected dependents
- Success in procuring efficient and affordable vendors to provide services to the State and School Employees’ Life and Health Insurance Plan
- Impact of the Governmental Accounting Standards Board’s Statements relative to post-employment benefits other than pensions
- Availability and distribution of quality affordable providers willing to contract with the Plan’s direct contracting administrator and pharmacy benefit manager
- Changes in employment levels for state agencies, public schools, community/junior colleges, universities, or public libraries
- The number of employees retiring and the rate at which they elect to continue enrollment in the State and School Employees’ Life and Health Insurance Plan

- Other changes or restrictions in eligibility, premium rate, or the level of benefits for the State and School Employees' Life and Health Insurance Plan mandated by the Mississippi Legislature or the federal government
- Addition or withdrawal of agencies from the voluntary State Agencies Self-Insured Workers' Compensation Trust
- Resources to recruit and retain qualified staff

Mississippi Management and Reporting System

- Changes in computer hardware and/or software technology
- Structural, organizational or technical changes in the Department of Information Technology Services and/or the State Data Center
- Structural and/or organizational changes within the State Personnel Board and/or the Department of Finance and Administration.
- Continued deployment of stand-alone systems by various state agencies who then want support with interfaces and integration from MMRS
- Resource drain due to retirements of key personnel in the Department of Finance and Administration, the Department of Information Technology Services, and the State Personnel Board
- Inadequate staffing for MAGIC
- Budget/staffing shortages; inability to find and retain staff with the required skill sets
- Unplanned and unbudgeted mandates to MMRS Systems (Federal and State mandates such as the proposed federal "Data Act" and MATA)
- Inadequate security for the State's networks and other infrastructure components
- Inadequate security for DFA networks and internal infrastructure for MMRS supported applications and for general agency support
- Insufficient capacity in the State Data Center to ensure the stable, consistent, reliable resources required to meet production requirements as well as insufficient staffing resources to support the infrastructure within the State Data Center (data, telecom, security, other)

- Disaster recovery and business continuity support capabilities of the State Data Center, the Office of the State Treasury, the Mississippi Department of Revenue, and the Records Management Center of the Department of Archives and History
- Deficient disaster recovery and business continuity planning

Purchasing, Travel, and Fleet Management

- Availability of adequate resources will affect the development of additional contracts, ability to research market trends, training of purchasing and fleet officials, provision of purchasing and fleet supervision, and on-going development of vendor outreach.
- Availability of operating funds to hire adequate staffing to research the procurement and fleet industry and implement extensive strategic sourcing, combined purchase agreements, energy efficient programs, as well as best practices in the fleet area in an effort to help the State obtain the best services, products, and pricing as well as allow the State to implement best practices which should lead to continuous improvement in our processes and sustained cost savings for the State.
- Availability of operating funds to adequately increase current salaries in order to keep experienced staff.
- Availability of funds and staff resources to support the expanded use of the state ERP system (MAGIC).
- Availability of technical resources will affect the ability to adequately provide information through electronic means to using agencies, vendors, and MAGIC Program. Electronic outreach is essential to increasing competition thus lowering costs to the State. In addition, the use of electronic outreach will allow the agencies to have better information on which to make decisions.

Surplus Property

- Significant increase in federal military activity, such as war or major catastrophe, could limit the amount of federal surplus property available
- Major spending cutbacks on both the state and federal level could directly affect the amount of surplus property available
- The availability of surplus property to tax-supported domestic needs (donees) is limited to the extent that surplus property in foreign arenas is given to foreign humanitarian effort
- Availability of funds and staff resources to support the deployment of a Surplus Property management system

Due to the diversity of programs administered by DFA, there are numerous internal management systems that must be in place to evaluate performance. Monthly budget reports are provided to upper management as well as to each office director for regular monitoring of the budget status. Periodic meetings are held with office directors to determine the status of current projects. Databases exist which contain the necessary information to evaluate performance related to transactions processed and activities performed by the Office of Budget and Fund Management (inclusive of annual executive budget recommendations, escalations and transfers, Z-1's and related activities), and the Office of Fiscal Management through MMRS systems. The Office of the State Auditor audits the Office of Budget and Fund Management, the Office of Fiscal Management, the Mississippi Management and Reporting System, the Office of Insurance, and the Bureau of Building, Grounds, and Real Property Management annually and other areas as needed. Supervisors perform post-audits of staff's work and discuss results with them.

The Bureau of Building, Grounds, and Real Property Management has written a manual of policies and procedures as a guideline for those involved in initiating, programming, designing, constructing, and inspecting projects for the State of Mississippi. Bureau staff and clients are required to follow this manual when performing these duties. A Project Accounting Tracking System provides the department with the ability to monitor construction expenses as they relate to different projects.

Semi-annual actuarial reports are received by the Office of Insurance that help the Office to evaluate the claims experience for the State and School Employees' Life and Health Insurance Plan and recommend changes in benefits and premiums. Vendor-produced financial and statistical reports, as well as annual actuarial reports and independently audited financial statements on the State Agencies' Self-Insured Workers' Compensation Trust, provide management with program performance data. The Office of Insurance also conducts studies, with the assistance of benefit consultants and actuaries, to assess the success of past cost containment efforts and the potential for implementing additional strategies for the health plans. Vendor performance in the areas of eligibility and claims administration is performed periodically by independent entities that specialize in these types of reviews. Vendors have performance standards outlined in their contracts and must report regularly on their performance relative to these standards. The Office of Insurance receives monthly, quarterly, and annual reports from vendors and meets with vendors on a regular basis to review performance.

Activities of the Mississippi Management and Reporting System (MMRS) are reported regularly to the DFA Executive Director. Within MMRS, the Deputy Executive Director meets weekly on key issues with the CSIO and the ERP-Project Director. Additional status meetings are conducted regularly with CORE Team members. The MMRS Deputy Executive Director, who functions as the MMRS Administrator, is informed daily on all material aspects of projects and work in process.

MMRS employs formal change management processes for code modification/development, testing, and production qualification. Change management processes and tools are in place for all platforms and are continuously revised to address shortcomings. Cross-team meetings are held to plan all production moves to ensure that all impacted areas have been addressed. MMRS focuses on "end-to-end" processing for all transactions and reporting systems to ensure the integrity of the applications and data.

Status and statistics are regularly reviewed with management staff and others in an effort to continue to improve our level of service to our customers. MMRS continues to provide information and tools (e.g. job

aids, work instructions, etc.) to agencies on key business processes. MMRS continuously evaluates our organizational structure in an effort to ensure we are being responsive to central (DFA/OFM, DFA/OPTFM, DFA/OBFM, DFA/OFR, SPB) users and meeting the needs of individual agencies.

The Office of Surplus Property analyzes the activity of donees on a quarterly and annual basis via computer generated reports. Determinations can be made on low activity donees, types of property in demand, accountability of property stored in the warehouse, and additional priority needed in other areas of the donation program. Other activities include locating all possible statewide conferences to educate public agencies on the savings received by utilizing our services as well as finding new techniques to locate stable non-profit entities.

6.DFA Goals, Objectives, Strategies and Measures by Program for FY 2018 through FY 2022:

FY 2018

Program 1: Supportive Services

Goal A: To ensure that all agency funds are properly budgeted, expended, reported and handled in accordance with state laws and regulations (Miss Code Ann. § 7-7-1)

OBJECTIVE A.1. Ensure that all legal obligations are paid and posted correctly and in a timely manner

Outcome: Improved efficiency in the operation of the program

A.1.1. STRATEGY: Review and improve the internal leave and payroll processes to ensure timely and accurate posting and payment

Output: Number of payroll warrants issued

Efficiency: Cost of supportive services to operating budget

A.1.2. STRATEGY: Issue payment vouchers within 45 days

Output: Number of payment vouchers issued

Efficiency: Average number of days to process and produce a payment voucher

OBJECTIVE A.2. Ensure that all agency purchases are made in accordance with state laws and regulations

Outcome: Improved efficiency in the operation of the program

A.2.1 STRATEGY: Review and revise the agency's internal purchase request and approval processes

Output: Number of purchase orders issued

Efficiency: Average processing time

OBJECTIVE A.3. Deposit all receipts in one day

Outcome: Timely receipt of State revenue

A.3.1. STRATEGY: Prepare Receipt Warrants within 24 hours of receipt

Output: Number of receipt warrants prepared

Efficiency: Average processing time

Program 2: Air Transport

GOAL A: To provide safe, reliable, and accessible air transportation for state officials and agencies

(Miss. Code Ann. §61-13-1) for continued/sustained economic growth for the State

OBJECTIVE A.1. Maintain a perfect safety record, with no accidents

Outcome: Continued number of flight hours without incidence and/or accident

Outcome: No safety violations

A.1.1. STRATEGY: Perform scheduled/unscheduled aircraft maintenance

Output: Increase safety – FAA required maintenance

Output: Increase safety – preventive maintenance

Efficiency: Reliability of transportation

Explanatory: FAA required maintenance costs as well as preventive maintenance cost, State General Fund Support

A.1.2. STRATEGY: Maintain adequate staffing levels

Output: Number of pilots required for safety

Output: Number of flight hours

Efficiency: Reduce safety risk

Explanatory: Pilots limited per 24-hour period by duty time/flight time, State General Fund Support

A.1.3. STRATEGY: Adequately trained staff

Output: Number of training classes attended – increase flight safety

Efficiency: No accidents

Explanatory: State General Fund Support

A.1.4. STRATEGY: Refurbish the interior of the King Air 350

Output: Enhance ascetic appeal for recruitment of new industries

Efficiency: Perception of safety and stability

Explanatory: 10-year maintenance, reduce risk of losing big business, State General Fund Support

OBJECTIVE A.2. Maximize the availability of agency aircraft

Outcome: Increased use by state officials and other state agencies

Outcome: Reduction in the use of charter services *by officials and state agencies*

A.2.1 STRATEGY: Adequate pilot coverage

Output: Increase available number of flight hours/duty hours

Output: Cost per flight hour of agency aircraft

Efficiency: Increase service time of aircraft

Explanatory: State General Fund Support, utilization of state aircraft, recruiting and retention of pilot(s)

Program 3: Building, Grounds and Real Property Management

GOAL A: Provide and preserve adequate, efficient and effective facilities to support the missions of state agencies, universities and community & junior colleges (Miss. Code Ann §31-11-1)

OBJECTIVE A.1. Effectively manage capital improvement and repair and renovation construction projects to improve condition of the state inventory of building

Outcome: Reduced number of buildings reported as poor or unusable

Outcome: Reduced costs associated with delays/changes in construction

Outcome: Number of construction projects managed annually

A.1.1 STRATEGY: Gather and report condition of state inventory

Output: Inventory of Buildings

Output: Number, location, date of construction/acquisition, purpose of every state building

Output: Condition of each building

Output: Estimated cost of necessary repairs for each building

Efficiency: Percent annual reduction in poor/unusable rated buildings

Explanatory: Deferred maintenance by agencies/institutions

A.1.2 STRATEGY: Gather and recommend priority repair and renovation needs

Output: Study of Capital Needs

Output: Cost of needed pairs to state buildings

Output: Cost of recommended priority repair and renovation projects

Output: Funding type recommendation

Efficiency: Ratio of cost of recommended projects to 1% of inventory replacement value

Efficiency: Percent annual reduction in state bond funding

Explanatory: Availability of Capital Expense Funds

A.1.3 STRATEGY: Manage projects effectively to reduce the number of change orders in construction projects

Output: Number/Cost of on-going construction projects

Output: Number/Cost of change-orders

Output: Number/Cost of projects commissioned

Efficiency: Ratio of change order cost to construction cost

Efficiency: Percentage of change order cost by cause type

Explanatory: Change order types include latent condition, owner, using agency, contractor, error & omission

OBJECTIVE A.2. Improve efficiency in agency office leases and rental agreements

Outcome: Reduction in office square footage leased per employee

Outcome: Reduction in cost per square foot rate

A.2.1 STRATEGY: Adopt and administer space standards and guidelines to improve space utilization of leases.

