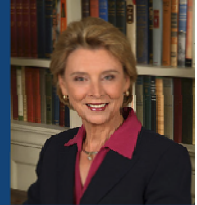




Governor Chris Gregoire

GOVERNMENT MANAGEMENT ACCOUNTABILITY & PERFORMANCE



Government Efficiency

JULY 15, 2009

The turnaround time for businesses to become certified as minority or women owned has dramatically improved. A performance report from the state's Government Efficiency agencies – the departments of General Administration (GA), Information Services (DIS) and Personnel (DOP), and the offices of Financial Management (OFM) and Minority and Women's Business Enterprises (OMWBE) was delivered today to the Governor and her Leadership Team.

Highlights:

- Application processing time has dramatically decreased at OMWBE. In the first three months of 2009, the number of businesses applying to be certified as minority- or women-owned rose 55% compared to the same time period in 2008. Despite this increase in volume, 50% of the applications were processed in 45 days or less, and another 26% were processed in under 60 days. This is the fastest turnaround time for applications in over two years.
- Use of Enterprise Contracts continues to be high. Using master contracts leverages the bulk buying power of the state and saves agency resources because they don't have to negotiate duplicative contracts. For example, 99% of fuel spending is made through master contracts, along with 90% of applicable food and 90% of office supplies purchases for purchases during a three-month period ending September 30, 2008.
- State agencies are using standard configurations for IT equipment. 82% of state agency computers bought off master contracts used one of the standard hardware specifications. Buying computers that use the same configurations saves time and money by leveraging volume discounts and state buying power, reducing maintenance and support costs, and helping agencies find the right product to suit their needs.
- Shared IT Services, which are run by DIS and used by many state agencies, help the state consolidate technical resources and use technology more efficiently. The key IT Services tracked met all targets for system availability, or 'up-time' for the first three months of 2009. DIS also completed a survey comparing the cost of these services to other states and national benchmarks, and they are now using that data to inform decisions about the services.

For more information, visit the web-based tool used to manage agency performance:

<http://performance.wa.gov/GE/Pages/default.aspx>