

A further review is necessary with Technology Resources and Health Services to collaborate on how this process can be reviewed for improvement in the immediate future.

15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

15% reduction in average certification time through implementation of certification ticketing system

16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

The department did not meet this objective.