Output: Square footage of leased office space

Output: Number of employees housed in leased office space

Output: Percentage of total square footage of buildings housing state employees and operations that is owned versus leased (Statewide Strategic Plan)

Output: Cost per square foot of leased versus owned buildings housing state employees and operations (Statewide Strategic Plan)

Efficiency: Ratio of employees to square footage

A.2.2 STRATEGY: Adopt and administer policies and procedures to encourage competition to reduce total lease costs

Output: Number of rental and lease agreements with private entities

Output: Cost of leased space per year

Output: Square footage of leased space

Efficiency: Cost per square foot

Efficiency: Cost per employee

Explanatory: Prevailing Market Rental Rates

Program 4: Capitol Facilities

GOAL A: Provide clean, safe and functional facilities that are conducive to the performance of the state government entities housed in buildings within its statutory jurisdiction (Miss. Code Ann §7-7-53)

OBJECTIVE A.1. Provide proper maintenance for facilities within the agency's jurisdiction

Outcome: Extend the function and use of facilities and mechanical systems

Outcome: Mitigate the State's need for privately owned lease space

A.4.1. STRATEGY: Perform preventive maintenance and make needed repairs to Capitol Complex buildings in a timely manner

Output: Number of buildings maintained

Efficiency: Average maintenance cost per building per year

A.4.2 STRATEGY: Review and adjust rental rates for buildings within Capitol Complex

OBJECTIVE A.2 Reduce the response time for maintenance and custodial trouble calls
Outcome: Increased tenant satisfaction

A.2.1. STRATEGY: Utilize BRICKS to route service calls to the appropriate technicians in a timely manner

Output: Number of service calls resolved

Efficiency: Average response time for service calls

Explanatory: Reductions in staffing, delays in securing materials

OBJECTIVE A.3 Properly maintain the grounds in and around buildings within the Capitol Complex

Outcome: Improved appearance of the Capitol Complex

A.3.1 STRATEGY: Provide for adequate staff to maintain grounds

Output: Number of acres maintained

Efficiency: Average salary cost to maintain fully staff grounds crew

Explanatory: Reductions in General Fund Support, increase in the acreage required to maintained

A.3.2. STRATEGY: Provide necessary, functional grounds equipment

Output: Number of acres maintained

Efficiency: Average equipment and fuel costs per year

OBJECTIVE A.4. Protect life and property for buildings within the Capitol Complex

Outcome: Reduction in number of incidences in the Capitol Complex

A.4.1 STRATEGY: Properly train Capitol Police officers

Output: Number of officers receiving training

Efficiency: Average training cost per officer

A.4.2 STRATEGY: Provide proper law enforcement equipment

Output: Number of Capitol Police Officers

Efficiency: Average cost for equipment per officer

Program 5: Financial Management & Control

GOAL A: To ensure that “public funds” are correctly budgeted, expended, recorded and reported in compliance with the state laws, rules and regulations and to ensure that technology resources are used most efficiently and networks are secure, resilient, and robust while providing all users reliable technological support (Miss. Code Ann §7-7-17)

OBJECTIVE A.1. Monitor the Governmental Accounting Standards Board (GASB) and other regulatory organizations for pronouncements, rules, and regulations that affect the state’s financial reporting requirement

Outcome: Full compliance with standardized government reporting requirements

A.1.1 STRATEGY: Conduct quarterly reviews of the GFOA and GASB information sources and any other regulatory organizations to identify any new statements, rules and/or regulations

Output: Comprehensive Annual Financial Report

Efficiency: Number of consecutive years the State receives the Award for Excellence in Reporting

OBJECTIVE A.2. In conjunction with MMRS, continue SAP training and system stabilization activities for finance, grants management, procurement, fixed assets, and fleet management.

Outcome: Accurate and timely processing of all financial transactions

Outcome: Increased accounting internal controls

A.2.1 STRATEGY: Continued outreach to agencies

Output: Number of training/meetings held

Efficiency: Number of participating agencies

OBJECTIVE A.3. Continue the expansion of MS.gov to include more agency payment applications and additional feature functions for the portal at large

Outcome: Increased citizen access to state government services

Outcome: Increased efficiency in the delivery of government services

A.3.1 STRATEGY: Stabilize existing agency applications to MAGIC

Output: Number of portal applications

Efficiency: State dollars saved by providing government services online (e.g. document retrieval, issuance of new business permits, license renewals)
(Statewide Strategic Plan)

A.3.2. STRATEGY: Work with agencies that are developing new portal applications

Output: Number of portal applications

Efficiency: State dollars saved by providing government services online (e.g. document retrieval, issuance of new business permits, license renewals)
(Statewide Strategic Plan)

OBJECTIVE A.4. Continue to review Financial Management procedures for ways to improve efficiency

Outcome: Accurate and timely processing of all financial transactions

Outcome: Increased accounting internal controls

A.4.1 STRATEGY: Review MAAPP Manual for conformity with MAGIC

Output: MAAPP Manual

Efficiency: Number of revisions to manual

OBJECTIVE A.5. Ensure the accurate and timely processing of the state's financial transactions

Outcome: Accurate and timely processing of all financial transactions

Outcome: Increased accounting internal controls

A.5.1 STRATEGY: Accurately approve and process all financial transactions

Output: Total number of MAGIC transactions

Output: Number of Agency Approved Transactions

Output: Number of DFA Approved Transactions

Output: Number of 1099s produced

Efficiency: Percentage of total MAGIC transactions processed by the agency

OBJECTIVE A.6. Continue to upgrade and replace agency core infrastructure hardware and software

Outcome: Increased efficiency in the delivery of services

A.6.1 STRATEGY: Continually assess IT related equipment, processes, and applications associated with DFA WAN/LAN operations. Develop regular maintenance windows for equipment and software upkeep. Determine and document the life cycle of all IT resources that are a part of the agency network infrastructure and find viable solutions for the upgrade or replacement of targeted hardware and/or software.

Output: Secure agency network

Efficiency: Percentage of network availability

OBJECTIVE A.7: Continue to explore and implement new technologies, both hardware and software related, to benefit security, efficiency, and productivity

A.7.1 STRATEGY: Review new technologies and industry standards by attending seminars and technology sessions hosted by credible sources to find viable resources to maintain, upgrade and replace DFA's network infrastructure. Monitor and review reports issued by information technology research and advisory companies to comply with industry standards and to aid in making decisions about new technologies that are commensurate best practices in agency network security, efficiency and productivity.

Output: Secured and accessible agency network

Efficiency: Percentage of network availability

Program 6: Insurance

GOAL A: Manage the State and School Employees' Life and Health Insurance Plan to provide comprehensive health insurance benefits and group term life insurance coverage to the participating active and retired employees, and their eligible dependents, of the agencies, universities, community colleges, public school districts, and public libraries of the State of Mississippi. (Miss. Code Ann. § 25-15-1 et seq)

OBJECTIVE A.1. Provide Plan participants with access to affordable, cost effective, quality healthcare services while maintaining financial stability of the State and School Employees' Life and Health Insurance Plan

Outcome: Improved health and quality of life of the employees and dependents on the State Health Insurance Plan

Outcome: Equitable cost sharing between the Plan and the participants for benefits provided

Outcome: Continued viability of the State Health Insurance Plan

A.1.1 STRATEGY: Annually evaluate and adjust as needed medical and pharmacy benefits offered through the State Health Insurance Plan

Output: Number of medical claims processed annually

Output: Dollar amount of medical claims processed annually

Output: Number of pharmacy claims processed annually

Output: Dollar amount of pharmacy claims processed annually

Efficiency: Average medical cost per participant per year

Efficiency: Average pharmacy cost per participant per year

Efficiency: Average combined medical and pharmacy cost per participant per year

Explanatory: Requirements of the Patient Protection and Affordability Care Act

A.1.2 STRATEGY: Annually evaluate and adjust as needed premium structure and rates, coinsurance, and copayments for the State Health Insurance Plan

Output: Total amount of premiums payments per year

Output: Total amount of Plan claim payments per year

Output: Total number of claims paid per year

Output: Total number of plan participants

Efficiency: Average participant share of claims costs per year

Efficiency: Total plan revenue annually

A.1.3 STRATEGY: Secure and maintain competitive contracts for support services to administer, monitor, and evaluate the operations of the State Health Insurance Plan

Output: Total cost of administrative services per year

Output: Percentage of claims processed within 2 weeks

Efficiency: Average administrative cost rate per year

OBJECTIVE A.2. Promote health and wellness for participants in the State Health Insurance Plan

Outcome: Improved health and quality of life of employees and dependents on the State Health Insurance Plan

Outcome: Change in the Plan dollars spent for services to treat illnesses due to behavior and lifestyle

A.2.1 STRATEGY: Evaluate and implement as needed wellness and preventive services benefits

Output: Plan cost per year for adult wellness benefits

Output: Plan cost per year for dependent children wellness benefits

Efficiency: Percentage of eligible adults receiving wellness benefits

Efficiency: Percentage of eligible children receiving wellness benefits

Explanatory: Requirements of the Patient Protection and Affordability Care Act

Program 7: Mississippi Management and Reporting System

GOAL A: To provide timely, accurate financial management and human resource information to state agencies, elected officials, and the public at large

OBJECTIVE A.1. Maintain statewide procurement, financial, grants management, payroll, and human resources system

Outcome: Improved efficiency in the processing of transactions

Outcome: Enhanced data collection for transaction reporting

A.1.1. STRATEGY: Maintain, monitor, and perform needed system testing and upgrades

Output: Number of call center tickets

Output: Percentage of system availability

Output: Number of MAGIC transactions

Output: Number of 1099s produced

Output: Number of W2s processed and issued

Efficiency: Reduced number of call tickets

Efficiency: Increased percentage of system availability

Efficiency: Number of paychecks produced

Efficiency: Increased number of direct deposits

A.1.2 STRATEGY: Perform agency training activities

Output: Number of training sessions offered

Efficiency: Number of state agencies participating

A.1.3 STRATEGY: Perform MMRS support staff training activities

Output: Number of training courses attended

Efficiency: Number of staff participating

A.1.4. STRATEGY: Maintain statewide helpdesk support for state agencies

Output: Number of call tickets

Efficiency: Percentage of reduction in number of call tickets

OBJECTIVE A.2. Maintain statewide Transparency Website

Outcome: Accurate reporting of statewide financial transactions

A.2.1. STRATEGY: Monitor and implement any State and Federal Legislation related to transparency to ensure full compliance with statute

Output: State Transparency Website

Output: Number of log-ins to the Website

Efficiency: State dollars saved by providing government services on-line (e.g. document retrieval, issuance of new business permits, license renewal)

(Statewide Strategic Plan)

Program 8: Purchasing, Travel & Fleet Management

GOAL A: To promote economy and efficiency in the state's purchasing, travel and fleet management processes (Miss Code Ann. §31-7-5)

OBJECTIVE A.1. Timely processing of requests for authorization to purchase
Outcome: Reduced purchasing processing time
Outcome: Improved time for the delivery of purchased goods

A.1.1 STRATEGY: Process 90% of requests for authorization to purchase (P-1) within 24 hours of receipt in MAGIC

Output: Number of P-1s processed

Efficiency: Average approval time

Explanatory: Availability of MAGIC system

OBJECTIVE A.2. Reduce costs and add value in state contracting
Outcome: Reduction in dollars spent on state contracting

A.2.1. STRATEGY: Utilize strategic sourcing and analysis of purchases, markets and suppliers to identify opportunities for savings and to add value in contracting

Output: Number of competitive bid and negotiated contracts established and administered

Efficiency: Average cost per distribution point per bid and negotiated contracts

A.2.2. STRATEGY: Identify and increase the use of cooperative contracts statewide

Output: Number of cooperative contracts

Efficiency: Average cost per cooperative contract per distribution point

A.2.3 STRATEGY: Encourage continued on-line state contract ordering through electronic methods

Output: Amount of contract purchases via electronic methods (total dollars spent)

Efficiency: Average cost per transaction

A.2.4. STRATEGY: Reduce administrative costs by reviewing purchasing requests and agencies' needs

Output: Number of negotiated and competitive bid contracts established and administered

Output: Number of P1s processed

Efficiency: Average percentage of administrative costs

A.2.5. STRATEGY: Educate vendors on the new requirement to submit bids on-line using the new web based procurement system – MAGIC

Output: Number of bid opportunities annually

Efficiency: Percentage of vendors submitting bids electronically

A.2.6. STRATEGY: Identify potential "green" initiatives within state contracts

Output: Number of "green" initiatives within state contracts

Efficiency: Average cost per contract distribution point

OBJECTIVE A.3 Continue outreach efforts to agencies and vendors

Outcome: Improved vendor education about state contracting

Outcome: More efficient state agency contracting

A.3.1. STRATEGY: Enhance the certification program for state and local purchasing officials

Output: Number of certification classes held annually

Efficiency: Average number of class participants - state and local purchasing staff

A.3.2. STRATEGY: Increase electronic distribution of state contracts and purchasing information

Output: Number of contracts and newsletters sent to purchasing officials

Efficiency: Average number of recipients

A.3.3. STRATEGY: Improve and expand the outreach program to assist vendors in doing business the State

Output: Number of negotiated and competitive bid state contracts

Efficiency: Average number of vendors reached through outreach activities

A.3.4. STRATEGY: Assist state entities in utilizing the web based procurement system (MAGIC) for their bid solicitations

Output: Number of total bid solicitations

Efficiency: Percentage of bid solicitations initiated within MAGIC

OBJECTIVE A.4. Monitor and improve the economy and efficiency of the management of the state's fleet of vehicles

Outcome: Change in the activities associated with the procurement and utilization of state vehicles

A.4.1. STRATEGY: Encourage agency use of the enterprise Fleet Management application to allow for better tracking and management of state's vehicle fleet

Output: Number of state vehicles

Output: Total amount of state vehicle assets

Efficiency: Reduce the number of State owned vehicles and right size the purchases of new vehicles.

