

Agency Director Electronic Handbook

February 9, 2012



Project Summary

Across state government there are a myriad of responsibilities that fall on the shoulders of an agency, board, or commission. Oftentimes these responsibilities are overlooked because of changes in staff or because there is not a central place that catalogs these requirements. Some of these responsibilities are time sensitive and need immediate attention, but they are not easy to locate and not readily apparent to the leadership, especially during times of transition.

The project parameters that were provided to us, were as follows: This project should be the development of a focused document and/or website that will identify these responsibilities and provide direction as to how to meet them. It should include research; working with agency directors to see what types of information would have been beneficial to them as they were starting, and the development of a website to centrally house this information.

Our sponsor had a very extensive list of the categories and types of information that should be included in this website which he had compiled over several years working in the Department of Administrative Services. Our mission became one of searching for the most relevant information while providing existing link information in one easy to use, easy to maintain one-stop source.

Project Purpose and Goal

The purpose of this project was to develop a focused webpage to serve as a central location that catalogs requirements, identifies agency responsibilities, and provides direction to new directors and staff to be able to meet the myriad of responsibilities required of their agency, board, or commission. Resources provided include Administrative, Human Resource, and Fiscal Information. Our goal was to create a comprehensive, user-friendly webpage using existing links to relevant and timely information. We hope that users will help keep this website current and relevant by clicking the “contact the webmaster” link when information requires updating or links need to be changed.

The long-term goal of this project is that in twenty-plus years a new administration will be using the website to find their way around an unfamiliar, new system and find that our website has been maintained and relevant and that using it eases their transition into their new roles into state government.

Project Methodology

Project Action Plan & Execution

The project was reviewed and assigned to our team. Our project lead immediately defined group roles and responsibilities and set-up a meeting with the project sponsor, John Cunningham. During the first meeting the team created the group charter and established further actions and timelines for completion of the project.

The team then developed a project schedule to plan the various tasks which would be necessary to achieve the objectives of our sponsor. Each team member contacted their own agency, as well as the various boards and commissions, to get feedback regarding any additional needs and or information that may have been overlooked. Once received, all suggestions were incorporated into the project.

The information data list, provided by our sponsor, was divided up evenly among the six team members for research on relevant links, via the internet. Once completed, the team then compiled the work lists into a combined document and met with sponsor for additional clarification. Another follow-up meeting was scheduled at which time the team sponsor assisted in fine-tuning relevant links and categories.

Contact was made to the Office of Information Technology (OIT), John Verdes, in order to inform and provide understanding of the requirements and timeframes for adding a webpage onto the Department of Administrative Services (DAS) website, Ohio.gov.

The team wrote a project specification document, submitted the document to OIT, and a webpage link was created by the IT department. We were provided access to the webpage to develop, test, modify, and improve the webpage.

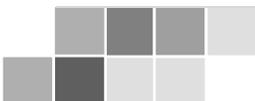
The test webpage was reviewed by the Governor's Office who provided some constructive feedback. Our team reviewed the test webpage together and reviewed every link. We further consolidated, modified, and improved the page.

Project Information Gathering

The team sponsor provided a list of categorized topics and responsibilities for which he felt would be helpful to new leadership and their staff if a single webpage contained links to current and relevant information regarding these topics and responsibilities.

The team took this list and divided it into six equal sections and each of us looked for existing, relevant information for these topics and responsibilities and saved the link. We then combined these links in a single spreadsheet for further analysis. We contacted various agencies, boards, and commissions to inform them of our project and ask for any input that they would like to give.

Based on conversations we had with various agencies, boards, and commissions, we made adjustments to the information we were gathering. We contacted the OIT Department to review their requirements and policies. Their policy is included in the reference.



Project Analysis

As a group, we considered the information we had compiled during the gathering process by asking ourselves, “Is this the information I would be looking for if I were a new director?” If the answer was yes, we saved the link and moved on. If the answer was no, we kept searching for a more appropriate link to more relevant information.

Next, we reviewed each link with our sponsor who verified each one or in some cases showed us other information that he was familiar with and we replaced a few of the links we had previously listed. Some topics were modified, consolidated, or completely dropped from the list.

We refined the categories as the test webpage came together and reviewed the list with the sponsor again.

We met again as a team to review the links on our test webpage. We fine-tuned the website and the categories. It was apparent that if this webpage is going to remain current and relevant that we would need to find a method to automatically prompt an update. Some links which had worked initially were no longer live webpages. We updated those and added a prompt to contact the webmaster if a link did not work or required updating.

Project Team

For more information about this project, contact team members:

Project Advisor- John Cunningham

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