

2007-2008 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

For more information about HRSD planning and performance measurement functions please contact:

Susan Wilson, HRSD Administrator, Phone: 503-378-3020, E-mail: Susan.Wilson@das.state.or.us

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	Assign classification and compensation staff to agencies for ease of 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	Develop a uniform system to electronically archive advice and policy to ensure consistent answers
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the information needs of our customers	Develop datamart for personnel data
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the information needs of our customers	Identify information needs and develop additional standard agency reports
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	Develop and 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

2007-2008 Human Resource Services Division (HRSD) Business Plan

DAS Goal	Strategy	Tactic	Action
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	Form appropriate advisory committees and feedback mechanisms for stakeholders, including agency HR managers, BAM, PEBB, LFO and the Governor's office. Section plans outline strategy for implementation related to each project and committee
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	Ensures costs are competitive	Minimize data storage costs. Reduce new storage needs
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 on current and future statewide HR data needs
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Deliver on regulatory mandates	Meet enterprise security standards for statewide employee database (PPDB)
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
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	Optimize performance	Streamline (integrate) business processes	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

2007-2008 Human Resource Services Division (HRSD) Business Plan

DAS Goal	Strategy	Tactic	Action
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Provide tools that support sound decisions	Develop web tools for agencies to use in workforce analysis and succession planning
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	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	Lead efforts to help agencies retain key employees and compete for talent locally and nationally
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Develop a vision for consistent training of all state managers	Lead subcommittee of state training managers to development of implementation strategies
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 to 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	Increase representation of minority candidates in recruitment pools at all levels
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 new opportunities to reach out to colleges and universities
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

2007-2008 Human Resource Services Division (HRSD) Business Plan

DAS Goal	Strategy	Tactic	Action
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	Pursue sustainable business practices	Support sustainability efforts	Develop resource manual for new state HR Managers
Goal 4: Adaptable Government for Future Generations	Pursue sustainable business practices	Support sustainability efforts	Develop and maintain Business Continuity Plan