

PROGRAM FACT SHEET

Arizona Department of Administration—Financial Services Division General Accounting Office (GAO)

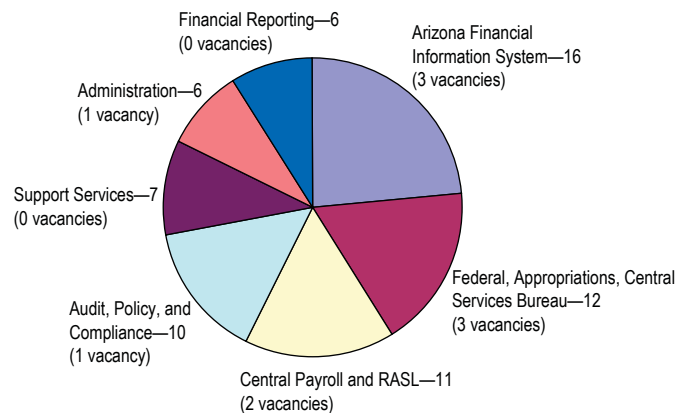
Services:

The General Accounting Office, one of three programs within the Department of Administration's Financial Services Division, provides a variety of services and fulfills several responsibilities through the following units:

- **Central Services Bureau**—Provides a variety of budget preparation and monitoring, bookkeeping, and reporting and consulting services to small- and medium-sized state agencies on a fee-for-service basis.
- **Federal**—Negotiates and monitors federal issues affecting the State, including developing federal reporting policies and procedures, coordinating the State-wide Single Audit, and preparing the State-wide Cost Allocation Plan.
- **Appropriations**—Administers state-wide appropriation and allotment transactions, prepares and distributes the state cash basis Annual Financial Report, and approves and monitors agency revolving funds.
- **Financial Accounting**—Prepares the audited State-wide Comprehensive Annual Financial Report (CAFR) and provides technical assistance to state agencies regarding accounting issues pertaining to financial statement reporting and for the processing of fixed assets on the state-wide accounting system.
- **Audit, Policy, and Compliance**—Coordinates the development and distribution of state-wide accounting policies and procedures; maintains security for the state-wide accounting system (AFIS); and performs procedural, compliance, and special reviews of state agencies.
- **Central Payroll and State's Retiree Accumulated Sick Leave (RASL)**—Coordinates payroll for state employees, jointly administers the Human Resource Solution (HRIS) system with the Human Resource Division, and administers, reports, and accounts for the RASL program, which provides an incentive for state employees who retire from state service with 500 hours or more of accumulated sick leave.
- **Support Services**—Provides logistical and administrative support to GAO units, and signs and distributes state payments.

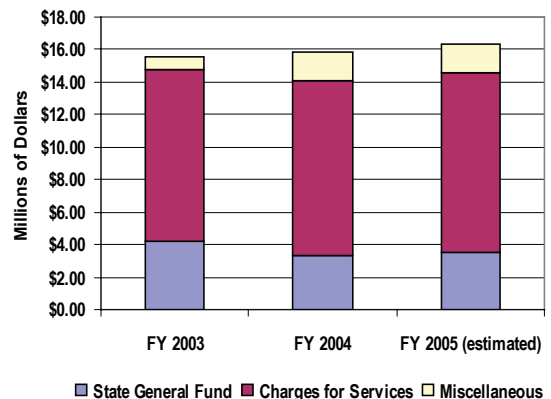
Program staffing:

68 positions with 10 vacancies as of March 1, 2005



Program revenue:

\$16.32 million (fiscal year 2005, estimated)



- **Arizona Financial Information System**—Maintains AFIS, including assisting state agencies in AFIS understanding and problem resolutions, coordinating AFIS enhancements, maintaining the State's vendor file, and performing various system reconciliations.

Facilities and equipment:

GAO occupies 22,049 square feet of office space in the Department's building at 100 North 15th Avenue in Phoenix. The Department leases this building under the PLTO (private lease-to-own) program and during fiscal year 2005, was scheduled to pay approximately \$2.6 million in rent for the entire building. This amount increases annually until fiscal year 2027, when the Department is scheduled to make rent payments of \$4.46 million for this building. GAO's equipment includes typical office equipment.

Mission:

To provide state and federal agencies, the general public, and other interested public and private entities with accurate, timely financial services, management information, technical assistance while assuring compliance with related statutes and rules; to maintain and improve the statewide automated financial systems; and to provide for the safeguarding of state assets.

Program goals:

1. To deliver customer service second to none.
2. To attract and retain a high-performance team of employees.
3. To aggressively pursue innovative solutions and/or opportunities.

Adequacy of goals and performance measures:

GAO has delivered a variety of performance measures that are generally in line with its goals, including output, outcome, and efficiency measures. However, it could benefit from additional goals and performance measures that would provide more information on its many activities. For example, GAO should consider establishing specific goals that reflect the numerous services it provides to state agencies and the various functions it performs. These might include goals regarding the financial and accounting services it provides to state agencies, its responsibilities for financial reporting, and its responsibilities for processing state employee payroll and state payments. Once it establishes these goals, GAO could develop additional measures, such as the number of requests its receives and fulfills for financial and accounting services, to better reflect its many activities.

Additionally, the Department should consider establishing a goal and associated performance measures to report information related to the number and types of reviews or audits of state agencies it conducts each year and whether agencies implement the recommendations made as part of these audits.

Source: Auditor General staff compilation of unaudited information obtained from the Arizona Financial Information System (AFIS) for the years ended June 30, 2003 and 2004; Master List of State Government Programs; and other information provided by the Department, including financial estimates for the year ending June 30, 2005.