

2008-2009 Human Resource Services Division (HRSD) Business Plan

Why We Exist

The Human Resource Services Division's (HRSD) purpose is to provide direction and services that promote a stable and qualified workforce for Oregon state government.

What We Plan To Do

The table the follows outlines the actions that HRSD will take to pursue the Department of Administrative Services' goals and strategies.

Contact Information

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DAS Goal	Strategy	Tactic	Action
Goal 1: Excellent Customer Service	Foster excellent customer relations	Use data gathered to improve service delivery	Participate in annual DAS survey with HR and management staff to determine their satisfaction with HRSD customer service
Goal 1: Excellent Customer Service	Foster excellent customer relations	Be service-oriented	Report and reconcile employee retirement data accurately and timely
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the information needs of our customers	Identify information and respond to information needs of agencies
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the information needs of our customers	Develop and maintain comprehensive websites
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the information needs of our customers	Establish and monitor turn-around times for HRSD responses to e-mail and phone inquiries and other correspondence
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the information needs of our customers	Implement communication plan for HRSD
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Provide information about policy and contract changes so agencies know what's expected	Expand training in policy application for HR professionals and managers
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Provide information about policy and contract changes so agencies know what's expected	Continue training in new collective bargaining contract language
Goal 2: Effective Policies with Clear Direction	Involve key stakeholders in developing policies that affect them	Identify new/expand use of forums for including stakeholder input into policy decisions.	Create and convene an advisory committee to address issues, policies and procedures needed to implement the statewide policy on Information Asset Classification for HR data.
Goal 2: Effective Policies with Clear Direction	Use information to improve policies	Ensure relevant information is available.	Develop and continually update standard information reports for legislators and other interested parties
Goal 2: Effective Policies with Clear Direction	Use information to improve policies	Ensure relevant information is available.	Provide cost analysis for bargaining proposals and management concepts
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Ensures costs are competitive	Provide training opportunities at lower cost than similar training in the private sector. Benchmark training courses for cost comparison
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Develop appropriate enterprise solutions to reduce agency dependence on duplicate systems and programs	Prepare business case for HRIS and begin gathering HR processes and requirements for new HRIS system
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Deliver on regulatory mandates	Maintain compensation and classification systems in accordance with statutory requirements

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Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Deliver on regulatory mandates	Complete scheduled compliance audits
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Deliver on statutory mandates	Convene, staff and coordinate meetings of the Public Officials Compensation Commission to assist them with making salary recommendations for public officials
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Streamline (integrate) business processes to develop and lead initiative to change State of Oregon's recruiting process to meet vision of larger and more qualified applicant pools for state jobs.	Streamline and integrate statewide recruitment processes through SRIP
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Streamline (integrate) business processes	Implement Enterprise Learning Management System
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Provide tools that support sound decisions	Develop resources and information for web presence for agencies to use in workforce analysis and succession planning
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Develop a capable/trained workforce	Provide feedback to all HRSD employees on performance and for determining training needs
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Develop a capable/trained workforce	Provide training and direction to staff on safety and wellness
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Develop a capable/trained workforce	Provide leadership for trainers in state agencies. Hold training summit to for state trainers each year
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Facilitate and leverage cost effective training for IT professionals	Establish advisory group for IT training program
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Create a work environment and employment opportunities to attract diverse and skilled workers.	Continue and enhance outreach efforts to diverse candidate pools
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Create a work environment and employment opportunities to attract diverse and skilled workers.	Develop and maintain the statewide intern program, internOregon, which emphasizes placement of historically underrepresented groups.
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Protect personal information	Develop and maintain a centralized security access approval policy and process
Goal 4: Adaptable Government for Future Generations	Pursue sustainable business practices	Support sustainability efforts	Continue enhancement and delivery of sustainability training for state employees
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Promote an awareness of turnover data (resignations only) to be used in recruitment and retention strategies	Utilize DAS (division) comparative Workforce Turnover data (resignations only) to measure against state data. Use this data to stimulate discussion around recruitment and retention strategies.

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Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Promote DAS diversity in the workforce as a percentage of the total civilian labor force	Create a baseline expectation and awareness of the data based on the current AA goals and objectives
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Promote Sustainability practices in government	Support the strategies, goals and action items as outlined in the Sustainability Plan 2007-13