A.4.2. STRATEGY: Implement training program to improve agencies' ability to manage vehicle fleets

Output: Number of training sessions offered

Efficiency: Number of participating state agencies

Program 9: Surplus Property

GOAL A: To encourage savings in government spending by receiving and distributing surplus property to eligible donees

OBJECTIVE A.1. Retain and recruit donees to the program

Outcome: Increased utilization of program by state, local and non-profit entities

Outcome: Increased potential for savings to the state, local and non-profit entities

A.1.1. STRATEGY: Identify and target low participation donees

Output: Number of donees served

Efficiency: Percentage increase in dollars spent with the program

A.1.2 STRATEGY: Continue and expand outreach activities to attract potential donees

Output: Number of donees served

Efficiency: Percentage of new donees

OBJECTIVE A.2. Operate at 10% or lower average service charge rate

Outcome: Increased utilization of program by state, local and non-profit entities

Outcome: Increased savings to the state, local and non-profit entities

A.2.1 STRATEGY: Reduce administrative cost by increasing the utilization of technology to screen and to auction property

Output: Number of auctions per year

Output: Amount of property acquired (Dollars) per year

Efficiency: Acquisition Cost of Donations

FY 2019

Program 1: Supportive Services

Goal A: To ensure that all agency funds are properly budgeted, expended, reported and handled in accordance with state laws and regulations (Miss Code Ann. § 7-7-1)

OBJECTIVE A.1. Ensure that all legal obligations are paid correctly and in a timely manner

Outcome: Improved efficiency in the operation of the program

A.1.1. STRATEGY: Review and improve the internal leave and payroll processes to ensure timely and accurate posting and payment

Output: Number of payroll warrants issued

Efficiency: Cost of supportive services to operating budget

A.1.2. STRATEGY: Prepare Receipt Warrants within 24 hours of receipt

Output: Number of receipt warrants prepared

Efficiency: Average processing time

A.1.3. STRATEGY: Issue payment vouchers within 45 days

Output: Number of payment vouchers issued

Efficiency: Average number of days to process and produce a payment voucher

OBJECTIVE A.2. Ensure that all agency purchases are made in accordance with state laws and regulations

Outcome: Improved efficiency in the operation of the program

A.1.1 STRATEGY: Review and revise the agency's internal purchase request and approval processes

Output: Number of purchase orders issued

Efficiency: Average processing time

Program 2: Air Transport

GOAL A: To provide safe, reliable, and accessible air transportation for state officials and agencies
(Miss. Code Ann. §61-13-1) for continued/sustained economic growth for the State

OBJECTIVE A.1. Maintain a perfect safety record, with no accidents

Outcome: Continued number of flight hours without incidence and/or accident

Outcome: No safety violations

A.1.1. STRATEGY: Perform scheduled/unscheduled aircraft maintenance

Output: Increase safety – FAA required maintenance

Output: Increase safety – preventive maintenance

Efficiency: Reliability of transportation

Explanatory: FAA required maintenance costs as well as preventive maintenance cost, State General Fund Support

A.1.2. STRATEGY: Maintain adequate staffing levels

Output: Number of pilots required for safety

Output: Number of flight hours

Efficiency: Reduce safety risk

Explanatory: Pilots limited per 24-hour period by duty time/flight time, State General Fund Support

A.1.3. STRATEGY: Adequately trained staff

Output: Number of training classes attended – increase flight safety

Efficiency: No accidents

Explanatory: State General Fund Support

OBJECTIVE A.2. Maximize available use of the King Air 350

Outcome: Increased use by state officials and other state agencies

Outcome: Reduction in the use of charter services *by officials and state agencies*

A.2.1 STRATEGY: Adequate pilot coverage

Output: Increase available number of flight hours/duty hours

Output: Cost per flight hour for King Air 350

Efficiency: Increase service time of aircraft

Explanatory: State General Fund Support, utilization of state aircraft, recruiting and retention of pilot(s)

Program 3: Building, Grounds and Real Property Management

GOAL A: Provide and preserve adequate, efficient and effective facilities to support the missions of state agencies, universities and community & junior colleges (Miss. Code Ann §31-11-1)

OBJECTIVE A.1. Effectively manage capital improvement and repair and renovation construction projects to improve condition of the state inventory of building

Outcome: Reduced number of buildings reported as poor or unusable

Outcome: Reduced costs associated with delays/changes in construction

Outcome: Number of construction projects managed annually

A.1.1 STRATEGY: Gather and report condition of state inventory

Output: Inventory of Buildings

Output: Number, location, date of construction/acquisition, purpose of every state building

Output: Condition of each building

Output: Estimated cost of necessary repairs for each building

Efficiency: Percent annual reduction in poor/unusable rated buildings

Explanatory: Deferred maintenance by agencies/institutions

A.1.2 STRATEGY: Gather and recommend priority repair and renovation needs

Output: Study of Capital Needs

Output: Cost of needed pairs to state buildings

Output: Cost of recommended priority repair and renovation projects

Output: Funding type recommendation

Efficiency: Ratio of cost of recommended projects to 1% of inventory replacement value

Efficiency: Percent annual reduction in state bond funding

Explanatory: Availability of Capital Expense Funds

A.1.3 STRATEGY: Manage projects effectively to reduce the number of change orders in construction projects

Output: Number/Cost of on-going construction projects

Output: Number/Cost of change-orders

Output: Number/Cost of projects commissioned

Efficiency: Ratio of change order cost to construction cost

Efficiency: Percentage of change order cost by cause type

Explanatory: Change order types include latent condition, owner, using agency, contractor, error & omission

OBJECTIVE A.2. Improve efficiency in agency office leases and rental agreements
Outcome: Reduction in office square footage leased per employee
Outcome: Reduction in cost per square foot rate

A.2.1 STRATEGY: Adopt and administer space standards and guidelines to improve space utilization of leases

Output: Square footage of leased office space

Output: Number of employees housed in leased office space

Output: Percentage of total square footage of buildings housing state employees and operations that is owned versus leased (Statewide Strategic Plan)

Output: Cost per square foot of leased versus owned buildings housing state employees and operations (Statewide Strategic Plan)

Efficiency: Ratio of employees to square footage

A.2.2 STRATEGY: Adopt and administer policies and procedures to encourage competition to reduce total lease costs

Output: Number of rental and lease agreements with private entities

Output: Cost of leased space per year

Output: Square footage of leased space

Efficiency: Cost per square foot

Efficiency: Cost per employee

Explanatory: Prevailing Market Rental Rates

Program 4: Capitol Facilities

GOAL A: Provide clean, safe and functional facilities that are conducive to the performance of the state government entities housed in buildings within its statutory jurisdiction (Miss. Code Ann §7-7-53)

OBJECTIVE A.1. Provide proper maintenance for facilities within the agency's jurisdiction
Outcome: Extend the function and use of facilities and mechanical systems
Outcome: Mitigate the State's need for privately owned lease space

A.1.1. STRATEGY: Perform preventive maintenance and make needed repairs to Capitol Complex buildings in a timely manner

Output: Number of buildings maintained

Efficiency: Average maintenance cost per building per year

A.1.2 STRATEGY: Review and adjust rental rates for buildings within Capitol Complex

Output: Number of tenant leases

Efficiency: Average rental rate per square foot

A.1.3 STRATEGY: Replace roof at the 660 Building and HVAC system at the Charlotte Capers Building

Output: Number of building tenants

Efficiency: Total replacement costs

OBJECTIVE A.2 Reduce the response time for maintenance and custodial trouble calls
Outcome: Increased tenant satisfaction

A.2.1. STRATEGY: Utilize BRICKS to route service calls to the appropriate technicians in a timely manner

Output: Number of service calls resolved

Efficiency: Average response time for service calls

Explanatory: Reductions in staffing, delays in securing materials

OBJECTIVE A.3 Properly maintain the grounds in and around buildings within the Capitol Complex

Outcome: Improved appearance of the Capitol Complex

A.3.1 STRATEGY: Provide for adequate staff to maintain grounds

Output: Number of acres maintained

Efficiency: Average salary cost to maintain fully staff grounds crew

Explanatory: Reductions in General Fund Support, increase in the acreage required to maintained

A.3.2. STRATEGY: Provide necessary, functional grounds equipment

Output: Number of acres maintained

Efficiency: Average equipment and fuel costs per year

OBJECTIVE A.4. Protect life and property for buildings within the Capitol Complex

Outcome: Reduction in number of incidences in the Capitol Complex

A.4.1 STRATEGY: Properly train Capitol Police officers

Output: Number of officers receiving training

Efficiency: Average training cost per officer

A.4.2 STRATEGY: Provide proper law enforcement equipment

Output: Number of Capitol Police Officers

Efficiency: Average cost for equipment per officer

Program 5: Financial Management & Control

GOAL A: To ensure that “public funds” are correctly budgeted, expended, recorded and reported in compliance with the state laws, rules and regulations and to ensure that technology resources are used most efficiently and networks are secure, resilient, and robust while providing all users reliable technological support (Miss. Code Ann §7-7-17)

OBJECTIVE A.1. Monitor the Governmental Accounting Standards Board (GASB) and other regulatory organizations for pronouncements, rules, and regulations that affect the state’s financial reporting requirement

Outcome: Full compliance with standardized government reporting requirements

A.1.1 STRATEGY: Conduct quarterly reviews of the GFOA and GASB information sources and any other regulatory organizations to identify any new statements, rules and/or regulations

Output: Comprehensive Annual Financial Report

Efficiency: Number of consecutive years the State receives the Award for Excellence in Reporting

OBJECTIVE A.2. In conjunction with MMRS, continue SAP training and system stabilization activities for finance, grants management, procurement, fixed assets, and fleet management.

Outcome: Accurate and timely processing of all financial transactions

Outcome: Increased accounting internal controls

A.2.1 STRATEGY: Continued outreach to agencies

Output: Number of training/meetings held

Efficiency: Number of participating agencies

OBJECTIVE A.3. Continue the expansion of MS.gov to include more agency payment applications and additional feature functions for the portal at large

Outcome: Increased citizen access to state government services

Outcome: Increased efficiency in the delivery of government services

A.3.1 STRATEGY: Stabilize existing agency applications to MAGIC

Output: Number of portal applications

Efficiency: State dollars saved by providing government services online (e.g. document retrieval, issuance of new business permits, license renewals) (Statewide Strategic Plan)

A.3.2. STRATEGY: Work with agencies that are developing new portal applications

Output: Number of portal applications

Efficiency: State dollars saved by providing government services online (e.g. document retrieval, issuance of new business permits, license renewals) (Statewide Strategic Plan)

OBJECTIVE A.4. Continue to review Financial Management procedures for ways to improve efficiency

Outcome: Accurate and timely processing of all financial transactions

Outcome: Increased accounting internal controls

A.4.1 STRATEGY: Review MAAPP Manual for conformity with MAGIC

Output: MAAPP Manual

Efficiency: Number of revisions to manual

OBJECTIVE A.5. Ensure the accurate and timely processing of the state's financial transactions

Outcome: Accurate and timely processing of all financial transactions

Outcome: Increased accounting internal controls

A.5.1 STRATEGY: Accurately approve and process all financial transactions

Output: Total number of MAGIC transactions

Output: Number of Agency Approved Transactions

Output: Number of DFA Approved Transactions

Output: Number of 1099s produced

Efficiency: Percentage of total MAGIC transactions processed by the agency

OBJECTIVE A.6. Continue to upgrade and replace agency core infrastructure hardware and software

Outcome: Increased efficiency in the delivery of services

A.6.1 STRATEGY: Continually assess IT related equipment, processes, and applications associated with DFA WAN/LAN operations. Develop regular maintenance windows for equipment and software upkeep. Determine and document the life cycle of all IT resources that are a part of the agency network infrastructure and find viable solutions for the upgrade or replacement of targeted hardware and/or software

Output: Secure agency network

Efficiency: Percentage of network availability

OBJECTIVE A.7: Continue to explore and implement new technologies, both hardware and software related, to benefit security, efficiency, and productivity

A.7.1 STRATEGY: Review new technologies and industry standards by attending seminars and technology sessions hosted by credible sources to find viable resources to maintain, upgrade and replace DFA's network infrastructure. Monitor and review reports issued by information technology research and advisory companies to comply with industry standards and to aid in making decisions about new technologies that are commensurate best practices in agency network security, efficiency and productivity

Output: Secured and accessible agency network

Efficiency: Percentage of network availability

Program 6: Insurance

GOAL A: Manage the State and School Employees' Life and Health Insurance Plan to provide comprehensive health insurance benefits and group term life insurance coverage to the participating active and retired employees, and their eligible dependents, of the agencies, universities, community colleges, public school districts, and public libraries of the State of Mississippi. (Miss. Code Ann. § 25-15-1 et seq)

OBJECTIVE A.1. Provide Plan participants with access to affordable, cost effective, quality healthcare services while maintaining financial stability of the State and School Employees' Life and Health Insurance Plan

Outcome: Improved health and quality of life of the employees and dependents on the State Health Insurance Plan

Outcome: Equitable cost sharing between the Plan and the participants for benefits provided

Outcome: Continued viability of the State Health Insurance Plan

A.1.1 STRATEGY: Annually evaluate and adjust as needed medical and pharmacy benefits offered through the State Health Insurance Plan

Output: Number of medical claims processed annually

Output: Dollar amount of medical claims processed annually

Output: Number of pharmacy claims processed annually

Output: Dollar amount of pharmacy claims processed annually

Efficiency: Average medical cost per participant per year

Efficiency: Average pharmacy cost per participant per year

Efficiency: Average combined medical and pharmacy cost per participant per year

Explanatory: Requirements of the Patient Protection and Affordability Care Act

A.1.2 STRATEGY: Annually evaluate and adjust as needed premium structure and rates, coinsurance, and copayments for the State Health Insurance Plan

Output: Total amount of premiums payments per year

Output: Total amount of Plan claim payments per year

Output: Total number of claims paid per year

Output: Total number of plan participants

Efficiency: Average participant share of claims costs per year

Efficiency: Total plan revenue annually

A.1.3 STRATEGY: Secure and maintain competitive contracts for support services to administer, monitor, and evaluate the operations of the State Health Insurance Plan

Output: Total cost of administrative services per year

Output: Percentage of claims processed within 2 weeks

Efficiency: Average administrative cost rate per year

OBJECTIVE A.2. Promote health and wellness for participants in the State Health Insurance Plan

