



Finance & Administration

Service Level Review

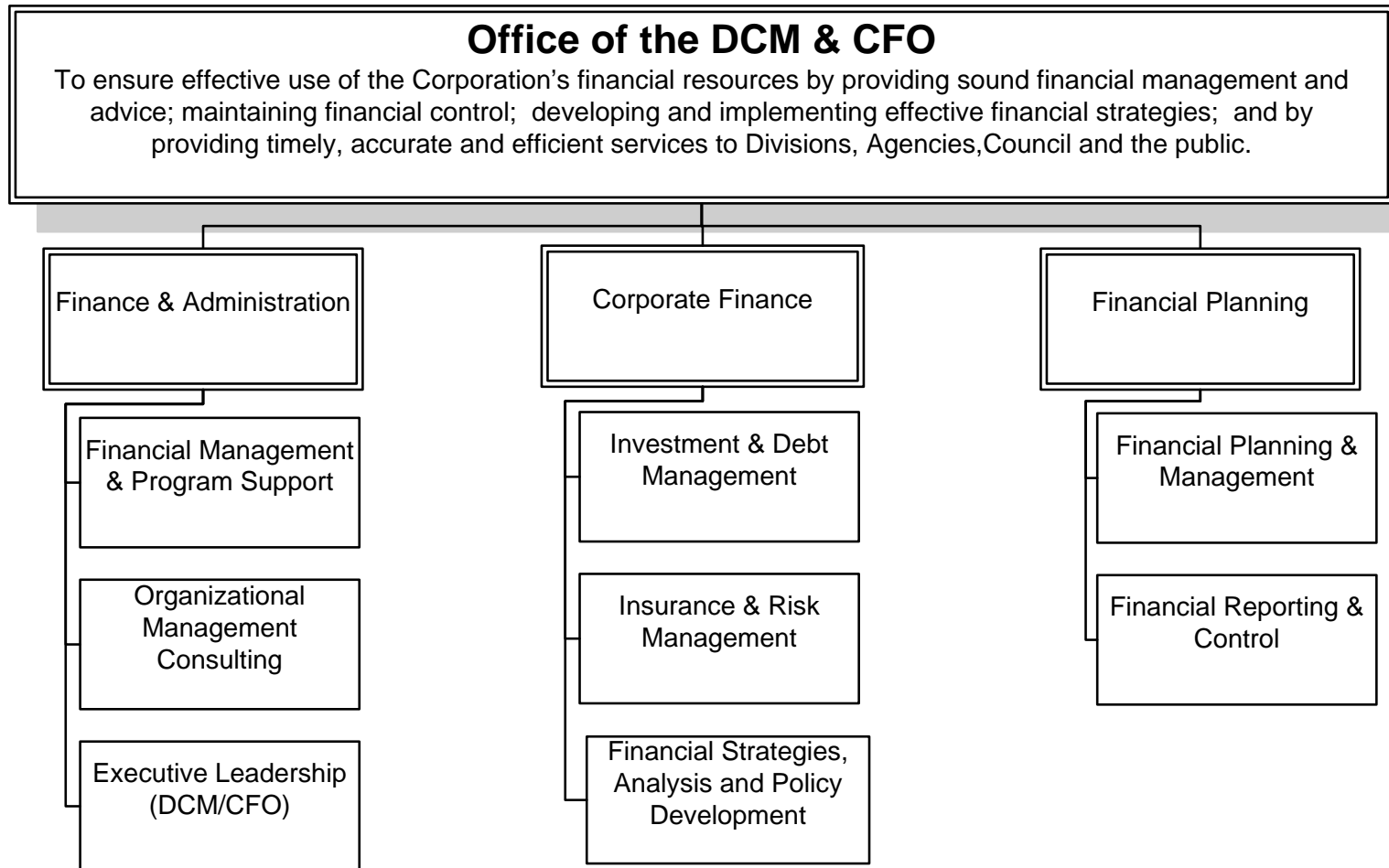
Government Management Committee Presentation
June 15, 2015

