



Core Services: Clarity of Purpose

1. **What is the service or product you deliver? Who is the owner of the service or product? What is the specific responsibility of the owner?**
2. **Who are the specific customers or beneficiaries of the service or product?**
3. **The service or product drives/delivers which community outcomes?**
4. **What are the exact personnel and dollar resources used to deliver the service or product? What is the cost per transaction? What is the value exchange?**
5. **Should the service or product be a function of County government? Why is government providing the service? What might happen if the service or product was no longer delivered by County Government?**
6. **If the service or product is mandated, can we objectively dissect the mandate? What caused the mandate? What was/is the intent and purpose of the mandate?**
7. **Is the mandate still valid?**
8. **If the service or product is an agreed function of government, can the service be better provided by another entity -- including for profit contractors?**
9. **What measures validate the capacity to deliver the service better than any other entity?**
10. **Do the performance measures exceed best-in-class performance?**
11. **What competitive scrutiny has the service or product faced in the last 24 months?**
12. **Without competitive pressures how do we know that the service or product is delivering the highest and best value to the community?**