

# STATE GOVERNMENT OPERATIONS REPORT CARD

## Customer Service

*Goal: To improve the quality and responsiveness of government services across the enterprise.*

Customer Satisfaction	→
Customer Service Management Practices	↑
Digital Government	↑
Service Quality	→

## Accountability

*Goal: To protect the health and safety of Virginians while using resources in a fair, accountable, and transparent way.*

Consumer Protection	→
Diversity and Fairness	→
Fraud and Waste Control	↑
Regulatory Framework	↑
Transparency	↑

## Performance Assessment and Improvement

*Goal: To continually improve the efficiency and effectiveness of government operations.*

Key Process Performance	↑
Performance Management and Reporting	↑
Process Improvement Practices	↑
Strategy and Internal Communications	↑

## Infrastructure Stewardship

*Goal: To protect and enhance the returns on the Commonwealth's investments in its infrastructure.*

Cyber Security	→
Emergency Preparedness	↑
Energy and Environmental Management	↑
Facilities Maintenance and Construction	↓
Information Technology	→
Roads, Rail, and Other Infrastructure	→

## Financial Management

*Goal: To wisely manage and optimize the resources entrusted to state government.*

Audit and Internal Controls	↑
Bond Rating	↑
Debt Burden	↓
Financial Asset Management	↑
Grants and Contract Management	↑
Rainy Day Fund	↑
Revenue Forecasting	→
Self-Insurance Liabilities	↓
Tax Burden	↑

## Human Resource Development

*Goal: To wisely manage, support, and develop the human resources needed to carry out the functions of government in the most efficient and effective way possible.*

Development and Assessment	→
Employee Health and Workplace Safety	↑
Employee Relations	↑
Leadership Development	↻
Turnover	↑

Performance  
Trend

Improving ↑

Maintaining →

Worsening ↓

Under Development

