

**Florida Department of Transportation
Proposed Inspector General SMART Goals**

Number	Focus	SMART Goal	Rubric
1	(OIG – All) Customer Satisfaction	Customer surveys are sent to the senior internal customer (district secretaries or central office program managers) following each completed OIG report of investigation and OIG audit engagement. Surveys ask questions which focus on timeliness, sufficiency of the information provided and communication during the engagement. Customer satisfaction is rated on a 0 to 4 scale with 4 being “strongly agree” and 0 being strongly disagree.	5. Average rating of 3.7 to 4.0 4. Average rating of 3.4 to 3.6 3. Average rating of 3.0 to 3.3 2. Average rating of 2.7 to 2.9 1. Average rating of Below 2.7 Note 1: Example audit and Investigations Customer Satisfaction Survey attached. Note 2: This measure can be used for the IG and directors of audit and investigations. Suggest caution deploying this SMART Goal to auditors and investigators – they may not have enough projects over the course of one year to offset the results of surveys skewing low (or high),
2	(OIG Audit) Audit Findings	Management agreement with audit findings is an indicator of the accuracy of audit work performed. Corrective action taken by management is an indicator of the commitment of the audit team to working collaboratively with management to identify actionable near-term solutions.	5. Corrective action implemented on 90 to 100 percent of audit findings within one year of the published audit report. 4. Corrective action implemented on 80 to 90 percent of audit findings within one year of the published audit report. 3. Corrective action implemented on 70 to 80 percent of audit findings within one year of the published audit report. 2. Corrective action implemented on 70 to 60 percent of audit findings within one year of the published audit report. 1. Corrective action implemented on less than 60 percent of audit findings within one year of the published audit report.
3	(OIG Investigations) Deterrence	Deterring contract fraud and employee misconduct is a valuable proactive objective of the Office of Inspector General. This objective is accomplished by delivering targeted awareness presentations to internal department audiences and partners in industry who have an opportunity to identify or prevent significant violations of standards.	5. Awareness presentations delivered to more than 500 employees and partners in industry annually. 4. Awareness presentations delivered to more than 400 employees and partners in industry annually. 3. Awareness presentations delivered to more than 300 employees and partners in industry annually. 2. Awareness presentations delivered to more than 200 employees and partners in industry annually.

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			1. Awareness presentations delivered to less than 100 employees and partners in industry annually.
4	(OIG Audit) Annual Audit Work Plan	The OIG produces a risk-based annual work plan based which is approved by the agency head. This plan projects the audit topics to be initiated based on available auditor work hours. Although unanticipated events and requests can delay planned engagements, maximizing the initiation of projects included on the Audit Work Plan is an indicator of efficiency and effectiveness.	<ul style="list-style-type: none"> 5. 90 percent or more of engagements are initiated during the plan year. 4. 80 to 90 percent of engagements are initiated during the plan year. 3. 70 to 80 percent of engagements are initiated during the plan year. 2. 60 to 70 percent of engagements are initiated during the plan year. 1. Less than 60 percent of engagements are initiated during the plan year.
5	(OIG Investigations) Complaint Intake	The OIG receives and reviews complaints and initiates appropriate action needed from conducting investigations to coordinating management inquiries as the inspector general deems appropriate. The Inspector General ensures all complaints and complaint documentation are reviewed and disposition is determined pursuant to law, procedures and standards.	<ul style="list-style-type: none"> 5. Disposition is determined on 90 percent or more of complaints received within 10 business days. 4. Disposition is determined on 80 to 90 percent of complaints received within 10 business days. 3. Disposition is determined on 70 to 80 percent of complaints received within 10 business days. 2. Disposition is determined on 60 to 70 percent of complaints received within 10 business days. 1. Disposition is determined on less than 60 percent of complaints received within 10 business days.