

**gwinnett**county



**County Administrator's Office**



# Introduction to Administration & Support



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# Who Are We?

The Administration & Support Departments include:

- Department of Financial Services
- Department of Information Technology Services
- Department of Human Resources
- Department of Support Services
- Solid Waste and Recovered Materials Division

We'll focus on our finances, technology, human resources, facilities, fleet, construction, and property management so other departments can focus more on their business.

# Our Mission

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We are internal support organizations that provide responsive, high-quality services across numerous areas to Gwinnett County departments who are our valued customers.

We support those who provide direct services to our citizens.

# Engage Gwinnett Recommendations

## *Recommendations for the status quo*

### #3

We recommend that the County consider continuing with technology improvements that have been delayed, since these improvements would allow some Internal Service areas to accomplish more with their existing staffs...

### #4

We recommend that the Internal Service departments identify appropriate localities and organizations to use for benchmarking purposes. Comparisons with these peer localities and organizations should be an ongoing and formalized process...

# Engage Gwinnett Recommendations

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## *Recommendations for a declining tax digest*

#2

Involve the other departments, which are the customers of the Internal Service areas, in determining internal services that can be eliminated or reduced. This may involve a poll or roundtable discussions to identify services that each County department is willing to give up.

# 2030 Unified Plan

- Provide funding sources to deliver international gateway scenario
  - Property taxes
  - LOST
  - Other revenue sources

# 2011 Accomplishments

- Maintained triple-AAA bond ratings
- Saved \$9.3M in debt service payments by refunding a portion of the 2003 Water and Sewer bonds
- Began energy retrofits on 41 county buildings
- Received National Recognition & Awards

The only way to be prepared for anything is to prepare for everything.

## 2012: Continuous Improvement

“ ‘*If it ain't broke, don't fix it*’ is the slogan of the complacent, the arrogant, or the scared. It's an excuse for inaction, a call to non-arms. It's a mindset that assumes (or hopes) that today's realities will continue tomorrow in a tidy, linear, and predictable fashion. Pure fantasy.”

Colin Powell, Former Secretary of State  
Excerpt from *Leadership*

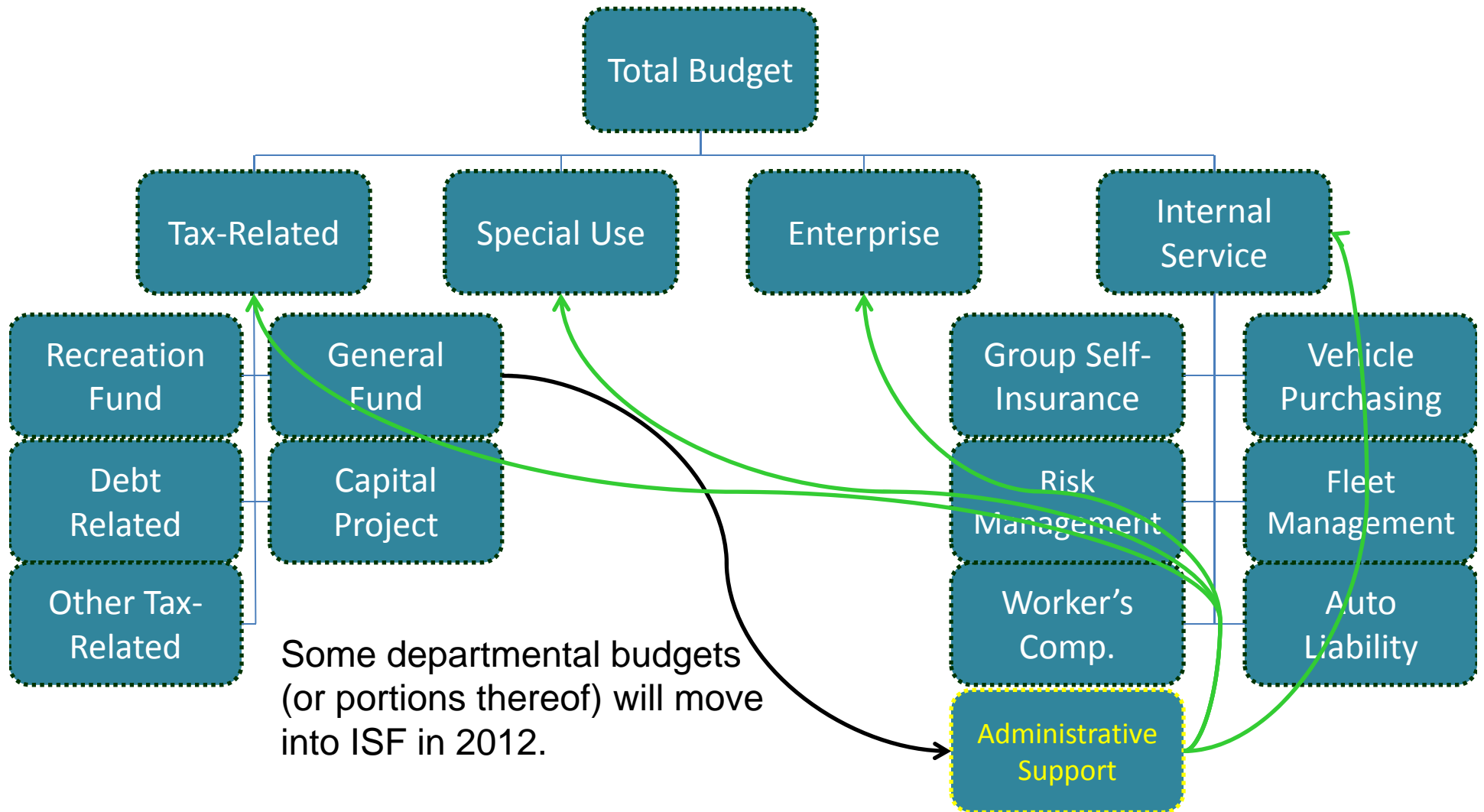
Here's how we're addressing the economic challenges...



## 2012 Major Initiatives

- Establish an Internal Service Fund for Administrative Support
- Implemented updated Cost Allocation Plan
- Commence First-Tier Technology Projects

# Internal Services Fund



## Administrative Support Cost Allocation Plan Update

- Board of Commissioners adopted updated plan on July 19, 2011
- Plan was prepared in accordance with full cost accounting principles and provides for consistent approach to identifying indirect costs
- Updated plan captures all costs in originating administrative support departments and allocates them out to benefiting funds, agencies, and departments

# Tier I Technology Projects

- SAP Technical Enhancements
- SAP Functional Assessment
- Manatron Enhancements (SB 346)
- Budget Management System
- Supplier Relationship Management System Enhancements
- Vendor Tax Withholding
- SharePoint Integration
- SharePoint Enhancements
- Funds Reservations Enhancements
- Electronic Time Entry System
- FileNet Integration Enhancements
- Risk Management System Replacement
- Enterprise Resource Planning
- Human Capital Management \*
- Asset Management \*
- Enterprise Content Management \*

\* Unfunded

Insight = Efficiency



For more information, visit [www.gwinnettcountry.com](http://www.gwinnettcountry.com)