Outcome: Improved health and quality of life of employees and dependents on the State Health Insurance Plan

Outcome: Change in the Plan dollars spent for services to treat illnesses due to behavior and lifestyle

A.2.1 STRATEGY: Evaluate and implement as needed wellness and preventive services benefits

Output: Plan cost per year for adult wellness benefits

Output: Plan cost per year for dependent children wellness benefits

Efficiency: Percentage of eligible adults receiving wellness benefits

Efficiency: Percentage of eligible children receiving wellness benefits

Explanatory: Requirements of the Patient Protection and Affordability Care Act

Program 7: Mississippi Management and Reporting System

GOAL A: To provide timely, accurate financial management and human resource information to state agencies, elected officials, and the public at large

OBJECTIVE A.1. Maintain statewide procurement, financial, grants management, payroll and human resource system

Outcome: Improved efficiency in the processing of transactions

Outcome: Enhanced data collection for transaction reporting

A.1.1. STRATEGY: Maintain, monitor, and perform needed system testing and upgrades

Output: Number of call center tickets

Output: Percentage of system availability

Output: Number of MAGIC transactions

Output: Number of 1099s produced

Output: Number of W2s processed and issued

Efficiency: Reduced number of call tickets

Efficiency: Increased percentage of system availability

Efficiency: Number of paychecks produced

Efficiency: Increased number of direct deposits

A.1.2 STRATEGY: Perform agency training activities

Output: Number of training sessions offered

Efficiency: Number of state agencies participating

A.1.3 STRATEGY: Perform MMRS support staff training activities

Output: Number of training courses attended

Efficiency: Number of staff participating

A.1.4. STRATEGY: Maintain statewide helpdesk support for state agencies

Output: Number of call tickets

Efficiency: Percentage of reduction in number of call tickets

OBJECTIVE A.2. Maintain statewide Transparency Website

Outcome: Accurate reporting of statewide financial transactions

A.2.1. STRATEGY: Monitor and implement any State and Federal Legislation related to transparency to ensure full compliance with statute

Output: State Transparency Website

Output: Number of log-ins to the Website

Efficiency: State dollars saved by providing government services on-line (e.g. document retrieval, issuance of new business permits, license renewal)

(Statewide Strategic Plan)

Program 8: Purchasing, Travel & Fleet Management

GOAL A: To promote economy and efficiency in the state's purchasing, travel and fleet management processes (Miss Code Ann. §31-7-5)

OBJECTIVE A.1. Timely processing of requests for authorization to purchase
Outcome: Reduced purchasing processing time
Outcome: Improved time for the delivery of purchased goods

A.1.1 STRATEGY: Process 90% of requests for authorization to purchase (P-1) within 24 hours of receipt in MAGIC

Output: Number of P-1s processed

Efficiency: Average approval time

Explanatory: Availability of MAGIC system

OBJECTIVE A.2. Reduce costs and add value in state contracting
Outcome: Reduction in dollars spent on state contracting

A.2.1. STRATEGY: Utilize strategic sourcing and analysis of purchases, markets and suppliers to identify opportunities for savings and to add value in contracting

Output: Number of competitive bid and negotiated contracts established and administered

Efficiency: Average cost per distribution point per bid and negotiated contracts

A.2.2. STRATEGY: Identify and increase the use of cooperative contracts statewide

Output: Number of cooperative contracts

Efficiency: Average cost per cooperative contract per distribution point

A.2.3 STRATEGY: Encourage continued on-line state contract ordering through electronic methods

Output: Amount of contract purchases via electronic methods (total dollars spent)

Efficiency: Average cost per transaction

A.2.4. STRATEGY: Reduce administrative costs by reviewing purchasing requests and agencies' needs

Output: Number of negotiated and competitive bid contracts established and administered

Output: Number of P1s processed

Efficiency: Average percentage of administrative costs

A.2.5. STRATEGY: Educate vendors on the new requirement to submit bids on-line using the new web based procurement system – MAGIC

Output: Number of bid opportunities annually

Efficiency: Percentage of vendors submitting bids electronically

A.2.6. STRATEGY: Identify potential "green" initiatives within state contracts

Output: Number of “green” initiatives within state contracts
Efficiency: Average cost per contract distribution point

OBJECTIVE A.3 Continue outreach efforts to agencies and vendors

Outcome: Improved vendor education about state contracting

Outcome: More efficient state agency contracting

A.3.1 STRATEGY: Enhance the certification program for state and local purchasing officials

Output: Number of certification classes held annually

Efficiency: Average number of class participants - state and local purchasing staff

A.3.2 STRATEGY: Increase electronic distribution of state contracts and purchasing information

Output: Number of contracts and newsletters sent to purchasing officials

Efficiency: Average number of recipients

A.3.3. STRATEGY: Improve and expand the outreach program to assist vendors in doing business the State

Output: Number of negotiated and competitive bid state contracts

Efficiency: Average number of vendors reached through outreach activities

A.3.4. STRATEGY: Assist state entities in utilizing the web based procurement system (MAGIC) for their bid solicitations

Output: Number of total bid solicitation

Efficiency: Percentage of bid solicitations initiated within MAGIC

OBJECTIVE A.4. Monitor and improve the economy and efficiency of the management of the state’s fleet of vehicles

Outcome: Change in the activities associated with the procurement and utilization of state vehicles

A.4.1 STRATEGY: Encourage agency use of the enterprise Fleet Management application to allow for better tracking and management of state’s vehicle fleet

Output: Number of state vehicles

Output: Total amount of state vehicle assets

Efficiency: Reduce the number of State owned vehicles and right size the purchases of new vehicles.

A.4.2 STRATEGY: Implement training program to improve agencies’ ability to manage vehicle fleets

Output: Number of training sessions offered

Efficiency: Number of participating state agencies

Program 9: Surplus Property

GOAL A: To encourage savings in government spending by receiving and distributing surplus property to eligible donees

OBJECTIVE A.1. Retain and recruit donees to the program

Outcome: Increased utilization of program by state, local and non-profit entities

Outcome: Increased potential for savings to the state, local and non-profit entities

A.1.1. STRATEGY: Identify and target low participation donees

Output: Number of donees served

Efficiency: Percentage increase in dollars spent with the program

A.1.2 STRATEGY: Continue and expand outreach activities to attract new potential donees

Output: Number of donees served

Efficiency: Percentage of new donees

OBJECTIVE A.2. Operate at 10% or lower average service charge rate

Outcome: Increased utilization of program by state, local and non-profit entities

Outcome: Increased potential for savings to the state, local and non-profit entities

A.2.1 STRATEGY: Reduce administrative cost by increasing the utilization of technology to screen and to auction property

Output: Number of auctions per year

Output: Amount of property acquired (Dollars) per year

Efficiency: Acquisition Cost of Donations

FY 2020

Program 1: Supportive Services

Goal A: To ensure that all agency funds are properly budgeted, expended, reported and handled in accordance with state laws and regulations (Miss Code Ann. § 7-7-1)

OBJECTIVE A.1. Ensure that all legal obligations are paid correctly and in a timely manner

Outcome: Improved efficiency in the operation of the program

A.1.1. STRATEGY: Review and improve the internal leave and payroll processes to ensure timely and accurate posting and payment

Output: Number of payroll warrants issued

Efficiency: Cost of supportive services to operating budget

A.1.2. STRATEGY: Prepare Receipt Warrants within 24 hours of receipt

Output: Number of receipt warrants prepared

Efficiency: Average processing time

A.1.3. STRATEGY: Issue payment vouchers within 45 days

Output: Number of payment vouchers issued

Efficiency: Average number of days to process and produce a payment voucher

OBJECTIVE A.2. Ensure that all agency purchases are made in accordance with state laws and regulations

Outcome: Improved efficiency in the operation of the program

A.1.1 STRATEGY: Review and revise the agency's internal purchase request and approval processes

Output: Number of purchase orders issued

Efficiency: Average processing time

Program 2: Air Transport

GOAL A: To provide safe, reliable, and accessible air transportation for state officials and agencies
(Miss. Code Ann. §61-13-1) for continued/sustained economic growth for the State

OBJECTIVE A.1. Maintain a perfect safety record, with no accidents

Outcome: Continued number of flight hours without incidence and/or accident

Outcome: No safety violations

A.1.1. STRATEGY: Perform scheduled/unscheduled aircraft maintenance

Output: Increase safety – FAA required maintenance

Output: Increase safety – preventive maintenance

Efficiency: Reliability of transportation

Explanatory: FAA required maintenance costs as well as preventive maintenance cost, State General Fund Support

A.1.2. STRATEGY: Maintain adequate staffing levels

Output: Number of pilots required for safety

Output: Number of flight hours

Efficiency: Reduce safety risk

Explanatory: Pilots limited per 24-hour period by duty time/flight time, State General Fund Support

A.1.3. STRATEGY: Adequately trained staff

Output: Number of training classes attended – increase flight safety

Efficiency: No accidents

Explanatory: State General Fund Support

OBJECTIVE A.2. Maximize available use of the King Air 350

Outcome: Increased use by state officials and other state agencies

Outcome: Reduction in the use of charter services *by officials and state agencies*

A.2.1 STRATEGY: Adequate pilot coverage

Output: Increase available number of flight hours/duty hours

Output: Cost per flight hour for King Air 350

Efficiency: Increase service time of aircraft

Explanatory: State General Fund Support, utilization of state aircraft, recruiting and retention of pilot(s)

Program 3: Building, Grounds and Real Property Management

GOAL A: Provide and preserve adequate, efficient and effective facilities to support the missions of state agencies, universities and community & junior colleges (Miss. Code Ann §31-11-1)

OBJECTIVE A.1. Effectively manage capital improvement and repair and renovation construction projects to improve condition of the state inventory of building

Outcome: Reduced number of buildings reported as poor or unusable

Outcome: Reduced costs associated with delays/changes in construction

Outcome: Number of construction projects managed annually

A.1.1 STRATEGY: Gather and report condition of state inventory

Output: Inventory of Buildings

Output: Number, location, date of construction/acquisition, purpose of every state building

Output: Condition of each building

Output: Estimated cost of necessary repairs for each building

Efficiency: Percent annual reduction in poor/unusable rated buildings

Explanatory: Deferred maintenance by agencies/institutions

A.1.2 STRATEGY: Gather and recommend priority repair and renovation needs

Output: Study of Capital Needs

Output: Cost of needed pairs to state buildings

Output: Cost of recommended priority repair and renovation projects

Output: Funding type recommendation

Efficiency: Ratio of cost of recommended projects to 1% of inventory replacement value

Efficiency: Percent annual reduction in state bond funding

Explanatory: Availability of Capital Expense Funds

A.1.3 STRATEGY: Manage projects effectively to reduce the number of change orders in construction projects

Output: Number/Cost of on-going construction projects

Output: Number/Cost of change-orders

Output: Number/Cost of projects commissioned

Efficiency: Ratio of change order cost to construction cost

Efficiency: Percentage of change order cost by cause type

Explanatory: Change order types include latent condition, owner, using agency, contractor, error & omission

OBJECTIVE A.2. Improve efficiency in agency office leases and rental agreements

Outcome: Reduction in office square footage leased per employee

Outcome: Reduction in cost per square foot rate

A.2.1 STRATEGY: Adopt and administer space standards and guidelines to improve space utilization of leases.

Output: Square footage of leased office space

Output: Number of employees housed in leased office space

Output: Percentage of total square footage of buildings housing state employees and operations that is owned versus leased (Statewide Strategic Plan)

Output: Cost per square foot of leased versus owned buildings housing state employees and operations (Statewide Strategic Plan)

Efficiency: Ratio of employees to square footage

A.2.2 STRATEGY: Adopt and administer policies and procedures to encourage competition to reduce total lease costs

Output: Number of rental and lease agreements with private entities

Output: Cost of leased space per year

Output: Square footage of leased space

Efficiency: Cost per square foot

Efficiency: Cost per employee

Explanatory: Prevailing Market Rental Rates

Program 4: Capitol Facilities

GOAL A: Provide clean, safe and functional facilities that are conducive to the performance of the state government entities housed in buildings within its statutory jurisdiction (Miss. Code Ann §7-7-53)

OBJECTIVE A.1. Provide proper maintenance for facilities within the agency's jurisdiction

Outcome: Extend the function and use of facilities and mechanical systems

Outcome: Mitigate the State's need for privately owned lease space

A.1.1. STRATEGY: Perform preventive maintenance and make needed repairs to Capitol Complex buildings in a timely manner

Output: Number of buildings maintained

Efficiency: Average maintenance cost per building per year

A.1.2 STRATEGY: Review and adjust rental rates for buildings within Capitol Complex
Output: Number of tenant leases
Efficiency: Average rental rate per square foot

A.1.3 STRATEGY: Clean and weather proof Charlotte Capers & War Memorial Building
Output: Number of building tenants
Efficiency: Total replacement costs

A.1.4. STRATEGY: Renovate all elevators located within the Capitol Complex
Output: Number of elevators inspected and maintained
Efficiency: Total replacement costs

OBJECTIVE A.2 Reduce the response time for maintenance and custodial trouble calls
Outcome: Increased tenant satisfaction

A.2.1. STRATEGY: Utilize BRICKS to route service calls to the appropriate technicians in a timely manner
Output: Number of service calls resolved
Efficiency: Average response time for service calls
Explanatory: Reductions in staffing, delays in securing materials

OBJECTIVE A.3 Properly maintain the grounds in and around buildings within the Capitol Complex
Outcome: Improved appearance of the Capitol Complex

A.3.1 STRATEGY: Provide for adequate staff to maintain grounds
Output: Number of acres maintained
Efficiency: Average salary cost to maintain fully staff grounds crew
Explanatory: Reductions in General Fund Support, increase in the acreage required to maintained

A.3.2. STRATEGY: Provide necessary, functional grounds equipment
Output: Number of acres maintained
Efficiency: Average equipment and fuel costs per year

OBJECTIVE A.4. Protect life and property for buildings within the Capitol Complex
Outcome: Reduction in number of incidences in the Capitol Complex

A.4.1 STRATEGY: Properly train Capitol Police officers
Output: Number of officers receiving training
Efficiency: Average training cost per officer

A.4.2 STRATEGY: Provide proper law enforcement equipment
Output: Number of Capitol Police Officers
Efficiency: Average cost for equipment per officer

Program 5: Financial Management & Control

GOAL A: To ensure that “public funds” are correctly budgeted, expended, recorded and reported in compliance with the state laws, rules and regulations and to ensure that technology resources are used most efficiently and networks are secure, resilient, and robust while providing all users reliable technological support (Miss. Code Ann §7-7-17)

OBJECTIVE A.1. Monitor the Governmental Accounting Standards Board (GASB) and other regulatory organizations for pronouncements, rules, and regulations that affect the state’s financial reporting requirement

Outcome: Full compliance with standardized government reporting requirements

A.1.1 STRATEGY: Conduct quarterly reviews of the GFOA and GASB information sources and any other regulatory organizations to identify any new statements, rules and/or regulations

Output: Comprehensive Annual Financial Report

Efficiency: Number of consecutive years the State receives the Award for Excellence in Reporting

OBJECTIVE A.2. In conjunction with MMRS, continue SAP training and system stabilization activities for finance, grants management, procurement, fixed assets, and fleet management.

