Progress Check for Continuous Improvement

Office of Legal Affairs
June 30, 2017

<table>
<thead>
<tr>
<th>Strategic Plan Goal Area</th>
<th>Organizational Effectiveness and Efficiency</th>
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<td>Strategic Plan Performance Objective</td>
<td>Improve efficient use of resources, processes, and management structure to support system innovation</td>
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**PLAN**

Review the goal area, performance objective, initiative(s), performance measures, and action steps that you are working on for this particular area. What have you completed? What can you celebrate?

- Respond to all open records requests within three business days as mandated by the Georgia Open Records Act.
- Deliver the final documents by the estimated due date or notify the customer of the delay.

**DO**

Describe the work of your team in achieving your performance objectives. Specifically address your initiatives and action steps.

- Copying all potential owners of the data and confirming ownership on day one.
- Providing a brief summary of the Act’s requirements with all new recipients.
- Reinforcing that even if records are not available by the third business day, a time and cost estimate must be provided; a response is required.
- Validating the time and cost estimate when necessary.
- Stressing the importance of realistic estimates based on anticipated demands of the business.
- Sending a reminder one day before the due date.
- Promptly notifying the customer when a change occurs.

**CHECK**

Are you getting the results needed to reach the performance targets? How are you monitoring and measuring to ensure results?

- Yes, we have met our 2016-17 target to respond by the third business day 90% of the time. We are at the 91% mark.
- We need additional effort/support in meeting the estimated delivery date. We are below the 2016-17 target of 83%. Our current indicator is 81.8% (rounded up to 82%).

**ACT**

What are the challenges or obstacles you are facing or anticipating? What needs to change and/or improve to reach your performance targets? How will these changes lead to progress?

The statutory three-day window is too short; however we can/must improve our response time by:

- Reiterating the importance of a first response within three days.
- Stressing the importance of realistic time and cost estimates based on the complexity of the task and the resources available.