



## Office of the Secretary OS (BA)

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### MISSION

The mission of the Office of the Secretary of the District of Columbia is to provide document management and ceremonial services for the Mayor and DC government agencies in a manner that is efficient, accountable and customer friendly.

### SUMMARY OF SERVICES

The Office of the Secretary of the District of Columbia provides document management through the Office of Notary Commissions and Authentications, the Office of Documents and Administrative Issuances (ODAI), publishers of the DC Register and the DC Municipal Regulations, and the Office of Public Records, managers of the DC Records Center and the District of Columbia Archives. The Ceremonial Services Unit is responsible for all Mayoral proclamations and ceremonial documents and the Office of Protocol and International Affairs manages Sister City relationships and communication between the Executive Branch and foreign government representatives.

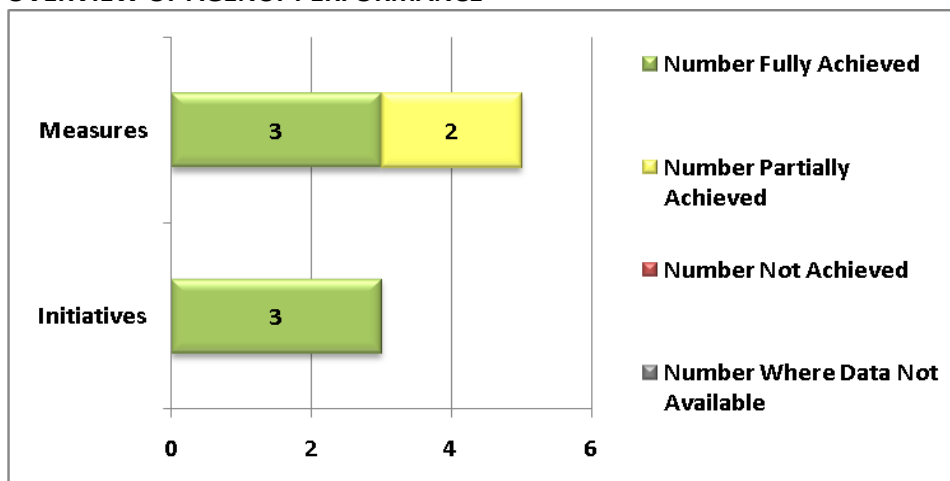
### AGENCY OBJECTIVES

1. Ensure timely and open access to all District of Columbia laws, regulations and administrative issuances.
2. Support DC agencies' attempts to bring the basic functions of D.C. Government to the forefront of e-government services nationwide.
3. Educate District residents and visitors on local history through the special events, projects and websites managed by the Office.

### ACCOMPLISHMENTS

- ✓ Updated and digitized the DC Municipal Regulations.
- ✓ Created an electronic legal drafting system to draft, review and submit rulemakings and administrative issuances via a web-based interface.
- ✓ Began the process of reforming the District's document management program by hiring a public records administrator with document management experience.


### OVERVIEW OF AGENCY PERFORMANCE






## Performance Initiatives – Assessment Details

### Performance Assessment Key:

 Fully achieved     Partially achieved     Not achieved     Data not reported


### **OBJECTIVE 1: ENSURE TIMELY AND OPEN ACCESS TO ALL DISTRICT OF COLUMBIA LAWS, REGULATIONS AND ADMINISTRATIVE ISSUANCES.**

#### **INITIATIVE 1.1: Update and digitize the District of Columbia Municipal Regulations (DCMR).**

-  In FY09, the OS contracted with a company to insert all codified amendments into each title of the DCMR. At least half of the titles had not been updated in more than 10 years so there were a large number of amendments that needed insertion. All titles of the DCMR have been updated. This project was completed on time and under budget. In addition to updating the DCMR, the contractor developed an online drafting interface which now allows agencies to draft and submit administrative issuances and register submissions online.


### **OBJECTIVE 2: SUPPORT DC AGENCIES' ATTEMPTS TO BRING THE BASIC FUNCTIONS OF D.C. GOVERNMENT TO THE FOREFRONT OF E-GOVERNMENT SERVICES NATIONWIDE.**

#### **INITIATIVE 2.1: Partner with OCTO to support the District-wide Electronic Document Management Initiative.**

-  In FY09, OS hired a new Public Records Administrator and began the multi-year process to reorganize the business operations of the Office of Public Records. Through an MOU, a designee from OCTO's Enterprise Content Management (ECM) team was on the panel to hire the new Public Records Administrator and was integral in the reorganization of the Office of Public Records by participating in weekly redesign sessions and the workshops. OS, with the support of OCTO's ECM team, conducted a workshop with key stakeholders to build the office's strategic plan for records management in the current climate of fewer financial resources.