Overview

- Recommended Service Levels by Program
 - Program Map
 - Program Overview
 - Service Levels and Performance Measures
 - Key Challenges
 - Opportunities and Priority Actions

Office of the DCM & CFO

2015 Program Map



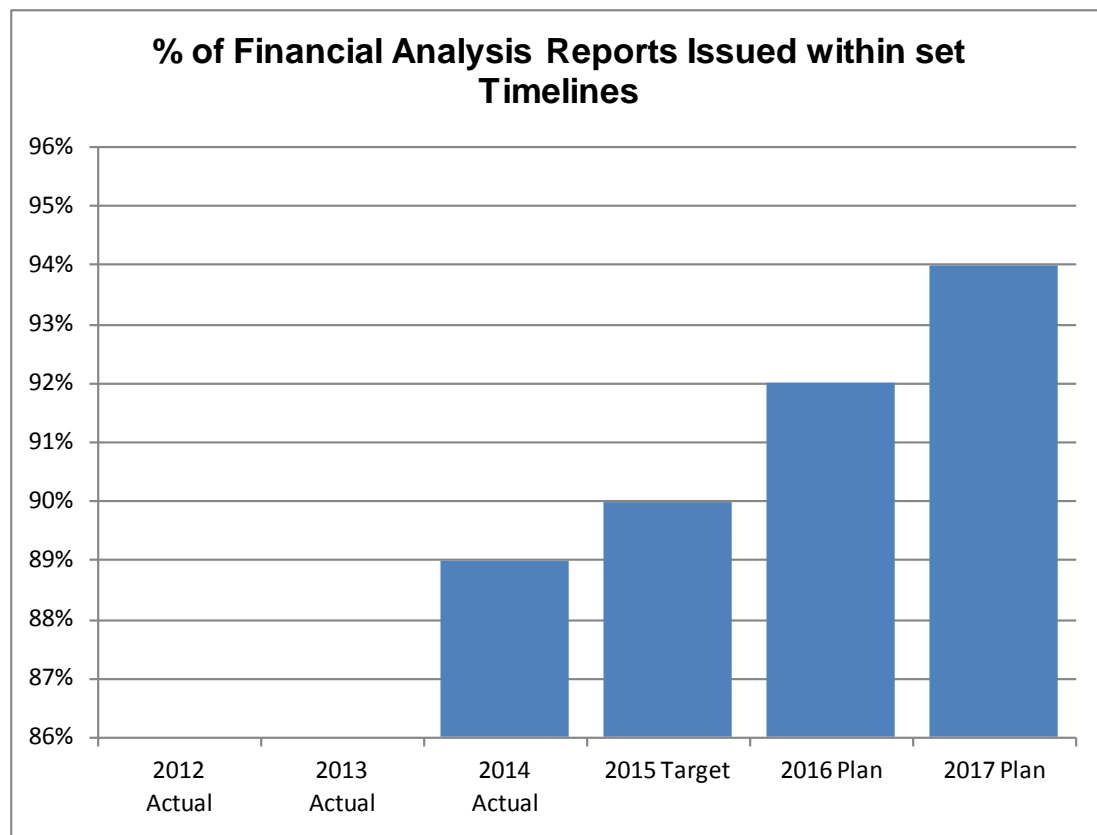
Program Overview

- Support the Deputy City Manager & Chief Financial Officer in providing financial and administrative oversight for Internal Services Divisions:
 - ✓ Capital and Operating budget development, coordination and support
 - ✓ Financial oversight, analysis and reporting
 - ✓ Processing of accounting, payroll & purchasing transactions
- Provide consulting and project management services to Internal Divisions and support continuous improvement in service delivery
- Ensure compliance with Legislation and Council approved policies and procedures

Key Service Levels – 2012 - 2015

Service Level Description		2012	2013	2014	2015
Finance & Administration					
Capital & Operating Budget Support	Approved	Annually in accordance with Corporate schedules & guidelines			
Capital & Operating Variance Reporting	Approved	Quarterly in accordance with Corporate schedules & guidelines			
Financial Oversight and Analysis	Approved	Monthly account analysis and reconciliation			
Payment Processing	Approved	Within 3-5 business days of receipt			
Time & Attendance Reporting	Approved	Bi-Weekly in accordance with Corporate pay schedule			

