

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 2017-18

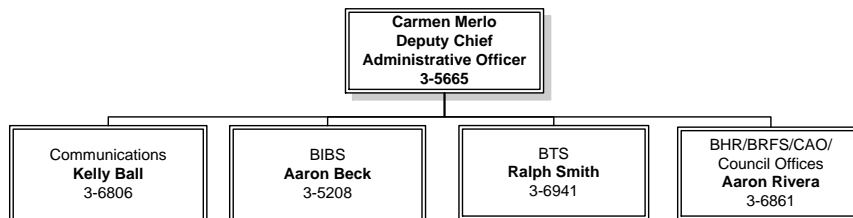
The Division provides an array of financial management, communications, and project management services to OMF bureaus and divisions, Citywide projects, several small bureaus, and City Council offices.

Business Operations made up of several teams; some of Business Operations Division's ongoing deliverables include, but not limited to the following:

OMF Business Operations Ongoing Deliverables

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| Daily | Daily deadlines include: cash handling, media/public records requests, accounts payable for approximately 29,400 invoices a year. |
| Weekly | Weekly deadlines include: OMF project status reports, Speaker Series, Financial Impact Statement preparation. |
| Bi-weekly | Bi-weekly deadlines include: timekeeping for 168 employees, personnel administration for 170, FMLA processing for 584; OMF Leadership Team. |
| Monthly | Monthly deadlines include: staff support services for 9 Committees (four Council-appointed), Technology Oversight Committee (TOC) report to CAO, accounting period projections for 28 groups, Bureau Directors, City Business Hour, preparation of financial management reports, interagency agreement billings, accounts receivable billings, bond proceeds reimbursement requests, journal entry preparation for allocating costs and closing the month. |
| Quarterly | Quarterly deadlines include: budget report submission for 28 groups, TOC report to Council, Review Panel and reports, calculation of state workers' compensation payment. |
| Semi-annual | Semi-annual deadlines include: OMF Strategic Planning, AA/EEO reports, Citywide Charitable Campaign, internal audits, file review, preparation of OMF's Budget Monitoring Process report. |
| Annual | Annual deadlines include: preparing 81 year-end audit schedules, OMF and Business Operations policy and procedure reviews, equity budget tool and roadmap, performance measures, Independent Citizens Committee, and OMF Advisory reporting, development of OMF's operating budget, capital improvement plan, and five-year plan, development of interagency rates and agreements, preparation of fund balance analyzes, provision of data for actuarial study of City's self-insurance funds. |

OMF Business Operations Management Structure



Summary of Services

| Financial Management Services | |
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| Description | Provide financial services for all OMF bureaus and divisions and oversight for a total OMF budget of \$585 million and 16 funds. |
| Core Services | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Provide financial management services to large projects • Develop capital plans • Conduct capital project accounting • Create and maintain cost objects • Provide financial management to debt financed projects • Problem solve funding, purchasing, and contracting alternatives |

| Administrative Services | |
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| Description | Provide administrative services and support to OMF bureaus and Council Offices including personnel transactions, timekeeping services, FMLA processing, phone reception and procurement. |
| Core Services | <ul style="list-style-type: none"> • Coordinate and process timekeeping records • Process payroll and personnel administration • Provide reception services for the OMF main phone line • Order and maintain supplies • Process and maintain FMLA files and transactions • Manage and maintain Division records • Manage OMF ordinance and Council action submittals to the Mayor's Office |
| Additional Services For a subset of Clients | <ul style="list-style-type: none"> • Coordinate facilities, telephone, and ergonomic issues for OMF occupants of the Congress Center 22nd floor • Provide P-card processing support • Process travel requests and coordinate travel arrangements • Provide purchasing and materials management services • Manage, maintain and archive calendars for CAO, DCAO and CFO • Manage and maintain records for CAO, DCAO and CFO • Coordinate logistics for Bureau Directors meetings and special sessions • Perform contract administration actions |

| Communications | |
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| Description | Communications, change management, strategic planning, public information, project management and community involvement services. |
| Core Services | <ul style="list-style-type: none"> • 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, Technology Executive Steering 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 Portland Building Community Oversight Committee • Create and manage internal, Citywide and community communications • Manage OMF's web pages and social media, 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 • Manage Citywide Charitable Campaign • Coordinate the OMF Speaker Series |
| Additional Services For a subset of Clients | <ul style="list-style-type: none"> • Coordinate community involvement efforts • Participate on Citywide committees reviewing and recommending policy changes to records management, legal holds and public records requests |

| Management / Other | |
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| Description | Provide management, policy development and project management services in support of the CAO, Council and/or City initiatives. |
| Core Services | <ul style="list-style-type: none"> • 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 • Convene interagency checkup meetings • Review and update OMF financial, administrative and communication policies • Serve on Technology Executive Steering Committee • Serve as an OMF Navigator |
| Additional Services For a subset of Clients | <ul style="list-style-type: none"> • Convene and staff the OMF meetings with Small Bureaus • Coordinate Council Office Transitions |