

STATE HISTORY - Balanced Scorecard

Period Ending
1/31/2012

Mission Statement:

Preserving & Sharing Utah's Past for the Present

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Metric	Status	Trend	Target	Current	Previous	Frequency	
Provide easy and efficient access to information and resources							
Quality Customer Service							
Customers accessing division web sites		↑	927,096	443,600	335,614	monthly	FY12 - 10% increase in customer visits to Division websites and cemetery database
Increased Public Access - Photo & Document Collections		↑	435,836	449,091	449,007	monthly	Historic photographic and documentary images digitized, made available on-line, and placed in perpetual long term storage
Customers participating in division events & conferences		→	3,960	916	916	monthly	FY12 - 10% increase in customers attending events & workshops
Archaeology IMACS form available on-line		→	5,000	1	1	monthly	100% increase (5,000) site records scanned and available to authorized users on-line
Archaeological site/project GIS records access		↑	160,149	157,711	157,081	monthly	3% increase for FY12 # Archaeological Site/Project GIS records available via database connection
Improve management of cultural resources							
Quality systems and processes							
Assessment of at-risk collections		↑	45,000	18,985	9,385	monthly	Survey/analysis of Shipler, Tribune, Savage historic negative collections to identify and prioritize conservation of at-risk collections.
State and federal historic tax credit processing		→	100%	100%	100%	Quarterly	Tax credit applications reviewed within 30 days of receipt by SHPO office.
National Register nomination submissions to NPS		→	100%	100%	100%	Quarterly	Board of State History Nat Reg recommendations submitted to SHPO for nomination and submitted to NPS within 60 days
Create a highly trained and productive workforce							
Quality Employees							
Effective/Efficient Division Work Flow Processes		→	25%	30%	30%	monthly	25% of Division programs work flow processes are reviewed, evaluated, simplified and made more effective and efficient
Maximize efficient use of resources for history activities							
Maximize Resource Efficiency							
Leveraging of funding for Certified Local Government's		→	211,808	490,947	490,947	monthly	118% increase FY12 in funding CLG historic preservation activities through leveraging grant funds w/ recipient matching funds