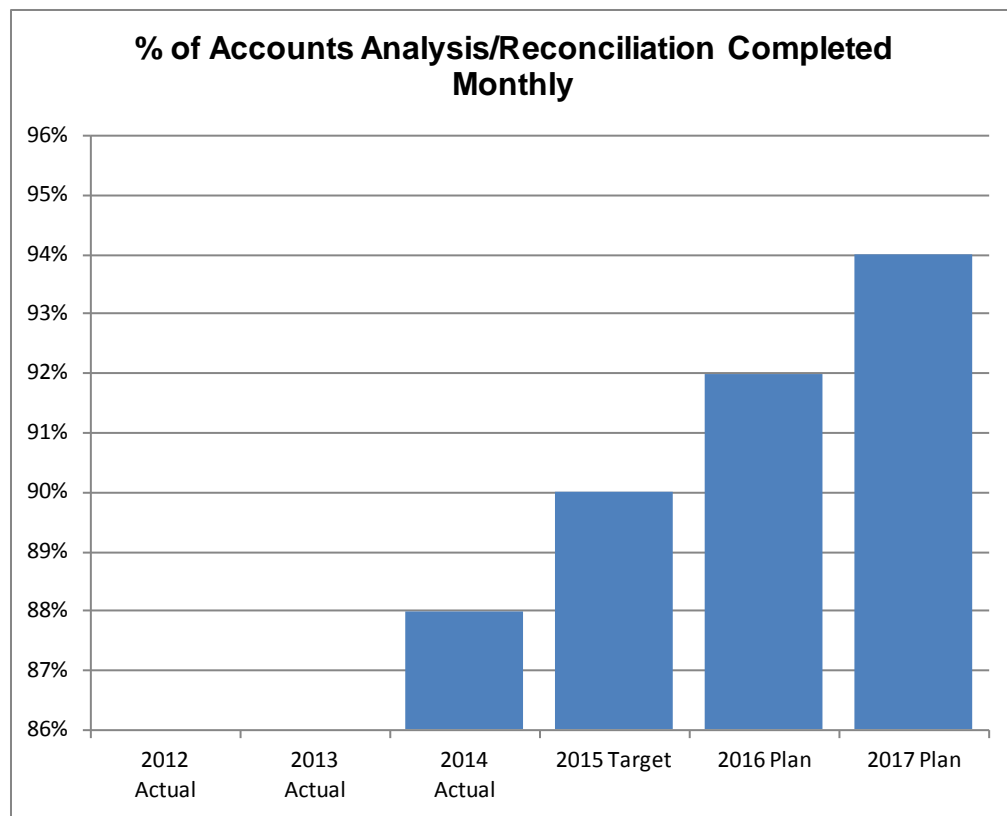
Key Performance Measures



Trend:

- Tracking of actual data for issuing of financial and analysis reports began in 2014
- In 2014, Finance & Administration issued 89% of financial and analysis reports within set timelines
- Finance & Administration staff will strive for 90% achievement in 2015 and towards a goal of 94% in 2017

Key Performance Measures



Trend:

- Tracking of actual data for completed accounts analysis/reconciliation began in 2014
- In 2014, Finance & Administration completed 88% of accounts analysis/reconciliation monthly
- Finance & Administration staff will strive for 90% in 2015 towards a goal of 94% in 2017

Key Challenges

- Continuing to meet service demands given the financial constraints faced by the City
- Aging workforce - 50% of staff are eligible to retire within the next 5 years
- Process changes resulting from Corporate business transformation projects require support for implementation

Opportunities and Priority Actions

- Manage staff attrition through proactive staff development and succession planning
- Work with Corporate Accounting, Payroll, and Financial Planning to implement automation projects:
 - ✓ Employee Self Service / Manager Self Service
 - ✓ Multi-Year Serviced Based Planning & Budgeting



Thank You

