



Maryland Department of Budget and Management Customer Service Overview

The Maryland Department of Budget and Management (DBM) helps the Governor, state agencies, and their employees provide effective, efficient, and fiscally sound government to the citizens of Maryland. We support agency efforts to achieve results by helping them obtain the fiscal, capital, and personnel resources needed to provide services to Maryland citizens. We are dedicated to providing advice and assistance with professionalism, state-of-the-art technology, modern management techniques, and effective teamwork.

Our goal is to advance the interests of the citizens of Maryland in a state government that is well regarded, responsive, and contributes to environmentally sound communities whose residents are well-educated, healthy, safe, and gainfully employed. Our success depends on our employees. The recognition we give to individual effort and teamwork helps make our agency a desired place to work. Our advice and assistance will be actively sought. We will emphasize getting the job done with the utmost professionalism.

DBM is uniquely positioned to incorporate into its daily operations the five elements of the Hogan Administration's Customer Service Promise so as to achieve the following core deliverables:

- A renewed focus on a strong service culture in state agencies,
- Improved customer service training for state employees, and
- The establishment of new performance metrics to allow the Hogan Administration and all Marylanders to track improvements in customer service over time.

DBM interacts with constituents, businesses, and stakeholders less directly than with other state agencies, who comprise a vast majority of DBM's "customers." By its nature as the principal budgetary body of Maryland's Executive Branch, however, those interactions have significant ramifications on state government as a whole. While interactions with various branches of DBM can range from minutes (for the Central Collection Unit), to days (for the Communications Office), to months (for the Division of

A graphic titled "CUSTOMER SERVICE PROMISE" with the "Changing Maryland for the Better" logo at the top. Below the title, it lists five core deliverables: Friendly and Courteous, Timely and Responsive, Accurate and Consistent, Accessible and Convenient, and Truthful and Transparent. The graphic is framed in yellow.

CUSTOMER SERVICE PROMISE
Larry Hogan, Governor • Boyd Rutherford, Lt. Governor

The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative, and anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement state policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.

Procurement Policy and Administration), we pledge to behave courteously, efficiently, and transparently as we attempt to resolve your matter to your satisfaction.

The department's commitment to the Customer Service Promise describes our approach:

1. Improve the tracking, responsiveness, and time-to-resolution of all electronic, telephone, written, and in-person correspondence.
2. Ensure state employees and managers continue to improve customer service skills through formal training classes and informal coaching on best practices in customer service.
3. Improve the processing times of agency services to help citizens and businesses accomplish their transactions with the state.
4. Increase the number of services the state provides online so that citizens and businesses can utilize self-service, as appropriate.
5. Update online publications, forms, FAQs, and pertinent information on our website so that citizens and businesses can find relevant information quickly and accurately.
6. Use social media to help get the word out about services, events, and news to provide citizens and businesses with information important to them.
7. A three question Customer Experience Survey is available on our website for citizens and businesses to provide feedback. Results are used to make improvements to services.

In addition to these core customer service-related activities, we will also analyze our business hours in order to better align them to customer needs, ensure literature is up-to-date, and conduct staff meetings to discuss progress on achieving customer service goals. We will also continue to recognize top performers in our agency for professionalism and courtesy, responsiveness in resolving a customer's needs, and for innovations that improve customer service. We will monitor the execution of the aforementioned activities, measure performance, and analyze the results in order to continuously improve customer service.

We are committed to providing Maryland citizens, businesses, stakeholders, and other customers with the best possible customer service. For more information, please [visit our website](#) for the full text of our Customer Service Plan.

[Click here](#) for our three question customer experience survey.