Outcome: Accurate and timely processing of all financial transactions

Outcome: Increased accounting internal controls

A.2.1 STRATEGY: Continued outreach to agencies

Output: Number of training/meetings held

Efficiency: Number of participating agencies

OBJECTIVE A.3. Continue the expansion of MS.gov to include more agency payment applications and additional feature functions for the portal at large

Outcome: Increased citizen access to state government services

Outcome: Increased efficiency in the delivery of government services

A.3.1 STRATEGY: Stabilize existing agency applications to MAGIC

Output: Number of portal applications

Efficiency: State dollars saved by providing government services online (e.g. document retrieval, issuance of new business permits, license renewals) (Statewide Strategic Plan)

A.3.2. STRATEGY: Work with agencies that are developing new portal applications

Output: Number of portal applications

Efficiency: State dollars saved by providing government services online (e.g. document retrieval, issuance of new business permits, license renewals) (Statewide Strategic Plan)

OBJECTIVE A.4. Continue to review Financial Management procedures for ways to improve efficiency

Outcome: Accurate and timely processing of all financial transactions

Outcome: Increased accounting internal controls

A.4.1 STRATEGY: Review MAAPP Manual for conformity with MAGIC

Output: MAAPP Manual

Efficiency: Number of revisions to manual

OBJECTIVE A.5. Ensure the accurate and timely processing of the state's financial transactions

Outcome: Accurate and timely processing of all financial transactions

Outcome: Increased accounting internal controls

A.5.1 STRATEGY: Accurately approve and process all financial transactions

Output: Total number of MAGIC transactions

Output: Number of Agency Approved Transactions

Output: Number of DFA Approved Transactions

Output: Number of 1099s produced

Efficiency: Percentage of total MAGIC transactions processed by the agency

OBJECTIVE A.6. Continue to upgrade and replace agency core infrastructure hardware and software

Outcome: Increased efficiency in the delivery of services

A.6.1 STRATEGY: Continually assess IT related equipment, processes, and applications associated with DFA WAN/LAN operations. Develop regular maintenance windows for equipment and software upkeep. Determine and document the life cycle of all IT resources that are a part of the agency network infrastructure and find viable solutions for the upgrade or replacement of targeted hardware and/or software.

Output: Secure agency network

Efficiency: Percentage of network availability

OBJECTIVE A.7: Continue to explore and implement new technologies, both hardware and software related, to benefit security, efficiency, and productivity

A.7.1 STRATEGY: Review new technologies and industry standards by attending seminars and technology sessions hosted by credible sources to find viable resources to maintain, upgrade and replace DFA's network infrastructure. Monitor and review reports issued by information technology research and advisory companies to comply with industry standards and to aid in making decisions about new technologies that are commensurate best practices in agency network security, efficiency and productivity.

Output: Secured and accessible agency network

Efficiency: Percentage of network availability

Program 6: Insurance

GOAL A: Manage the State and School Employees' Life and Health Insurance Plan to provide comprehensive health insurance benefits and group term life insurance coverage to the participating active and retired employees, and their eligible dependents, of the agencies, universities, community colleges, public school districts, and public libraries of the State of Mississippi. (Miss. Code Ann. § 25-15-1 et seq)

OBJECTIVE A.1. Provide Plan participants with access to affordable, cost effective, quality healthcare services while maintaining financial stability of the State and School Employees' Life and Health Insurance Plan

Outcome: Improved health and quality of life of the employees and dependents on the State Health Insurance Plan

Outcome: Equitable cost sharing between the Plan and the participants for benefits provided

Outcome: Continued viability of the State Health Insurance Plan

A.1.1 STRATEGY: Annually evaluate and adjust as needed medical and pharmacy benefits offered through the State Health Insurance Plan

Output: Number of medical claims processed annually

Output: Dollar amount of medical claims processed annually

Output: Number of pharmacy claims processed annually

Output: Dollar amount of pharmacy claims processed annually

Efficiency: Average medical cost per participant per year

Efficiency: Average pharmacy cost per participant per year

Efficiency: Average combined medical and pharmacy cost per participant per year

Explanatory: Requirements of the Patient Protection and Affordability Care Act

A.1.2 STRATEGY: Annually evaluate and adjust as needed premium structure and rates, coinsurance, and copayments for the State Health Insurance Plan

Output: Total amount of premiums payments per year

Output: Total amount of Plan claim payments per year

Output: Total number of claims paid per year

Output: Total number of plan participants

Efficiency: Average participant share of claims costs per year

Efficiency: Total plan revenue annually

A.1.3 STRATEGY: Secure and maintain competitive contracts for support services to administer, monitor, and evaluate the operations of the State Health Insurance Plan

Output: Total cost of administrative services per year

Output: Percentage of claims processed within 2 weeks

Efficiency: Average administrative cost rate per year

OBJECTIVE A.2. Promote health and wellness for participants in the State Health Insurance Plan

Outcome: Improved health and quality of life of employees and dependents on the State Health Insurance Plan

Outcome: Change in the Plan dollars spent for services to treat illnesses due to behavior and lifestyle

A.2.1 STRATEGY: Evaluate and implement as needed wellness and preventive services benefits

Output: Plan cost per year for adult wellness benefits

Output: Plan cost per year for dependent children wellness benefits

Efficiency: Percentage of eligible adults receiving wellness benefits

Efficiency: Percentage of eligible children receiving wellness benefits

Explanatory: Requirements of the Patient Protection and Affordability Care Act

Program 7: Mississippi Management and Reporting System

GOAL A: To provide timely, accurate financial management and human resource information to state agencies, elected officials, and the public at large

OBJECTIVE A.1. Maintain statewide procurement, financial, grants management, payroll, and human resource system

Outcome: Improved efficiency in the processing of transactions

Outcome: Enhanced data collection for transaction reporting

A.1.1. STRATEGY: Maintain, monitor, and perform needed system testing and upgrades

Output: Number of call center tickets

Output: Percentage of system availability

Output: Number of MAGIC transactions

Output: Number of 1099s produced

Output: Number of W2s processed and issued

Efficiency: Reduced number of call tickets

Efficiency: Increased percentage of system availability

Efficiency: Number of paychecks produced

Efficiency: Increased number of direct deposits

A.1.2 STRATEGY: Perform agency training activities

Output: Number of training sessions offered

Efficiency: Number of state agencies participating

A.1.3 STRATEGY: Perform MMRS support staff training activities

Output: Number of training courses attended

Efficiency: Number of staff participating

A.1.4. STRATEGY: Maintain statewide helpdesk support for state agencies

Output: Number of call tickets

Efficiency: Percentage of reduction in number of call tickets

OBJECTIVE A.2. Maintain statewide Transparency Website

Outcome: Accurate reporting of statewide financial transactions

A.2.1. STRATEGY: Monitor and implement any State and Federal Legislation related to transparency to ensure full compliance with statute

Output: State Transparency Website

Output: Number of log-ins to the Website

Efficiency: State dollars saved by providing government services on-line (e.g. document retrieval, issuance of new business permits, license renewal)

(Statewide Strategic Plan)

Program 8: Purchasing, Travel & Fleet Management

GOAL A: To promote economy and efficiency in the state's purchasing, travel and fleet management processes (Miss Code Ann. §31-7-5)

OBJECTIVE A.1. Timely processing of requests for authorization to purchase

Outcome: Reduced purchasing processing time

Outcome: Improved time for the delivery of purchased goods

A.1.1 STRATEGY: Process 90% of requests for authorization to purchase (P-1) within 24 hours of receipt in MAGIC

Output: Number of P-1s processed

Efficiency: Average approval time

Explanatory: Availability of MAGIC system

OBJECTIVE A.2. Reduce costs and add value in state contracting

Outcome: Reduction in dollars spent on state contracting

A.2.1. STRATEGY: Utilize strategic sourcing and analysis of purchases, markets and suppliers to identify opportunities for savings and to add value in contracting

Output: Number of competitive bid and negotiated contracts established and administered

Efficiency: Average cost per distribution point per bid and negotiated contracts

A.2.2. STRATEGY: Identify and increase the use of cooperative contracts statewide

Output: Number of cooperative contracts

Efficiency: Average cost per cooperative contract per distribution point

A.2.3 STRATEGY: Encourage continued on-line state contract ordering through electronic methods

Output: Amount of contract purchases via electronic methods (total dollars spent)

Efficiency: Average cost per transaction

A.2.4. STRATEGY: Reduce administrative costs by reviewing purchasing requests and agencies' needs

Output: Number of negotiated and competitive bid contracts established and administered

Output: Number of P1s processed

Efficiency: Average percentage of administrative costs

A.2.5. STRATEGY: Educate vendors on the new requirement to submit bids on-line using the new web based procurement system – MAGIC

Output: Number of bid opportunities annually

Efficiency: Percentage of vendors submitting bids electronically

A.2.6. STRATEGY: Identify potential “green” initiatives within state contracts

Output: Number of “green” initiatives within state contracts

Efficiency: Average cost per contract distribution point

OBJECTIVE A.3 Continue outreach efforts to agencies and vendors

Outcome: Improved vendor education about state contracting

Outcome: More efficient state agency contracting

A.3.1 STRATEGY: Enhance the certification program for state and local purchasing officials

Output: Number of certification classes held annually

Efficiency: Average number of class participants - state and local purchasing staff

A.3.2 STRATEGY: Increase electronic distribution of state contracts and purchasing information

Output: Number of contracts and newsletters sent to purchasing officials

Efficiency: Average number of recipients

A.3.3. STRATEGY: Improve and expand the outreach program to assist vendors in doing business the State

Output: Number of negotiated and competitive bid state contracts

Efficiency: Average number of vendors reached through outreach activities

A.3.4. STRATEGY: Assist state entities in utilizing the web based procurement system (MAGIC) for their bid solicitations

Output: Number of total bid solicitation

Efficiency: Percentage of bid solicitations initiated within MAGIC

OBJECTIVE A.4. Monitor and improve the economy and efficiency of the management of the state’s fleet of vehicles

Outcome: Change in the activities associated with the procurement and utilization of state vehicles

A.4.1 STRATEGY: Encourage agency use of the enterprise Fleet Management application to allow for better tracking and management of state’s vehicle fleet

Output: Number of state vehicles

Output: Total amount of state vehicle assets

Efficiency: Reduce the number of State owned vehicles and right size the purchases of new vehicles.