### **OBJECTIVE 3: EDUCATE DISTRICT RESIDENTS AND VISITORS ON LOCAL HISTORY THROUGH THE SPECIAL EVENTS, PROJECTS AND WEBSITES MANAGED BY THE OFFICE.**

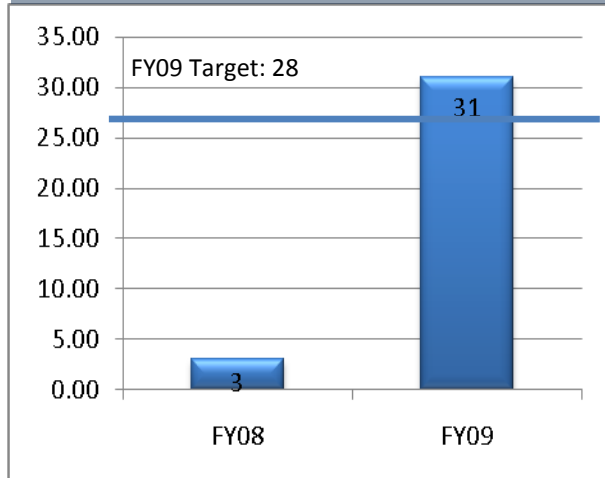
#### **INITIATIVE 3.1: Partner with local organizations, schools and universities to educate District residents on the District's role in the many historic events which take place in DC.**

-  In FY09, the Office of the Secretary, with Serve DC, planned and supported the Mayor's MLK day of service which was closely tied to Presidential Inauguration activities. The MLK day of service had hundreds of local organizations hosting community service projects in all wards of the District. In addition to MLK day, OS planned a week of events to commemorate DC Emancipation Day, assisted the US Mint with the rollout of the DC Quarter, and served as the Government liaison for the celebration to commemorate the bicentennial celebration of Abraham Lincoln's birth.



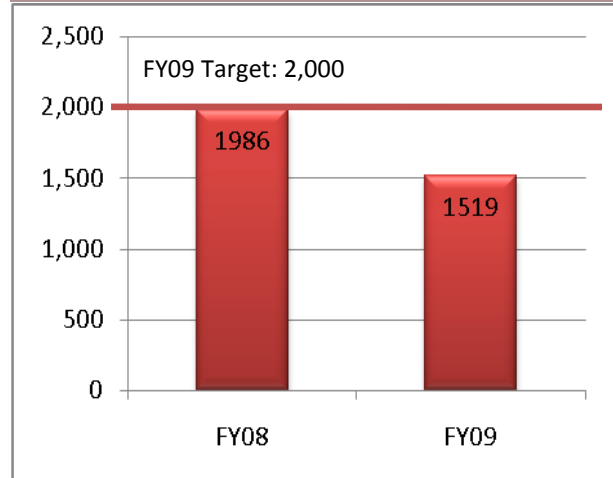
## Key Performance Indicators – Highlights

From Objective 1: Number of DCMR titles updated



FULLY ACHIEVED

From Objective 3: Number of ceremonial documents processed



PARTIALLY ACHIEVED

### More About These Indicators:

#### *How did the agency's actions affect this indicator?*

- In FY09, the OS contracted with a company to create electronic versions of all DCMR titles and insert all codified amendments into the DCMR. At least half of the titles had not been updated in more than 10 years so there were a large number of amendments that needed insertion. All titles of the DCMR have been updated. Additionally, we completed a re-codification of the DCMR, so there are now the equivalent of 43 titles that have been updated. This project was completed on time and under budget.

#### *What external factors influenced this indicator?*

- The OS had to rely upon each agency as the subject matter expert to review each updated title to certify that the title was correct. Also, we had to depend on the contractor to get the work done. Before those, however, we worked with the Office of Contracting and Procurement to get the contract awarded.

#### *How did the agency's actions affect this indicator?*

- Ceremonial documents are processed based on demand. We process all requests received, and estimated our 2009 demand based on 2008. This measure is most useful to understand the scope of business the office receives, rather than OS making it a goal. We also improved our tracking of ceremonial document requests in FY09.

#### *What external factors influenced this indicator?*

- The Office of the Secretary produces documents only when requested, so the number of ceremonial documents produced is linked to demand.



## Key Performance Indicators – Details

### Performance Assessment Key:

● Fully achieved    ● Partially achieved    ● Not achieved    ● Data not reported

|   | Measure Name   | FY2008<br>YE<br>Actual | FY2009<br>YE<br>Target | FY2009<br>YE<br>Actual | FY2009<br>YE<br>Rating | Budget Program                               |
|---|--|------------------------|------------------------|------------------------|------------------------|--|
| ● | 1.1 DCMR titles updated  | 3                      | 28                     | 31                     | 110.71%                | DOCUMENTS &<br>ADMIN. ISSUANCE,<br>OFFICE OF |
| ● | 2.1 Current and historical documents digitized and available via website | 300                    | 600                    | 832                    | 138.67%                | DOCUMENTS &<br>ADMIN. ISSUANCE,<br>OFFICE OF |
| ● | 2.2 Notary processes automated   | 1                      | 2                      | 2                      | 100%                   | NOTARY COMMISSION<br>& AUTHENTICATIONS       |
| ● | 3.1 Number of ceremonial documents processed                             | 1986                   | 2000                   | 1519                   | 75.95%                 | CEREMONIAL SERVICES                          |
| ● | 3.2 Number of foreign delegations served                                 | 225                    | 350                    | 331                    | 94.57%                 | INTERNATIONAL<br>RELATIONS &<br>PROTOCOL     |