

## Survey

**The following survey has been successfully completed. No attempts to edit the survey will be recorded.**

The Budget and Control Board is arguably the most important agency in state government and obviously performs many things well. The Government Efficiency and Accountability Review Committee has been tasked, via Executive Order, to analyze the systems and services provided by the Board in an effort to suggest ways in which they can be improved. The best ideas for improvement will undoubtedly come from the folks who know the agency best – the employees and customers of the Board.

Our goal is simply to help bring the best ideas to light so they can be acted upon. We have therefore created this brief survey to solicit your ideas and suggestions.

Please feel free to be candid as **your comments will be held in the strictest of confidence**. This site is run by an independent outside vendor and will only be accessed by members of the Committee. You may submit your thoughts anonymously but it is our hope that you will provide us with your contact information in case a member of our committee may follow up with you in person.

On behalf of our Committee, I thank you for taking the time to help in our effort.

Chad Walldorf  
Chairman  
GEAR Committee

### Survey

Date **6/20/2007**

Are you a customer or employee of the Budget and Control Board?

Customer

Employee

Neither

What area of the Board do you primarily work with?

Procurement

Human Resources

CIO

Budget

Property Management

Fleet and General Services

Retirement

Other

Please enter a Division if 'Other' has been selected.

### Project Satisfaction

Please rate your level of agreement with the following statement.

How well do you think the Board provides the above function on a scale of 1 to 10?  
(1 being poor and 10 being excellent)

1 Poor  2  3  4  5  6  7  8  9  10 Excellent



Are there any issues you would like to see addressed?  
(Please include specifics)

Training for an employee that costs more than a year of college is wasting the taxpayer's money. One CIO employee was approved for a six week \$15,000 training program.

What solutions would you recommend?

Notification

Would you be willing for a member of our Committee to discretely follow up with you regarding your thoughts?

Yes  
 No

If yes, preferred contact information.

Name N/A

Email Address N/A

Phone Number N/A

Ext. N/A

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Chad Walldorf  
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GEAR Committee

#### Survey

Date **6/25/2007**

Are you a customer or employee of the Budget and Control Board?

- Customer
- Employee
- Neither

What area of the Board do you primarily work with?

- Procurement
- Human Resources
- CIO
- Budget
- Property Management
- Fleet and General Services
- Retirement
- Other

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  2  
  3  
  4  
  5  
  6  
  7  
  8  
  9  
  10 Excellent



Are there any issues you would like to see addressed? (Please include specifics)

The CIO's Office has legislated powers to control the telephone equipment and services for all state agencies. Yet, they are not able to provide industry standard solutions to these agencies. For example, VoIP is no bleeding edge technology, yet still, after many months, there are no contracts in place to afford agencies the opportunity to

What solutions would you recommend?

The CIO's Office needs to focus on a few lines of business. They need to invest the resources required to be experts in these areas. This doesn't always mean training the current staff - you need knowledge-based experts to provide the services with the expected quality of service.

Notification

Would you be willing for a member of our Committee to discretely follow up with you regarding your thoughts?

Yes  
 No

If yes, preferred contact information.

Name Sandee Sprang

Email Address ssprang@ag.state.sc.us

Phone Number 8037344724 Ext.

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Are there any issues you would like to see addressed?

The CIO's Office has legislated powers to control the telephone equipment and services for all state agencies. Yet, they are not able to provide industry standard solutions to these agencies. For example, VoIP is no bleeding edge technology, yet still, after many months, there are no contracts in place to afford agencies the opportunity to implement. The response when asked is rhetorically they expect a contract to be in place "soon". Should they become available in the next 12 months, I fully expect these services to be more expensive on a recurring monthly basis than if purchased and secured from the private sector. I truly believe the state's telephone contracts should be managed centrally, but shouldn't the cost be less to agencies since the services are purchased collectively on a large scale than more

What solutions would you recommend?

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