



# Council on Efficient Government

## **Meeting Minutes**

March 29, 2007  
10:00 a.m. – 12:00 p.m.  
Capitol Building  
Cabinet Meeting Room, LL03

Chair South called meeting to order; all members were present

No public comments were made

### **Introductions**

Council member introductions were made

### **Administrative Overview**

Chair South gave the floor to Richard Ramos to discuss Administrative portion of the agenda

### **Roles and Responsibilities**

First topic of discussion were the roles and responsibilities of the Council

- Summary of Chapter 287.0573 was discussed; Council members in agreement with roles

Pat Gleason, Office of the Governor, was introduced and presented to the Council on Sunshine Law

### **Outsourcing**

Richard Ramos discussed definitions of outsourcing

### **Communication**

Richard Ramos discussed the following:

- current office procedures
- council member interaction
- contact information

## **Calendar**

Richard Ramos led the discussion on the following:

- setting 2007 council meeting dates
- events and activities
- work product deadlines

Action Items:

- Council members decided to meet monthly
- Staff directed to set meeting dates

## **Mission Statement**

Noah McKinnon was introduced and discussed several drafts

Council made recommendations and directed staff to integrate comments for distribution

## **Mission Statement Comments**

Council Member Sink:

- Use more proactive language
- Plainly state that the Council will be evaluating and recommending

Council Member Evans:

- Be less tactical
- Council is not a consulting firm
- Express specific actions such as evaluation and recommendation of business cases, and creation of a roadmap for the future

Council Member Benson:

- Express that the Council is a steward of taxpayer dollars

Council Member Zingale:

- Add a bulleted outline of the three projects the Council has been tasked with (PeopleFirst, MyFlorida Marketplace, Project Aspire), which will drive best practices
- Do not limit it to agencies; Council serves to create *enterprise wide* solutions
- Express the public service component: protecting taxpayer dollars

Council Member Agrawal:

- Use more concrete and actionable language

Chair South's Recap of Member Comments:

- Less tactical, more strategic
- Stewards of the taxpayers
- Enterprise wide solutions, not individual agencies
- Best practices
- Change to monthly Council meeting until further notice

## **Website**

Barb Carter was introduced and discussed current website and asked for Council input  
Council made the recommendations below and directed staff to integrate additions/changes

Council Member Agrawal:

- Agencies should be able to use the website as resource
- Take out the bureaucracy

Council Member Sink:

- Add link to work done regarding outsourcing by private industries (i.e. TaxWatch, National Association of Comptrollers, but also Auditor General, OPPAGA)

Council Member Evans:

- Add websites that already have national perspectives on best practices and include as a resource

Council Member Zingale:

- Add National Association of Managing Services—which breaks down by state—and include as a resource

Chair South:

- Use the body of knowledge that is already out there instead of recreating the wheel
- Add Council Member Bios
- Use template for correspondence, not email

## **Project Review**

Richard Ramos discussed documents submitted to the Office from agencies

- Current procedures/how work comes in to the office
- When is a project commissioned?
- What defines an action?
- Specific projects submitted by Department of Juvenile Justice and Agency for Workforce Innovation

Council made the recommendations below:

Council Member Sink:

- Requested that cases not meeting Council criteria be referred to the Division of Accounting

## **Business Case Components**

Rob Szumowski was introduced and discussed the various components in developing business cases

Council made the recommendations below:

Council Member Evans:

- Components should streamline the process of creating a business case
- Council should be able to make improvements and incorporate lessons learned to the guidelines for creating a business case

Council Member Zingale:

- Council needs to look at what breaks down in the process of developing a business case, both generally and in individual projects
- If six out of seven projects fail, perhaps something should be improved

Council Member Benson:

- The problem often lies with the *way* we contract; we are often “out-lawyered” by the vendors

Council Member South:

- Council needs to create a good way of transferring knowledge across the agencies

Council Member Evans:

- Council should consider current short-comings in outsourcing and lessons learned from the TaxWatch Report on outsourcing

Council Member Agrawal:

- Council must stay focused on actionable business processes and make distinctions between the different nuances within that process

## **New Business**

Chair South discussed the following Governor’s tasks and the review of current projects and stated that this will serve as a starting point for evaluating how to reap the most benefit from the systems:

- People First
- MyFloridaMarketPlace
- Project Aspire

## **Legislative Update**

Richard Ramos informed Council that the office is monitoring related legislation

## **Incubator Items**

Richard Ramos discussed the following items:

- Travel Management
- 3-1-1
- Bio Energy
- Fleet Management
- Legal
- Leasing of Buildings and Large Assets
- Aging of Workforce

Council members tasked the Office with the following items:

Council Member Zingale:

- Timeframe strategy from the statutory mandates
- Two and a half year calendar on how the outsourcing works from beginning to end (timeline), with special emphasis on where key decisions are made
- Ways to streamline the outsourcing process

Council Member Sink:

- List of deliverables
- Explanation of “who does what” in the outsourcing process; define lapses and overlaps of process
- Timeline on individual projects

Council Member Agrawal:

- Explanation of the roles of outsourcing stakeholders, with special emphasis on where roles begin, end, and overlap

Chair South adjourned the meeting