

## INTERNAL SUPPORT ADMINISTRATIVE INTEGRATION PLAN PROGRESS REPORT – MAY 18, 2010

**To:** Carmel Angelo, Chief Executive Officer  
**From:** Kristin McMenomey, GSA Director  
**Subject:** Internal Support Administrative Integration Plan – Progress Report

---

At the direction of the CEO, the County's Internal Support departments have been meeting to discuss and prepare a plan regarding the potential integration of the administrative services of the County's Internal Support departments. The Internal Support departments identified to participate at this time in this integration are: General Services Agency, County Executive Office, Human Resources, Clerk of the Board, and the Auditor-Controller. The intent of the integration plan is to identify areas by which consolidating administrative services within the Internal Support departments would be more efficient and potentially realize resource savings.

The Internal Support departments have met on two occasions and have completed the following concerning the integration process:

- Identified participating department heads/stakeholders
- Identified the purposes of the effort, the desired outcomes of the effort, expectations of participants, the necessary resources to complete the effort, and prepared a process timeline
- Conducted research regarding what other Counties are doing

The integration process timeline has an anticipated completion date of August 16, 2010, which includes the following phases of review:

- Conducting an operational audit (what do we do, how do we do it, what do we do well, what needs improvement) and assessing the current business practices of all Internal Support business units
- Identify Strategic Issues (fundamental challenges affecting an organization's mandates, mission, product or service level mix, clients or users, costs, financing, organization, or management)
- Integration: Develop scenarios and preferred models, conduct a cost benefit analysis/needs assessment, identify cost-saving methodologies (as appropriate), finalize Integration/Implementation Plan
- Present Integration/Implementation Plan to Board of Supervisors
- Implementation/integration

Currently, the participating Internal Support departments are conducting the operational audit phase of the integration plan. Participating Internal Support employees were asked to complete a Position Description Questionnaire (PDQ), which will be reviewed and analyzed by Human Resources, with findings and recommendations brought back to the Internal Support departments heads by the end of May.

Staff will continue to provide updates as the integration plan progresses.