

OFFICE OF THE CONTROLLER STRATEGIC PLAN



FY 2016-2017
FY 2020-2021



OUR MISSION We ensure the City's financial integrity and promote efficient, effective, and accountable government.

PROMOTE BEST PRACTICES AND ACCOUNTABILITY IN CITY GOVERNMENT

- Help improve City procurement practices.
- Help improve Citywide hiring and employment practices.
- Support efforts to strengthen the City's approach to technology security and solutions.
- Expand approaches and tools to help departments improve performance measurements, operations, and management practices.

SUPPORT INFORMED POLICY DECISIONS

- Provide analysis and review to support key Citywide decisions.
- Facilitate and expand Citywide use and sharing of data.
- Highlight key areas for further research and policymaker awareness.

SAFEGUARD THE CITY'S LONG-TERM FINANCIAL HEALTH

- Monitor and refine financial policies to enhance the City's financial resiliency.
- Review long-term City assets, liabilities, and net position.
- Enhance the use of the City's long-term financial plans.
- Develop and exercise financial contingency scenarios.

PROVIDE HIGH-QUALITY FINANCIAL SERVICES

- Conduct effective Citywide training to ensure heightened compliance and fewer post-audit findings.
- Promote financial best practices among City departments.
- Eliminate paper forms in Accounting, Budget, and Payroll processes and adopt a paperless office operation.

SUPPORT THE CITY'S FINANCIAL SYSTEMS AND INFRASTRUCTURE

- Replace and modernize the City's financial, procurement, and reporting systems.
- Co-locate and integrate systems support staff into a single division with effective shared service and support delivery.
- Develop and implement key application enhancements to ensure effective Citywide use and customer satisfaction.
- Consolidate PeopleSoft and Business Intelligence infrastructure platforms and support services.

SUSTAIN THE CITY'S FINANCIAL OPERATIONS IN A DISASTER

- Complete and test business continuity for key systems.
- Expand training for Controller and City financial staff on their role in a disaster.
- Plan for the City's financial recovery from a disaster.
- Develop response procedures and capabilities to improve the City's resilience.

INCREASE PUBLIC ACCESS TO USEFUL AND TIMELY INFORMATION

- Conduct public opinion research to improve the form, value, and reach of our public information products.
- Provide new and improved web-based analytical tools.

INVEST IN AND VALUE OUR EMPLOYEES

- Enhance the department's professional development program.
- Incorporate programs to support employee health, safety, and well-being into performance plan.
- Expand 360 pilot program.

MANAGE THE CONTROLLER'S OFFICE EFFECTIVELY

- Initiate space planning and strategic co-location of department divisions following the go-live of the new financial system.
- Develop and roll-out workplace modernization initiatives.
- Use technology to promote efficiencies in the workplace and provide tools to support the work of the Controller's Office.
- Increase efficiency and effectiveness of key departmental operational processes.