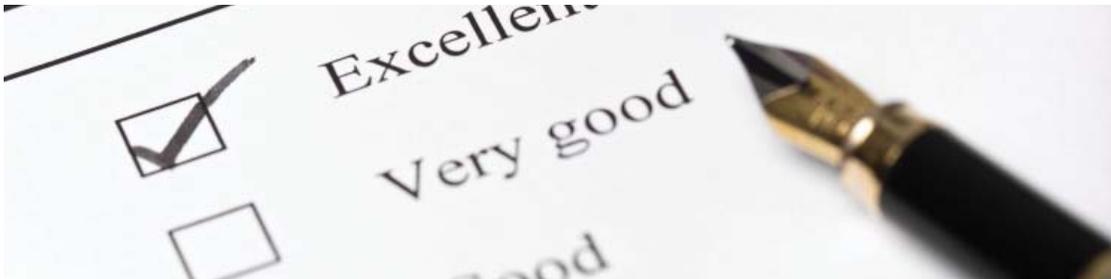


Providing vital services to support the management and operation of ISD.



ISD Administration and Financial Services

# Executive Management Services



Internal Services Department

## SERVICES INCLUDE



### Strategic planning and customer service

Coordinates Countywide programs as well as ISD quality measures and customer service initiatives such as the Annual Survey.



### ISD facilities and emergency management

Manages all ISD facilities overseeing repairs, maintenance, telephone services, security operations and emergency planning and response.



### Internal affairs

Oversees compliance with audit and control procedures and conducts all ISD internal investigations.

The ISD Executive Management Services Division (EMSD) provides essential support to ISD management and divisions throughout the Department. As a vital link between the Department's leaders, operational staff and customers, EMSD helps implement Countywide programs, develops customer service initiatives, coordinates the Strategic Plan, maintains our workplaces and ensures that the Department stays in compliance with County procedures and controls.

ISD Executive Management Services:

- Manages over 1,200 employee cell phones, pagers and broadband cards
- Coordinates quality and customer service programs and awards
- Conducts and compiles the Annual ISD Customer Satisfaction Survey
- Oversees the ISD Emergency Operations Center and emergency procedures
- Issues security badges for employees and contractors
- Creates content for and manages ISD's internet and intranet websites

## AFS EXECUTIVE MANAGEMENT SERVICES BENEFITS

### DRIVES CUSTOMER SATISFACTION

Through compilation of performance measures and customer survey results as well as the creation of customer communications, EMSD helps ISD achieve its goal of providing excellent service to customers.

### IMPROVES COMMUNICATION THROUGHOUT ISD

Managing the content on the ISD intranet website helps keep everyone in ISD up-to-date on achievements, benefit news and important developments in the Department.

### PROTECTS THE SAFETY OF EMPLOYEES AND ISD

Through management of ISD facilities, establishment of security and emergency procedures and investigation of fraudulent activity, EMSD ensures the safety of both staff and the Department.

### PROVIDES SUPPORT TO EXECUTIVE MANAGEMENT

Whether a special project from the Director or a Countywide program implemented throughout the Department, EMSD provides critical support to ISD's management and staff.

FOR QUESTIONS REGARDING EXECUTIVE MANAGEMENT SERVICES PROGRAMS | email [EMSD@ISD.LACOUNTY.GOV](mailto:EMSD@ISD.LACOUNTY.GOV)