A.4.2 STRATEGY: Implement training program to improve agencies' ability to manage vehicle fleets

Output: Number of training sessions offered

Efficiency: Number of participating state agencies

Program 9: Surplus Property

GOAL A: To encourage savings in government spending by receiving and distributing surplus property to eligible donees

OBJECTIVE A.1. Retain and recruit donees to the program

Outcome: Increased utilization of program by state, local and non-profit entities

Outcome: Increased potential for savings to the state, local and non-profit entities

A.1.1. STRATEGY: Identify and target low participation donees

Output: Number of donees served

Efficiency: Percentage increase in dollars spent with the program

A.1.2 STRATEGY: Continue and expand outreach activities to attract new potential donees

Output: Number of donees served

Efficiency: Percentage of new donees

OBJECTIVE A.2. Operate at 10% or lower average service charge rate

Outcome: Increased utilization of program by state, local and non-profit entities

Outcome: Increased potential for savings to the state, local and non-profit entities

A.2.1 STRATEGY: Reduce administrative cost by increasing the utilization of technology to screen and to auction property

Output: Number of auctions per year

Output: Amount of property acquired (Dollars) per year

Efficiency: Acquisition Cost of Donations

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Program 1: Supportive Services

Goal A: To ensure that all agency funds are properly budgeted, expended, reported and handled in accordance with state laws and regulations (Miss Code Ann. § 7-7-1)

OBJECTIVE A.1. Ensure that all legal obligations are paid correctly and in a timely manner

Outcome: Improved efficiency in the operation of the program

A.1.1. STRATEGY: Review and improve the internal leave and payroll processes to ensure timely and accurate posting and payment

Output: Number of payroll warrants issued
Efficiency: Cost of supportive services to operating budget

A.1.2. STRATEGY: Prepare Receipt Warrants within 24 hours of receipt

Output: Number of receipt warrants prepared
Efficiency: Average processing time

A.1.3. STRATEGY: Issue payment vouchers within 45 days

Output: Number of payment vouchers issued
Efficiency: Average number of days to process and produce a payment voucher

OBJECTIVE A.2. Ensure that all agency purchases are made in accordance with state laws and regulations

Outcome: Improved efficiency in the operation of the program

A.1.1 STRATEGY: Review and revise the agency's internal purchase request and approval processes

Output: Number of purchase orders issued
Efficiency: Average processing time

Program 2: Air Transport

GOAL A: To provide safe, reliable, and accessible air transportation for state officials and agencies
(Miss. Code Ann. §61-13-1) for continued/sustained economic growth for the State

OBJECTIVE A.1. Maintain a perfect safety record, with no accidents

Outcome: Continued number of flight hours without incidence and/or accident
Outcome: No safety violations

A.1.1. STRATEGY: Perform scheduled/unscheduled aircraft maintenance

Output: Increase safety – FAA required maintenance
Output: Increase safety – preventive maintenance
Efficiency: Reliability of transportation
Explanatory: FAA required maintenance costs as well as preventive maintenance cost, State General Fund Support

A.1.2. STRATEGY: Maintain adequate staffing levels

Output: Number of pilots required for safety
Output: Number of flight hours
Efficiency: Reduce safety risk
Explanatory: Pilots limited per 24-hour period by duty time/flight time, State General Fund Support

A.1.3. STRATEGY: Adequately trained staff

Output: Number of training classes attended – increase flight safety
Efficiency: No accidents
Explanatory: State General Fund Support

OBJECTIVE A.2. Maximize available use of the King Air 350

Outcome: Increased use by state officials and other state agencies

Outcome: Reduction in the use of charter services *by officials and state agencies*

A.2.1 STRATEGY: Adequate pilot coverage

Output: Increase available number of flight hours/duty hours

Output: Cost per flight hour for King Air 350

Efficiency: Increase service time of aircraft

Explanatory: State General Fund Support, utilization of state aircraft, recruiting and retention of pilot(s)

Program 3: Building, Grounds and Real Property Management

GOAL A: Provide and preserve adequate, efficient and effective facilities to support the missions of state agencies, universities and community & junior colleges (Miss. Code Ann §31-11-1)

OBJECTIVE A.1. Effectively manage capital improvement and repair and renovation construction projects to improve condition of the state inventory of building

Outcome: Reduced number of buildings reported as poor or unusable

Outcome: Reduced costs associated with delays/changes in construction

Outcome: Number of construction projects managed annually

A.1.1 STRATEGY: Gather and report condition of state inventory

Output: Inventory of Buildings

Output: Number, location, date of construction/acquisition, purpose of every state building

Output: Condition of each building

Output: Estimated cost of necessary repairs for each building

Efficiency: Percent annual reduction in poor/unusable rated buildings

Explanatory: Deferred maintenance by agencies/institutions

A.1.2 STRATEGY: Gather and recommend priority repair and renovation needs

Output: Study of Capital Needs

Output: Cost of needed pairs to state buildings

Output: Cost of recommended priority repair and renovation projects

Output: Funding type recommendation

Efficiency: Ratio of cost of recommended projects to 1% of inventory replacement value

Efficiency: Percent annual reduction in state bond funding

Explanatory: Availability of Capital Expense Funds

A.1.3 STRATEGY: Manage projects effectively to reduce the number of change orders in construction projects

Output: Number/Cost of on-going construction projects

Output: Number/Cost of change-orders

Output: Number/Cost of projects commissioned

Efficiency: Ratio of change order cost to construction cost

Efficiency: Percentage of change order cost by cause type

Explanatory: Change order types include latent condition, owner, using agency, contractor, error & omission

OBJECTIVE A.2. Improve efficiency in agency office leases and rental agreements

Outcome: Reduction in office square footage leased per employee

Outcome: Reduction in cost per square foot rate

A.2.1 STRATEGY: Adopt and administer space standards and guidelines to improve space utilization of leases.

Output: Square footage of leased office space

Output: Number of employees housed in leased office space

Output: Percentage of total square footage of buildings housing state employees and operations that is owned versus leased (Statewide Strategic Plan)

Output: Cost per square foot of leased versus owned buildings housing state employees and operations (Statewide Strategic Plan)

Efficiency: Ratio of employees to square footage

A.2.2 STRATEGY: Adopt and administer policies and procedures to encourage competition to reduce total lease costs

Output: Number of rental and lease agreements with private entities

Output: Cost of leased space per year

Output: Square footage of leased space

Efficiency: Cost per square foot

Efficiency: Cost per employee

Explanatory: Prevailing Market Rental Rates

Program 4: Capitol Facilities

GOAL A: Provide clean, safe and functional facilities that are conducive to the performance of the state government entities housed in buildings within its statutory jurisdiction (Miss. Code Ann §7-7-53)

OBJECTIVE A.1. Provide proper maintenance for facilities within the agency's jurisdiction

Outcome: Extend the function and use of facilities and mechanical systems

Outcome: Mitigate the State's need for privately owned lease space

A.1.1. STRATEGY: Perform preventive maintenance and make needed repairs to Capitol Complex buildings in a timely manner

Output: Number of buildings maintained

Efficiency: Average maintenance cost per building per year

A.1.2 STRATEGY: Review and adjust rental rates for buildings within Capitol Complex

Output: Number of tenant leases

Efficiency: Average rental rate per square foot

A.1.3. STRATEGY: Upgrade HVAC units at State Service Center in Hattiesburg

Output: Number of tenants

Efficiency: Total replacement costs

A.1.4. STRATEGY: Replace HVAC Controls system with Pneumatic Control System

Output: Number of tenants

Efficiency: Total replacement costs

OBJECTIVE A.2 Reduce the response time for maintenance and custodial trouble calls

Outcome: Increased tenant satisfaction

A.2.1. STRATEGY: Utilize BRICKS to route service calls to the appropriate technicians in a timely manner

Output: Number of service calls resolved

Efficiency: Average response time for service calls

Explanatory: Reductions in staffing, delays in securing materials

OBJECTIVE A.3 Properly maintain the grounds in and around buildings within the Capitol Complex

Outcome: Improved appearance of the Capitol Complex

A.3.1 STRATEGY: Provide for adequate staff to maintain grounds

Output: Number of acres maintained

Efficiency: Average salary cost to maintain fully staff grounds crew

Explanatory: Reductions in General Fund Support, increase in the acreage required to maintained

A.3.2. STRATEGY: Provide necessary, functional grounds equipment

Output: Number of acres maintained

Efficiency: Average equipment and fuel costs per year

OBJECTIVE A.4. Protect life and property for buildings within the Capitol Complex

Outcome: Reduction in number of incidences in the Capitol Complex

A.4.1 STRATEGY: Properly train Capitol Police officers

Output: Number of officers receiving training

Efficiency: Average training cost per officer

A.4.2 STRATEGY: Provide proper law enforcement equipment

Output: Number of Capitol Police Officers

Efficiency: Average cost for equipment per officer

Program 5: Financial Management & Control

GOAL A: To ensure that “public funds” are correctly budgeted, expended, recorded and reported in compliance with the state laws, rules and regulations and to ensure that technology resources are used most efficiently and networks are secure, resilient, and robust while providing all users reliable technological support (Miss. Code Ann §7-7-17)

OBJECTIVE A.1. Monitor the Governmental Accounting Standards Board (GASB) and other regulatory organizations for pronouncements, rules, and regulations that affect the state’s financial reporting requirement

Outcome: Full compliance with standardized government reporting requirements

A.1.1 STRATEGY: Conduct quarterly reviews of the GFOA and GASB information sources and any other regulatory organizations to identify any new statements, rules and/or regulations

Output: Comprehensive Annual Financial Report

Efficiency: Number of consecutive years the State receives the Award for Excellence in Reporting

OBJECTIVE A.2. In conjunction with MMRS, continue SAP training and system stabilization activities for finance, grants management, procurement, fixed assets, and fleet management.

Outcome: Accurate and timely processing of all financial transactions

Outcome: Increased accounting internal controls

A.2.1 STRATEGY: Continued outreach to agencies

Output: Number of training/meetings held

Efficiency: Number of participating agencies

OBJECTIVE A.3. Continue the expansion of MS.gov to include more agency payment applications and additional feature functions for the portal at large

Outcome: Increased citizen access to state government services

Outcome: Increased efficiency in the delivery of government services

A.3.1 STRATEGY: Stabilize existing agency applications to MAGIC

Output: Number of portal applications

Efficiency: State dollars saved by providing government services online (e.g. document retrieval, issuance of new business permits, license renewals) (Statewide Strategic Plan)

A.3.2. STRATEGY: Work with agencies that are developing new portal applications

Output: Number of portal applications

Efficiency: State dollars saved by providing government services online (e.g. document retrieval, issuance of new business permits, license renewals) (Statewide Strategic Plan)

OBJECTIVE A.4. Continue to review Financial Management procedures for ways to improve efficiency

Outcome: Accurate and timely processing of all financial transactions

Outcome: Increased accounting internal controls

A.4.1 STRATEGY: Review MAAPP Manual for conformity with MAGIC

Output: MAAPP Manual

Efficiency: Number of revisions to manual

OBJECTIVE A.5. Ensure the accurate and timely processing of the state's financial transactions

Outcome: Accurate and timely processing of all financial transactions

Outcome: Increased accounting internal controls

A.5.1 STRATEGY: Accurately approve and process all financial transactions

Output: Total number of MAGIC transactions

Output: Number of Agency Approved Transactions

Output: Number of DFA Approved Transactions

Output: Number of 1099s produced

Efficiency: Percentage of total MAGIC transactions processed by the agency

OBJECTIVE A.6. Continue to upgrade and replace agency core infrastructure hardware and software

Outcome: Increased efficiency in the delivery of services

A.6.1 STRATEGY: Continually assess IT related equipment, processes, and applications associated with DFA WAN/LAN operations. Develop regular maintenance windows for equipment and software upkeep. Determine and document the life cycle of all IT resources that are a part of the agency network infrastructure and find viable solutions for the upgrade or replacement of targeted hardware and/or software.

Output: Secure agency network

Efficiency: Percentage of network availability

OBJECTIVE A.7: Continue to explore and implement new technologies, both hardware and software related, to benefit security, efficiency, and productivity

A.7.1 STRATEGY: Review new technologies and industry standards by attending seminars and technology sessions hosted by credible sources to find viable resources to maintain, upgrade and replace DFA's network infrastructure. Monitor and review reports issued by information technology research and advisory companies to comply with industry standards and to aid in making decisions about new technologies that are commensurate best practices in agency network security, efficiency and productivity.

Output: Secured and accessible agency network

Efficiency: Percentage of network availability

Program 6: Insurance

GOAL A: Manage the State and School Employees' Life and Health Insurance Plan to provide comprehensive health insurance benefits and group term life insurance coverage to the participating active and retired employees, and their eligible dependents, of the agencies, universities, community colleges, public school districts, and public libraries of the State of Mississippi. (Miss. Code Ann. § 25-15-1 et seq)

OBJECTIVE A.1. Provide Plan participants with access to affordable, cost effective, quality healthcare services while maintaining financial stability of the State and School Employees' Life and Health Insurance Plan

Outcome: Improved health and quality of life of the employees and dependents on the State Health Insurance Plan

Outcome: Equitable cost sharing between the Plan and the participants for benefits provided

Outcome: Continued viability of the State Health Insurance Plan

A.1.1 STRATEGY: Annually evaluate and adjust as needed medical and pharmacy benefits offered through the State Health Insurance Plan

Output: Number of medical claims processed annually

Output: Dollar amount of medical claims processed annually

Output: Number of pharmacy claims processed annually

Output: Dollar amount of pharmacy claims processed annually

Efficiency: Average medical cost per participant per year

Efficiency: Average pharmacy cost per participant per year

Efficiency: Average combined medical and pharmacy cost per participant per year

Explanatory: Requirements of the Patient Protection and Affordability Care Act

A.1.2 STRATEGY: Annually evaluate and adjust as needed premium structure and rates, coinsurance, and copayments for the State Health Insurance Plan

Output: Total amount of premiums payments per year

Output: Total amount of Plan claim payments per year

Output: Total number of claims paid per year

Output: Total number of plan participants

Efficiency: Average participant share of claims costs per year

Efficiency: Total plan revenue annually

A.1.3 STRATEGY: Secure and maintain competitive contracts for support services to administer, monitor, and evaluate the operations of the State Health Insurance Plan

Output: Total cost of administrative services per year

Output: Percentage of claims processed within 2 weeks

Efficiency: Average administrative cost rate per year

OBJECTIVE A.2. Promote health and wellness for participants in the State Health Insurance Plan

Outcome: Improved health and quality of life of employees and dependents on the State Health Insurance Plan

