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*The Administrative Operations Division (AOD) supports the DOC mission  
 To improve public safety by positively changing lives  
 By always exceeding customer expectations in delivery of services and solutions*

The Administrative Operations Division fundamentals map was developed by those staff doing the work

Administrative Core Processes	Administrative Operating Processes (AOP)							Administrative Supporting Process (ASP)
	AOP 01 <i>Managing Risk and Safety</i>	AOP 02 <i>Conducting Research and Analysis</i>	AOP 03 <i>Governing Information</i>	AOP 04 <i>Managing Capital Assets</i>	AOP 05 <i>Providing Business Services</i>	AOP 06 <i>Providing Audit and Ethics Services</i>	AOP 07 <i>Managing Policy</i>	ASP 01 <i>Increasing Employee Engagement</i>
Administrative Sub-Processes	<ul style="list-style-type: none"> <li>Litigation</li> <li>Manage liability</li> <li>Regulatory compliance</li> <li>Safety compliance</li> </ul>	<ul style="list-style-type: none"> <li>Data production</li> <li>Data management</li> <li>Research/Data inquiries and consultation</li> <li>Conduct internal research and investigative analysis</li> </ul>	<ul style="list-style-type: none"> <li>Manage agency records</li> <li>Respond to records requests</li> <li>Privacy</li> </ul>	<ul style="list-style-type: none"> <li>Manage construction administration</li> <li>Execute agreements and contracts</li> <li>Coordinate design and bidding</li> </ul>	<ul style="list-style-type: none"> <li>Provide financial information and analysis</li> <li>Manage staff payroll</li> <li>Manage contracting activity</li> <li>Supply chain management</li> <li>Manage fixed assets (Capitalized and small/attractive assets)</li> <li>Incarcerated banking</li> </ul>	<ul style="list-style-type: none"> <li>Perform operational reviews</li> <li>Manage internal audits</li> <li>Facilitation of external audits/investigative activities</li> <li>Provide ethics advice</li> </ul>	<ul style="list-style-type: none"> <li>Managing policies</li> <li>Managing forms</li> <li>Responding to public disclosure requests</li> </ul>	<ul style="list-style-type: none"> <li>Recognizing accomplishments and achievements</li> <li>Providing training opportunities</li> <li>Developing leaders</li> <li>Building and strengthening relationships</li> <li>Supporting staff wellness</li> <li>Managing performance</li> <li>Mentoring and coaching</li> <li>Supporting equity, diversity, inclusion &amp; respect</li> <li>Engaging employees to achieve results</li> </ul>
Measures	a. Tort payouts b. Safety audit scores	a. Timely inquiries b. Completed internal research projects	a. Meeting PRA mandatory response times b. Life span of a request	a. Projects with claims b. Projects completed on-time and within scope	a. Payments made by SAAM defined due date b. Employees overpaid c. DES Contract Manager training	a. Operations reviews completed on-time b. Resolution of operational audit findings	a. Policies outside of review timeframes	a. Employee recognitions presented within each business unit b. Timely PDPs c. AOD EDIR Index d. AOD Results Index