OMF Business Operations Division

Providing strategic financial, communication and project management services for the Office of Management and Finance to achieve its goals.

Services Description FY 2015-16

The Division provides an array of financial management, communications, and project management services to OMF bureaus and divisions, Citywide projects, several small bureaus, and City Council offices.

Business Operations is made up of several teams; descriptions and an organizational chart are shown below:

Financial Management Services

BHR/BRFS/CAO/Council Offices – Financial management services for the Bureau of Human Resources, Bureau of Revenue and Financial Services, Spectator Venues, Business Operations, the Office of the Chief Administrative Officer, all City Council offices, three programs and the City Innovation Fund.

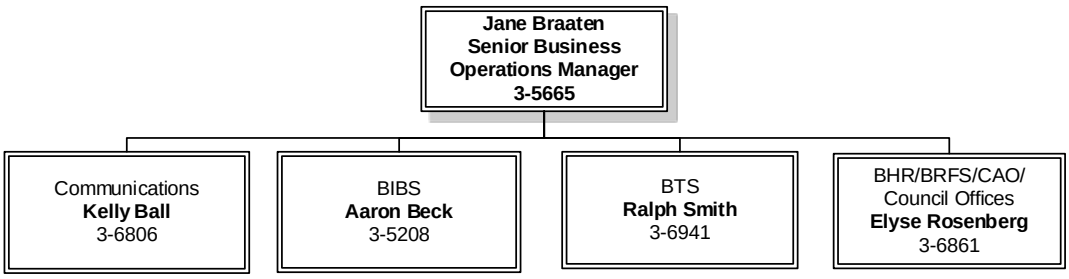
BIBS – Financial management services for the Bureau of Internal Business Services (CityFleet, Facilities Services, Printing and Distribution, Risk Management) and the Public Safety GO Bond program.

BTS – Financial management services for the Bureau of Technology Services, Enterprise Business Solution and the Public Safety Systems Revitalization Program.

Communications – Communications, change management, strategic planning, public information, project management, and community involvement services.

Administrative Services – Accounts payable/receivable, personnel transactions, timekeeping services, FMLA processing, reception and procurement.

Management – Policy development, project management and support to special projects.



Summary of Services

Financial Management Services	
Description	Provide financial services and oversight for a total OMF budget of $468 million and 15 funds.
Core Services	• Develop and administer budgets • Develop OMF financial management process • Provide financial analysis of budget and business decisions • Provide financial analysis of funding plans and proposals • Prepare financial plans • Produce financial reports • Conduct projections and analysis for budget balancing • Prepare Financial Impact Statements for personnel actions and ordinances • Prepare and submit all OMF budget documents • Prepare audit schedules for OMF's divisions and Council offices in support of the City's fiscal year audit and CAFR production • Develop overhead models, interagency rates and financial component of interagency agreements • Prepare and submit budget monitoring reports for OMF • Process journal entries for allocating costs, correcting transactions and closing fiscal periods • Bill for services of interagency providers • Provide accounts payable services • Provide accounts receivable services
Additional Services For a subset of Clients	• Provide financial management services to large projects • Develop capital plans • Conduct capital project accounting • Create and maintain cost objects • Coordinate debt sales • Problem solve funding, purchasing, and contracting alternatives • Provide support services to small bureaus

Administrative Services	
Description	Provide administrative services and support to OMF bureaus.
Core Services	• Coordinate and process timekeeping records • Process payroll and personnel administration • Provide reception services for 12th floor • Order and maintain supplies • Process and maintain FMLA files and transactions • Manage and maintain Division records
Additional Services For a subset of Clients	• Coordinate facilities, telephone, and ergonomic issues for occupants of the Portland Building's 12th floor • Provide P-card processing support • Process travel requests and coordinate travel arrangements • Provide purchasing and materials management services

Communications	
Description	Provide communications, change management and project management services.
Core Services	• Lead the monitoring of the OMF Strategic Plan and OMF Work Plan – track and report progress • Prepare OMF budget narratives and performance measures • Research and respond to OMF records requests • Provide public information and media services • Produce management reports in assigned areas • Produce the Weekly OMF Hot Sheet for the Mayor's Office • Convene, staff and develop management information reports for the OMF Advisory Committee, Equity Committee, Labor-Management Committee and Sustainability Committee (Green Team) • Convene, staff and develop management information reports for the City Council-appointed Public Safety GO Bond Independent Citizen Committee, Technology Oversight Committee and Socially Responsible Investments Committee • Manage Innovation Fund proposal and grants process • Create and manage internal, Citywide and community communications • Manage OMF's web pages, City homepage, and the Citywide employee portal • Provide document layout and design services • Conduct communications/change management for OMF projects, such as the Portland Building Reconstruction Project, Vendor Payment Checkbook and fiscal transparency • Manage Citywide Charitable Campaign
Additional Services For a subset of Clients	• Coordinate community involvement efforts • Participate on Citywide committees reviewing and recommending policy changes to records management, legal holds and public records requests

Management / Other	
Description	Provide management, policy development and project management services in support of the CAO, Council and/or City initiatives.
Core Services	• Manage the production of the OMF Strategic Plan, OMF Work Plan and customer service survey • Coordinate Bureau Directors meetings and planning sessions • Provide staff support to the OMF Leadership Team meetings • Manage division professional development and employer of choice initiatives • Implement customer service process assessments; publish the OMF customer service framework • Provide project management support services • Convene the City Business Hour Group • Manage the initiatives for the Citywide Innovation Program • Convene interagency checkup meetings • Review and update OMF financial, administrative and communication policies
Additional Services For a subset of Clients	• Serve as a project sponsor for the City mentorship program • Serve on EBS governance committee • Serve as an OMF Navigator • Convene and staff the OMF meetings with Small Bureaus

Summary of Customers

	Financial Services	Administrative and Accounting Services	Communications	Management Services
Customers				
Bureau of Human Resources	X		X	
Bureau of Internal Business Services				
CityFleet Services	X	X	X	
Facilities Services	X	X	X	
Printing & Distribution	X	X	X	
Risk Management Services	X	X	X	
Bureau of Revenue and Financial Services				
Accounting	X	X	X	
Grants	X	X	X	
Public Finance and Treasury	X	X	X	
Procurement Services	X		X	
Revenue	X	X	X	
Bureau of Technology Services	X	X	X	
Chief Administrative Officer	X	X	X	
Business Operations	X	X	X	X
Spectator Venues	X	X	X	
Citwide Projects				
Enterprise Business Solutions	X	X	X	
PSSRP	X	X	X	
Committees Supported				
Technology Oversight Committee (TOC)			X	
Independent Citizens Committee (ICC)	X		X	
Public Safety GO Bond	X	X	X	
Fire GO Bond	X	X	X	
OMF Budget Advisory Committee	X		X	X
Soc. Responsible Investments Committee			X	
OMF Labor Management Committee			X	X
OMF Green Team			X	
OMF Equity Committee			X	X
City Bureau Directors Meeting and Session				X
City Business Hour				X
Council Offices				
Mayor's Office	X	X	X	
Ofc. of Youth Violence Prevention, COCL-COAB	X	X	X	
Commissioner Fish's Office	X	X	X	
Commissioner Fritz's Office	X	X	X	
Commissioner Novick's Office	X	X	X	
Commissioner Saltzman's Office	X	X	X	
Gateway Domestic Violence Center	X	X		
Small Bureaus	X	X		X
Innovation Review Panel and Innovation Fund	X		X	X
PDX Bldg. Reconstruction and Change Mgmt.	X		X	X
Citywide Charitable Campaign	X		X	X