Outcome: Change in the Plan dollars spent for services to treat illnesses due to behavior and lifestyle

A.2.1 STRATEGY: Evaluate and implement as needed wellness and preventive services benefits

Output: Plan cost per year for adult wellness benefits

Output: Plan cost per year for dependent children wellness benefits

Efficiency: Percentage of eligible adults receiving wellness benefits

Efficiency: Percentage of eligible children receiving wellness benefits

Explanatory: Requirements of the Patient Protection and Affordability Care Act

Program 7: Mississippi Management and Reporting System

GOAL A: To provide timely, accurate financial management and human resource information to state agencies, elected officials, and the public at large

OBJECTIVE A.1. Maintain statewide procurement, financial, grants management, payroll, and human resource system

Outcome: Improved efficiency in the processing of transactions

Outcome: Enhanced data collection for transaction reporting

A.1.1. STRATEGY: Maintain, monitor, and perform needed system testing and upgrades

Output: Number of call center tickets

Output: Percentage of system availability

Output: Number of MAGIC transactions

Output: Number of 1099s produced

Output: Number of W2s processed and issued

Efficiency: Reduced number of call tickets

Efficiency: Increased percentage of system availability

Efficiency: Number of paychecks produced

Efficiency: Increased number of direct deposits

A.1.2 STRATEGY: Perform agency training activities

Output: Number of training sessions offered

Efficiency: Number of state agencies participating

A.1.3 STRATEGY: Perform MMRS support staff training activities

Output: Number of training courses attended

Efficiency: Number of staff participating

A.1.4. STRATEGY: Maintain statewide helpdesk support for state agencies

Output: Number of call tickets

Efficiency: Percentage of reduction in number of call tickets

OBJECTIVE A.2. Maintain statewide Transparency Website

Outcome: Accurate reporting of statewide financial transactions

A.2.1. STRATEGY: Monitor and implement any State and Federal Legislation related to transparency to ensure full compliance with statute

Output: State Transparency Website

Output: Number of log-ins to the Website

Efficiency: State dollars saved by providing government services on-line (e.g. document retrieval, issuance of new business permits, license renewal)
(*Statewide Strategic Plan*)

Program 8: Purchasing, Travel & Fleet Management

GOAL A: To promote economy and efficiency in the state's purchasing, travel and fleet management processes (Miss Code Ann. §31-7-5)

OBJECTIVE A.1. Timely processing of requests for authorization to purchase

Outcome: Reduced purchasing processing time

Outcome: Improved time for the delivery of purchased goods

A.1.1 STRATEGY: Process 90% of requests for authorization to purchase (P-1) within 24 hours of receipt in MAGIC

Output: Number of P-1s processed

Efficiency: Average approval time

Explanatory: Availability of MAGIC system

OBJECTIVE A.2. Reduce costs and add value in state contracting

Outcome: Reduction in dollars spent on state contracting

A.2.1. STRATEGY: Utilize strategic sourcing and analysis of purchases, markets and suppliers to identify opportunities for savings and to add value in contracting

Output: Number of competitive bid and negotiated contracts established and administered

Efficiency: Average cost per distribution point per bid and negotiated contracts

A.2.2. STRATEGY: Identify and increase the use of cooperative contracts statewide

Output: Number of cooperative contracts

Efficiency: Average cost per cooperative contract per distribution point

A.2.3 STRATEGY: Encourage continued on-line state contract ordering through electronic methods

Output: Amount of contract purchases via electronic methods (total dollars spent)

Efficiency: Average cost per transaction

A.2.4. STRATEGY: Reduce administrative costs by reviewing purchasing requests and agencies' needs

Output: Number of negotiated and competitive bid contracts established and administered

Output: Number of P1s processed

Efficiency: Average percentage of administrative costs

A.2.5. STRATEGY: Educate vendors on the new requirement to submit bids on-line using the new web based procurement system – MAGIC

Output: Number of bid opportunities annually

Efficiency: Percentage of vendors submitting bids electronically

A.2.6. STRATEGY: Identify potential “green” initiatives within state contracts

Output: Number of “green” initiatives within state contracts

Efficiency: Average cost per contract distribution point

OBJECTIVE A.3 Continue outreach efforts to agencies and vendors

Outcome: Improved vendor education about state contracting

Outcome: More efficient state agency contracting

A.3.1 STRATEGY: Enhance the certification program for state and local purchasing officials

Output: Number of certification classes held annually

Efficiency: Average number of class participants - state and local purchasing staff

A.3.2 STRATEGY: Increase electronic distribution of state contracts and purchasing information

Output: Number of contracts and newsletters sent to purchasing officials

Efficiency: Average number of recipients

A.3.3. STRATEGY: Improve and expand the outreach program to assist vendors in doing business the State

Output: Number of negotiated and competitive bid state contracts

Efficiency: Average number of vendors reached through outreach activities

A.3.4. STRATEGY: Assist state entities in utilizing the web based procurement system (MAGIC) for their bid solicitations

Output: Number of total bid solicitation

Efficiency: Percentage of bid solicitations initiated within MAGIC

OBJECTIVE A.4. Monitor and improve the economy and efficiency of the management of the state’s fleet of vehicles

Outcome: Change in the activities associated with the procurement and utilization of state vehicles

A.4.1 STRATEGY: Encourage agency use of the enterprise Fleet Management application to allow for better tracking and management of state’s vehicle fleet

Output: Number of state vehicles

Output: Total amount of state vehicle assets

Efficiency: Reduce the number of State owned vehicles and right size the purchases of new vehicles.

A.4.2 STRATEGY: Implement training program to improve agencies’ ability to manage vehicle fleets

Output: Number of training sessions offered

Efficiency: Number of participating state agencies

Program 9: Surplus Property

GOAL A: To encourage savings in government spending by receiving and distributing surplus property to eligible donees

OBJECTIVE A.1. Retain and recruit donees to the program

Outcome: Increased utilization of program by state, local and non-profit entities

Outcome: Increased potential for savings to the state, local and non-profit entities

A.1.1. STRATEGY: Identify and target low participation donees

Output: Number of donees served

Efficiency: Percentage increase in dollars spent with the program

A.1.2 STRATEGY: Continue and expand outreach activities to attract new potential donees

Output: Number of donees served

Efficiency: Percentage of new donees

OBJECTIVE A.2. Operate at 10% or lower average service charge rate

Outcome: Increased utilization of program by state, local and non-profit entities

Outcome: Increased savings to the state, local and non-profit entities

A.2.1 STRATEGY: Reduce administrative cost by increasing the utilization of technology to screen and to auction property

Output: Number of auctions per year

Output: Amount of property acquired (Dollars) per year

Efficiency: Acquisition Cost of Donations

FY 2022

Program 1: Supportive Services

Goal A: To ensure that all agency funds are properly budgeted, expended, reported and handled in accordance with state laws and regulations (Miss Code Ann. § 7-7-1)

OBJECTIVE A.1. Ensure that all legal obligations are paid correctly and in a timely manner

Outcome: Improved efficiency in the operation of the program

A.1.1. STRATEGY: Review and improve the internal leave and payroll processes to ensure timely and accurate posting and payment

Output: Number of payroll warrants issued

Efficiency: Cost of supportive services to operating budget

A.1.2. STRATEGY: Prepare Receipt Warrants within 24 hours of receipt

Output: Number of receipt warrants prepared

Efficiency: Average processing time

A.1.3. STRATEGY: Issue payment vouchers within 45 days

Output: Number of payment vouchers issued

Efficiency: Average number of days to process and produce a payment voucher

OBJECTIVE A.2. Ensure that all agency purchases are made in accordance with state laws and regulations

Outcome: Improved efficiency in the operation of the program

A.1.1 STRATEGY: Review and revise the agency's internal purchase request and approval processes

Output: Number of purchase orders issued

Efficiency: Average processing time

Program 2: Air Transport

GOAL A: To provide safe, reliable, and accessible air transportation for state officials and agencies for continued/sustained economic growth for the State (Miss. Code Ann. §61-13-1)

OBJECTIVE A.1. Maintain a perfect safety record, with no accidents

Outcome: Continued number of flight hours without incidence and/or accident

Outcome: No safety violations

A.1.1. STRATEGY: Perform scheduled/unscheduled aircraft maintenance

Output: Increase safety – FAA required maintenance

Output: Increase safety – preventive maintenance

Efficiency: Reliability of transportation

Explanatory: FAA required maintenance costs as well as preventive maintenance cost, State General Fund Support

A.1.2. STRATEGY: Maintain adequate staffing levels

Output: Number of pilots required for safety

Output: Number of flight hours

Efficiency: Reduce safety risk

Explanatory: Pilots limited per 24-hour period by duty time/flight time, State General Fund Support

A.1.3. STRATEGY: Adequately trained staff

Output: Number of training classes attended – increase flight safety

Efficiency: No accidents

Explanatory: State General Fund Support

OBJECTIVE A.2. Maximize availability of agency aircraft

Outcome: Increased efficiency of state resources

Outcome: Reduction in the use of charter services by officials and state agencies

A.2.1 STRATEGY: Adequate pilot coverage

Output: Increase available number of flight hours/duty hours

Output: Decrease yearly cost per flight hour of agency aircraft

Efficiency: Increase service time of aircraft

Explanatory: State General Fund Support, utilization of state aircraft, recruiting and retention of pilot(s)

Program 3: Building, Grounds and Real Property Management

GOAL A: Provide and preserve adequate, efficient and effective facilities to support the missions of state agencies, universities and community & junior colleges (Miss. Code Ann §31-11-1)

OBJECTIVE A.1. Effectively manage capital improvement and repair and renovation construction projects to improve condition of the state inventory of building

Outcome: Reduced number of buildings reported as poor or unusable

Outcome: Reduced costs associated with delays/changes in construction

Outcome: Number of construction projects managed annually

A.1.1 STRATEGY: Gather and report condition of state inventory

Output: Inventory of Buildings

Output: Number, location, date of construction/acquisition, purpose of every state building

Output: Condition of each building

Output: Estimated cost of necessary repairs for each building

Efficiency: Percent annual reduction in poor/unusable rated buildings

Explanatory: Deferred maintenance by agencies/institutions

A.1.2 STRATEGY: Gather and recommend priority repair and renovation needs

Output: Study of Capital Needs

Output: Cost of needed pairs to state buildings

Output: Cost of recommended priority repair and renovation projects

Output: Funding type recommendation

Efficiency: Ratio of cost of recommended projects to inventory replacement value

Efficiency: Percent annual reduction in state bond funding versus other appropriated funds

Explanatory: Availability of General/Capital Expense Funds

A.1.3 STRATEGY: Manage projects effectively to reduce the number of change orders in construction projects

Output: Number/Cost of on-going construction projects

Output: Number/Cost of change-orders

Output: Number/Cost of projects commissioned

Efficiency: Ratio of change order cost to construction cost

Efficiency: Percentage of change order cost by cause type

Explanatory: Change order types include latent condition, owner, using agency, contractor, error & omission

OBJECTIVE A.2. Improve efficiency in agency office leases and rental agreements
Outcome: Reduction in office square footage leased per employee
Outcome: Reduction in cost per square foot rate

A.2.1 STRATEGY: Adopt and administer space standards and guidelines to improve space utilization of leases.

Output: Square footage of leased office space

Output: Number of employees housed in leased office space

Output: Percentage of total square footage of buildings housing state employees and operations that is owned versus leased (Statewide Strategic Plan)

Output: Cost per square foot of leased versus owned buildings housing state employees and operations (Statewide Strategic Plan)

Efficiency: Ratio of employees to square footage

A.2.2 STRATEGY: Adopt and administer policies and procedures to encourage competition to reduce total lease costs

Output: Number of rental and lease agreements with private entities

Output: Cost of leased space per year

Output: Square footage of leased space

Efficiency: Cost per square foot

Efficiency: Cost per employee

Explanatory: Prevailing Market Rental Rates

Program 4: Capitol Facilities

GOAL A: Provide clean, safe and functional facilities that are conducive to the performance of the state government entities housed in buildings within its statutory jurisdiction (Miss. Code Ann §7-7-53)

OBJECTIVE A.1. Provide proper maintenance for facilities within the agency's jurisdiction
Outcome: Extend the function and use of facilities and mechanical systems
Outcome: Mitigate the State's need for privately owned lease space

A.4.1. STRATEGY: Perform preventive maintenance and make needed repairs to Capitol Complex buildings in a timely manner

Output: Number of buildings maintained

Output: Number of office space leases negotiated

Efficiency: Average maintenance cost per building per year

A.4.2 STRATEGY: Review and adjust rental rates for buildings within Capitol Complex

OBJECTIVE A.2 Reduce the response time for maintenance and custodial trouble calls
Outcome: Increased tenant satisfaction

A.2.1. STRATEGY: Utilize BRICKS to route service calls to the appropriate technicians in a timely manner

Output: Number of service calls resolved

Efficiency: Average response time for service calls

Explanatory: Reductions in staffing, delays in securing materials

OBJECTIVE A.3 Properly maintain the grounds in and around buildings within the Capitol Complex

Outcome: Improved appearance of the Capitol Complex

A.3.1 STRATEGY: Provide for adequate staff to maintain grounds

Output: Number of acres maintained

Efficiency: Average salary cost to maintain fully staff grounds crew

Explanatory: Reductions in General Fund Support, increase in the acreage required to maintained

A.3.2. STRATEGY: Provide necessary, functional grounds equipment

Output: Number of acres maintained

Efficiency: Average equipment and fuel costs per year

OBJECTIVE A.4. Protect life and property for buildings within the Capitol Complex

Outcome: Reduction in number of incidences in the Capitol Complex

A.4.1 STRATEGY: Properly train Capitol Police officers

Output: Number of officers receiving training

Efficiency: Average training cost per officer

A.4.2 STRATEGY: Provide proper law enforcement equipment

Output: Number of Capitol Police Officers

Efficiency: Average cost for equipment per officer

Program 5: Financial Management & Control

GOAL A: To ensure that “public funds” are correctly budgeted, expended, recorded and reported in compliance with the state laws, rules and regulations and to ensure that technology resources are used most efficiently and networks are secure, resilient, and robust while providing all users reliable technological support (Miss. Code Ann §7-7-17)

OBJECTIVE A.1. Monitor the Governmental Accounting Standards Board (GASB) and other regulatory organizations for pronouncements, rules, and regulations that affect the state’s financial reporting requirement

Outcome: Full compliance with standardized government reporting requirements

A.1.1 STRATEGY: Conduct quarterly reviews of the GFOA and GASB information sources and any other regulatory organizations to identify any new statements, rules and/or regulations

Output: Comprehensive Annual Financial Report

Efficiency: Number of consecutive years the State receives the Award for Excellence in Reporting

OBJECTIVE A.2. In conjunction with MMRS, continue SAP training and system stabilization activities for finance, grants management, procurement, fixed assets, and fleet management.

