

## 2008-2009 Operations Division (OPS) Business Plan

### Why We Exist

The Operations Division provides business services to the DAS Divisions.

### What We Plan To Do

The following table outlines the actions that Operations Division will adopt to pursue the Department of Administrative Services' goals and strategies.

### Contact Information

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

Bret West, Operations Division Administrator, Phone: 503-378-2349, ext. 287, E-mail: Bret.West@state.or.us

Linda Fenske, Employee Services Manager, Phone: 503-378-4006, E-mail: Linda.L.Fenske@state.or.us

DAS Goal	Strategy	Tactic	Action
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the info needs of our customers by providing timely and accurate information	Provide updated information to DAS Divisions on status of contract/procurement request
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the info needs of our customers by providing timely and accurate information.	Update Web sites, add FAQs and other communication tools
Goal 1: Excellent Customer Service	Foster excellent customer relations	Use data gathered to improve service delivery (timeliness, responsiveness)	Analyze survey data and adjust service delivery as necessary
Goal 2: Effective Policies with Clear Direction	Involve key stakeholders in developing policies that affect them	Develop policies (where needed)	Review all internal policies every two years to ensure they meet agency business needs and comply with laws, rules, and statewide policies
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Provide timely and accurate information to the state's budget decision-makers	Prepare and submit Agency Request Budget on time
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Ensure costs are competitive	Account for all revenues, expenditures, transfers, capital assets, and other fiscal issues in accordance with the Oregon Accounting Manual and other relevant statutes, policies, and directives
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Provide training to support effective administration of agency contracts and agreements	Provide "different levels" of training on Contracting Statutes, Administrative Rules, and policies, as well as procedures and flowcharts. "Different Levels" include: a) Agency (DAS) mgrs & supervisors b) Contract Coordinators and Administrators c) Agency buyers
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Provide a safe working environment	Maintain Workers Compensation Claim Log
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Conduct performance appraisals on time	Maintain Performance Appraisal Tracking Log
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Ensure file structures and tools are designed and implemented to maximize security	Finish Active Directory cleanup

## 2008-2009 Operations Division (OPS) Business Plan

DAS Goal	Strategy	Tactic	Action
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Ensure file structures and tools are designed and implemented to maximize security	Plan for implementation of Enterprise Records Management System (ERMS)
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Provide tools that support sound decision-making	Working with business partners, implement life-cycle replacement plans for office technology
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Ensure that the DAS IT infrastructure protects data and system integrity	Regularly patch all operating systems and vendor desk-top applications
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Provide tools to ensure that e-mail meets state and federal retention requirements	Implement an e-mail archiving system
Goal 4: Adaptable Government for Future Generations	Pursue sustainable business practices	Implement sustainable "green" IT policies	Working with the IT Management Council, develop policies and practices that reduce power and paper consumption
Goal 4: Adaptable Government for Future Generations	Foster excellent customer relations	Provide tools to simplify and streamline DAS invoicing processes	Implement an invoicing system
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Ensure that the DAS IT infrastructure protects data and system integrity	Number of at-risk applications updated
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Provide timely and accurate information to the state's budget decision-makers	Coordinate the development and publication of DAS Ways and Means presentation documents
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Strengthen DAS' internal capacity on data security	Form a dedicated DAS Information Security Team
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Provide tools that support sound decision-making	On a <b>monthly</b> basis, ES staff review and document procedures, processes and forms.
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Workforce Development	Coordinate and deliver New Employee Orientation to new DAS employees
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Provide tools that support sound decision-making	Re-vamp the Employee Services Web presence. Update the format and assure the most current information is posted.
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Review recruitment strategies and approaches to attract the best talent and promote a diversified workforce	Effectively implement and test the new recruitment system (SRIP)
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Review recruitment strategies and approaches to attract the best talent and promote a diversified workforce	Continue the participation of managers and ES staff at outreach activities and events. Increase DAS presence in various community outreaches.
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Provide a safe working environment	Maintain Workers Compensation Claim Log
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.
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

## 2008-2009 Operations Division (OPS) Business Plan

<b>DAS Goal</b>	<b>Strategy</b>	<b>Tactic</b>	<b>Action</b>
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