

GIS Best Management Practices GeoAnalytics, Inc. Deliverables

Customer Satisfaction Survey – An online survey was submitted to all Palm Beach County employees, and select employees in the Property Appraiser and the Sheriff's Offices. There were 753 responders to the survey (including 4 elected officials), with only 336 who actually use GIS. Of those who use GIS, 67% stated that it was either critical, or essential to their non-critical work. The customer satisfaction section results represented a bell-shaped curve which was overall neutral, with 23.5% stating that they were Satisfied or Very Satisfied, and only 3.7% stating they were Dissatisfied or Very Dissatisfied. Key comments received from the survey surrounded areas such as training, communication, GeoNav and data. The survey will be used as a baseline for future customer satisfaction surveys.

Situation Assessment Report – The Report documents Palm Beach County's existing circumstances, identifying key issues and opportunities. The Assessment included review of existing business management practices (both documented and undocumented), business processes and data, as well as the Countywide GIS technical environment. The preliminary findings from this report were used as a basis for the GIS Project Management Team (PMT) Retreat held in June, 2006. The PMT came up with a list of categories and priorities to focus on as a result of the retreat.

Comparable County GIS Program Summary – A Malcolm Baldrige (quality improvement) style online survey was developed consisting of over 80 questions for organization self-assessment. GIS programs in several comparable government agencies were identified, asked to complete the online survey, and then analyzed, with summary results documented. Each agency GIS Coordinator was asked to administer a Customer Satisfaction Survey and participate in an interview process. The following organizations were included in the report: Johnson County, Kansas; Mecklenburg County, North Carolina; Orange County, Florida; and Kern County, California.

Draft Best Management Practices Primer for GIS in Palm Beach County – The Primer includes insights from current GIS specific and Information Systems literature review and research. It provides a context by which the County can begin to address, formulate and prioritize its own set of best practices. It includes a catalog of broadly based best practices to support a quick implementation in specific areas of desired improvements. It also includes an **Executive Summary** of the key points of the Primer, as well as a scorecard of the Status of Best Practices in Palm Beach County and how the County stands Relative to Comparative Counties at this point in time.