Outcome: Accurate and timely processing of all financial transactions

Outcome: Increased accounting internal controls

A.2.1 STRATEGY: Continued outreach to agencies

Output: Number of training/meetings held

Efficiency: Number of participating agencies

OBJECTIVE A.3. Continue the expansion of MS.gov to include more agency payment applications and additional feature functions for the portal at large

Outcome: Increased citizen access to state government services

Outcome: Increased efficiency in the delivery of government services

A.3.1 STRATEGY: Stabilize existing agency applications to MAGIC

Output: Number of portal applications

Efficiency: State dollars saved by providing government services online (e.g. document retrieval, issuance of new business permits, license renewals) (Statewide Strategic Plan)

A.3.2. STRATEGY: Work with agencies that are developing new portal applications

Output: Number of portal applications

Efficiency: State dollars saved by providing government services online (e.g. document retrieval, issuance of new business permits, license renewals) (Statewide Strategic Plan)

OBJECTIVE A.4. Continue to review Financial Management procedures for ways to improve efficiency

Outcome: Accurate and timely processing of all financial transactions

Outcome: Increased accounting internal controls

A.4.1 STRATEGY: Review MAAPP Manual for conformity with MAGIC

Output: MAAPP Manual

Efficiency: Number of revisions to manual

OBJECTIVE A.5. Ensure the accurate and timely processing of the state's financial transactions

Outcome: Accurate and timely processing of all financial transactions

Outcome: Increased accounting internal controls

A.5.1 STRATEGY: Accurately approve and process all financial transactions

Output: Total number of MAGIC transactions

Output: Number of Agency Approved Transactions

Output: Number of DFA Approved Transactions

Output: Number of 1099s produced

Efficiency: Percentage of total MAGIC transactions processed by the agency

OBJECTIVE A.6. Continue to upgrade and replace agency core infrastructure hardware and software

Outcome: Increased efficiency in the delivery of services

A.6.1 STRATEGY: Continually assess IT related equipment, processes, and applications associated with DFA WAN/LAN operations. Develop regular maintenance windows for equipment and software upkeep. Determine and document the life cycle of all IT resources that are a part of the agency network infrastructure and find viable solutions for the upgrade or replacement of targeted hardware and/or software.

Output: Secure agency network

Efficiency: Percentage of network availability

OBJECTIVE A.7: Continue to explore and implement new technologies, both hardware and software related, to benefit security, efficiency, and productivity

A.7.1 STRATEGY: Review new technologies and industry standards by attending seminars and technology sessions hosted by credible sources to find viable resources to maintain, upgrade and replace DFA's network infrastructure. Monitor and review reports issued by information technology research and advisory companies to comply with industry standards and to aid in making decisions about new technologies that are commensurate best practices in agency network security, efficiency and productivity.

Output: Secured and accessible agency network

Efficiency: Percentage of network availability

Program 6: Insurance

GOAL A: Manage the State and School Employees' Life and Health Insurance Plan to provide comprehensive health insurance benefits and group term life insurance coverage to the participating active and retired employees, and their eligible dependents, of the agencies, universities, community colleges, public school districts, and public libraries of the State of Mississippi. (Miss. Code Ann. § 25-15-1 et seq)

OBJECTIVE A.1. Provide Plan participants with access to affordable, cost effective, quality healthcare services while maintaining financial stability of the State and School Employees' Life and Health Insurance Plan

Outcome: Improved health and quality of life of the employees and dependents on the State Health Insurance Plan

Outcome: Equitable cost sharing between the Plan and the participants for benefits provided

Outcome: Continued viability of the State Health Insurance Plan

A.1.1 STRATEGY: Annually evaluate and adjust as needed medical and pharmacy benefits offered through the State Health Insurance Plan

Output: Number of medical claims processed annually

Output: Dollar amount of medical claims processed annually

Output: Number of pharmacy claims processed annually
Output: Dollar amount of pharmacy claims processed annually
Efficiency: Average medical cost per participant per year
Efficiency: Average pharmacy cost per participant per year
Efficiency: Average combined medical and pharmacy cost per participant per year
Explanatory: Requirements of the Patient Protection and Affordability Care Act

A.1.2 STRATEGY: Annually evaluate and adjust as needed premium structure and rates, coinsurance, and copayments for the State Health Insurance Plan

Output: Total amount of premiums payments per year
Output: Total amount of Plan claim payments per year
Output: Total number of claims paid per year
Output: Total number of plan participants
Efficiency: Average participant share of claims costs per year
Efficiency: Total plan revenue annually

A.1.3 STRATEGY: Secure and maintain competitive contracts for support services to administer, monitor, and evaluate the operations of the State Health Insurance Plan

Output: Total cost of administrative services per year
Output: Percentage of claims processed within 2 weeks
Efficiency: Average administrative cost rate per year

OBJECTIVE A.2. Promote health and wellness for participants in the State Health Insurance Plan

Outcome: Improved health and quality of life of employees and dependents on the State Health Insurance Plan
Outcome: Change in the Plan dollars spent for services to treat illnesses due to behavior and lifestyle

A.2.1 STRATEGY: Evaluate and implement as needed wellness and preventive services benefits

Output: Plan cost per year for adult wellness benefits
Output: Plan cost per year for dependent children wellness benefits
Efficiency: Percentage of eligible adults receiving wellness benefits
Efficiency: Percentage of eligible children receiving wellness benefits
Explanatory: Requirements of the Patient Protection and Affordability Care Act

Program 7: Mississippi Management and Reporting System

GOAL A: To provide timely, accurate financial management and human resource information to state agencies, elected officials, and the public at large

OBJECTIVE A.1. Maintain statewide procurement, financial, grants management, payroll, and human resource system

Outcome: Improved efficiency in the processing of transactions
Outcome: Enhanced data collection for transaction reporting

A.1.1. STRATEGY: Maintain, monitor, and perform needed system testing and upgrades

Output: Number of call center tickets
Output: Percentage of system availability

Output: Number of MAGIC transactions
Output: Number of 1099s produced
Output: Number of W2s processed and issued
Efficiency: Reduced number of call tickets
Efficiency: Increased percentage of system availability
Efficiency: Number of paychecks produced
Efficiency: Increased number of direct deposits

A.1.2 STRATEGY: Perform agency training activities

Output: Number of training sessions offered
Efficiency: Number of state agencies participating

A.1.3 STRATEGY: Perform MMRS support staff training activities

Output: Number of training courses attended
Efficiency: Number of staff participating

A.1.4. STRATEGY: Maintain statewide helpdesk support for state agencies

Output: Number of call tickets
Efficiency: Percentage of reduction in number of call tickets

OBJECTIVE A.2. Maintain statewide Transparency Website

Outcome: Accurate reporting of statewide financial transactions

A.2.1. STRATEGY: Monitor and implement any State and Federal Legislation related to transparency to ensure full compliance with statute

Output: State Transparency Website
Output: Number of log-ins to the Website
Efficiency: State dollars saved by providing government services on-line (e.g. document retrieval, issuance of new business permits, license renewal)
(Statewide Strategic Plan)

Program 8: Purchasing, Travel & Fleet Management

GOAL A: To promote economy and efficiency in the state's purchasing, travel and fleet management processes (Miss Code Ann. §31-7-3)

OBJECTIVE A.1. Timely processing of requests for authorization to purchase (P-1's)

Outcome: Reduced purchasing processing time
Outcome: Improved time for the delivery of purchased goods

A.1.1 STRATEGY: Provide group training to OPTFM support staff in order to Process 90% of requests for authorization to purchase (P-1) within 24 hours of receipt in MAGIC

Output: Number of P-1s processed
Efficiency: Consistency of approval/rejection rate by OPTFM staff
Efficiency: Average approval time
Explanatory: Availability of MAGIC system

OBJECTIVE A.2. Reduce costs and add value in state contracting

Outcome: Cost savings as a result of agencies using state contracts

A.2.1. STRATEGY: Utilize strategic sourcing and analysis of purchases, markets and suppliers to identify opportunities for savings and to add value in contracting

Output: Number and type of competitive bid and negotiated contracts established and administered

Efficiency: Relevant contracts in place for agencies to use, overall efficiency savings in time and money to agencies

A.2.2. STRATEGY: Identify and increase the use of cooperative contracts statewide

Output: Number of cooperative contracts

Efficiency: Relevant contracts in place for agencies to use, overall efficiency savings in time and money to agencies

A.2.3 STRATEGY: Encourage continued on-line state contract ordering and bid solicitations through electronic methods

Output: Amount of contract purchases via electronic methods (total dollars spent) and number of electronic bid solicitations

Efficiency: Average cost per transaction

A.2.4. STRATEGY: Reduce administrative costs by reviewing purchasing requests and agencies' needs

Output: Number of bid solicitations reviewed

Efficiency: State dollars saved by reviewing documents prior to solicitations to decrease number of rejected P-1's due to agencies not adhering to procurement regulations

A.2.5. STRATEGY: Educate vendors on how to submit bids on-line using the new web based procurement system – MAGIC

Output: Number of correct bid proposals submitted electronically

Efficiency: Knowledgeable and efficient vendor community

A.2.6. STRATEGY: Identify potential "green" initiatives within state contracts

Output: Number of "green" initiatives within state contracts

Efficiency: Average cost per contract distribution point

OBJECTIVE A.3 Continue outreach efforts to agencies and vendors

Outcome: Improved vendor education about state contracting

Outcome: More efficient state agency contracting

A.3.1. STRATEGY: Enhance the certification program for state and local purchasing officials

Output: Number of certification classes held annually

Output: Number of certified purchasing officials in the State

Efficiency: Knowledgeable, qualified, competent purchasing officials in the State

A.3.2. STRATEGY: Increase number of individuals throughout the State that receive Purchasing Newsletter

Output: Number of individuals receiving newsletter

Efficiency: Better informed community of state purchasing officials, vendors, and other individuals receiving letter

A.3.3. STRATEGY: Improve and expand the outreach program to assist vendors in doing business the State by providing training by OPTFM staff

Output: Number of negotiated and competitive bid state contracts

Efficiency: Average number of vendors reached through outreach activities

A.3.4. STRATEGY: Assist state entities in utilizing the web based procurement system (MAGIC) for their bid solicitations

Output: Number of total bid solicitations

Efficiency: Percentage of bid solicitations initiated within MAGIC

OBJECTIVE A.4. Monitor and improve the economy and efficiency of the management of the state's fleet of vehicles

Outcome: Change in the activities associated with the procurement and utilization of state vehicles

A.4.1. STRATEGY: Encourage agency use of MAGIC to allow for better tracking and management of state's vehicle fleet

Output: Number of state vehicles

Output: Total amount of state vehicle assets

Efficiency: Reduce the number of State owned vehicles and right size the purchases of new vehicles.

A.4.2. STRATEGY: Implement training program to improve agencies' ability to manage fleet

Output: Number of training sessions offered

Efficiency: Number of participating state agencies

Program 9: Surplus Property

GOAL A: To encourage savings in government spending by receiving and distributing surplus property to eligible donees

OBJECTIVE A.1. Retain and recruit donees to the program

Outcome: Increased utilization of program by state, local and non-profit entities

Outcome: Increased potential for savings to the state, local and non-profit entities

A.1.1. STRATEGY: Identify and target low participation donees

Output: Number of donees served

Efficiency: Percentage of active donees

Efficiency: Percentage increase in dollars spent with the program

A.1.2 STRATEGY: Continue and expand outreach activities to attract new potential donees

Output: Number of donees served

Efficiency: Percentage of active donees

Efficiency: Percentage increase in dollars spent with the program

OBJECTIVE A.2. Operate at 16% or lower average service charge rate

Outcome: Increased utilization of program by state, local and private entities

Outcome: Increased savings to the state, local and private entities

A.2.1 STRATEGY: Reduce administrative cost by increasing the utilization of technology to screen and to auction property

Output: Number of auctions per year

Output: Amount of property acquired (Dollars) per year

Efficiency: Acquisition Cost of Donations