

Quality and Productivity Commission
31st Annual Productivity and Quality Awards Program
"Celebrating Quality Service"

2017 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: KACE STOPS THE CHASE

DATE OF IMPLEMENTATION/ADOPTION: JULY 2015
 (Must have been implemented at least one year - on or before July 1, 2016)

PROJECT STATUS: _____ Ongoing x One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? _____ Yes x No

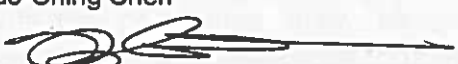

EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 Asset management is often seen as a necessary but unpleasant task. But every County
 2 department is responsible for safeguarding its assets, establishing responsibility for the
 3 custody of its assets, and maintaining data for financial and audit reporting. The
 4 Department of Regional Planning (DRP) has about 200 employees and 1,400 pieces of
 5 equipment such as desktops, laptops, monitors, tablets, cell phones, cameras, printers,
 6 etc. at 9 office locations. Keeping track and maintaining accountability for these assets
 7 can be a major challenge because of constant changes to staffing and resource needs.
 8
 9 Prior to having an asset management system, DRP was resolved to tracking our assets
 10 using spreadsheets. This approach was inefficient; so DRP explored opportunities to
 11 automate this critical business process to maximize efficiency and inventory control. Now
 12 DRP employs KACE to manage all our assets covering the entire life cycle (procurement-
 13 deployment-transfer-retirement). As a single configuration database that includes asset
 14 data auditing, tracking, compliance and reconciliation, DRP is now able to readily assure
 15 the accountability of its assets while also ensuring data integrity.

BENEFITS TO THE COUNTY

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Department of Regional Planning 320 West Temple Street, 13 th Floor Los Angeles, CA 90012	TELEPHONE NUMBER 213-974-6411
PROGRAM MANAGER'S NAME Jonathan Head	TELEPHONE NUMBER 213-974-6481 EMAIL jhead@planning.lacounty.gov
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Hsiao-Ching Chen 	DATE 6-22-17 TELEPHONE NUMBER 213-974-6559 EMAIL hchen@planning.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Richard J. Bruckner 	DATE 6-22-17 TELEPHONE NUMBER 213-974-6401

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1st FACT SHEET – LIMITED UP TO 3 PAGES ONLY: Describe the **challenge(s), solution(s), and benefit(s)** of the project. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success.

CHALLENGES

Asset management is an often challenging and never ending work activity. Every County department is responsible for the ongoing safeguard of County assets, establishing responsibility for the custody of its assets, and maintaining data for financial and audit reporting. The Department of Regional Planning (DRP) has approximately 200 employees utilizing about 1,400 pieces of equipment including desktops, laptops, monitors, tablets, cell phones, cameras, printers, etc. DRP assets are spread over 350 cubicles, offices, and meeting rooms at 9 different locations. Additionally, portable equipment is assigned to a number of DRP employees including field staff such as our approximately 40 code enforcement officers. Additionally, DRP has about 15-20 licensed software programs with over 100 different applications used on various devices. Auditor-Controller requires County departments to perform the Capital Assets Equipment Certification audit. This annual review takes inventory of capital assets exceeding \$5,000 in value, which account for only 1% of our about 1,400 assets. Keeping track of all these assets while holding users accountable represents an ongoing challenge.

Prior to having an asset management system, DRP resorted to using spreadsheets. For example, a procurement staff may utilize a spreadsheet to keep track of desktops the Department purchased with user assignment information while an IT staff may create a similar list to manage the software deployment schedule for these same desktops. When a piece of equipment is reassigned, often many times throughout its life cycle, data maintained on various spreadsheets can easily become out of sync and create an internal control issue.

SOLUTIONS

There is no countywide asset management system so DRP needed to identify its own solution. In 2015, DRP purchased KACE, a robust, all-encompassing solution, to specifically manage our software deployment but then expanded it to manage the life cycle of all our departmental assets. This enabled us to readily track assets at every stage in the life cycle (procurement-deployment-transfer-retirement) as a single configuration database providing asset data auditing, tracking, compliance and reconciliation capability. A database is only as good as the accuracy of its data and as the saying goes “garbage in, garbage out”. Therefore, with the use of KACE, DRP has been able to strengthen its internal work processes while enhancing efficiency, enhance data integrity by conducting random on-the spot audits as necessary to verify data accuracy, and maximize employee accountability for safeguarding assets.

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BENEFITS

DRP purchased the KACE system with 3 years of 24/7 technical support and related training and upgrades for approximately \$30,000. The system can be replicated and is scalable for any budget size. The initial setup of KACE required IT assistance but data management and maintenance can be easily performed by administrative staff with minimal training. Now DRP can confidently account for all of its assets at a moment's notice on a user-friendly dashboard.

KACE allows different users in the Department to create custom reports to meet specific business needs. For example, our Human Resources staff can quickly identify all devices assigned to a particular employee as part of our exit interview/ outgoing process and ensure all items are promptly retrieved from the employee prior to leaving DRP or County service. Our Department Emergency Coordinator also utilizes KACE to keep track of our emergency supplies, their locations, and expiration dates. Moreover, our IT Manager is able to run an inventory report to determine how many desktops are in need of replacement in order to plan for PC refresh.

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Linkage to the County Strategic Plan – 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12 point font.

KACE supports County Strategic Plan 2016 - 2021 Goal 3 – *Realize Tomorrow's Government Today* by pursuing operational effectiveness, fiscal responsibilities and accountability; and specifically, Strategy III.3.2 – *Manage and Maximize County Assets* with good asset control and management, which guides the Department's strategic Investments in ways that are fiscally responsible and align with the County's highest priority needs.

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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