

2007-2010 STRATEGIC PLAN

IDEAS THAT WRITE THE FUTURE!

GOAL: I: WORKFORCE DEVELOPMENT:

Ensure a professional workforce capable of leading and promoting progressive technologies.

Strategy I.1: Establish a multi-tier training model for all Executive Office employees.

Objective I.1.1: By June 18, 2008 assess current and future technology needs of the workforce.

Objective I.1.2: By April 14, 2010 design an *Executive Office Academy* to enhance current workforce skills and prepare employees for advancement.

Objective I.1.3: By July 15, 2009 provide a continuum of training and development programs that incorporate both web-based and instructor led training and development sessions.

Objective I.1.4: By June 17, 2009 create a process for determining knowledge utilization from training and development programs.

Strategy I.2: Establish a mentorship program that increases operational understanding and incorporates the use of technology.

Objective I.2.1: By June 16, 2010 define program guidelines, including program scope, selection criteria, training requirements, evaluation processes.

Objective I.2.2: By August 18, 2010 identify the initial group of mentors and mentees.

Objective I.2.3: By December 15, 2010 implement a pilot mentorship program.

Strategy I.3: Reengineer the recruitment and selection process to more adequately reflect the importance of technological skills.

Objective I.3.1: By July 14, 2010 modify the current classifications to reflect the technological needs of the organization.

Objective I.3.2: By March 19, 2008 incorporate technological skills into the desirable qualifications in recruitment bulletins.

Objective I.3.3: By June 18, 2008 develop protocols for assessing candidates qualifications during the interview and selection processes.

GOAL: II: CUSTOMER PRIMACY:

Provide value-added services that demonstrate our commitment to the long term best interests of our customers.

Strategy II.1: Provide external customers with user friendly interactive access to Executive Office information and forms.

Objective II.1.1: By January 15, 2009 develop web-based *Service Centers* responsive to customer requests.

Objective II.1.2: By March 19, 2008 offer well-formed FAQs

Objective II.1.3: By September 17, 2008 reengineer methods used to present and obtain Board meeting information

Objective II.1.4: By March 17, 2010 Pilot an automated interpretive language system/service for the Board meetings

Objective II.1.5: By September 16, 2009 reengineer various customer reporting related processes

Strategy II.2: Establish a process to obtain, assess, and utilize customer feedback regarding our products and services

Objective II. 2.1: By September 17, 2008 create a continuous, web-based customer feedback system that permits quick responses to identified concerns.

Objective II. 2.2: By September 17, 2008 initiate an annual customer satisfaction survey.

Objective II. 2.3: By January 15, 2009 identify customer-focused performance measures and indicators and initiate a STATS approach.

GOAL: III: BREAKTHROUGH TECHNOLOGY

Pursue information system capabilities that anticipate customer demands.

Strategy III.1: Provide interactive customer service.

Objective III.1.1: By July 15, 2009 pilot an interactive Board meeting process

Objective III.1.2: By January 20, 2010 provide service assistance by chat.

Objective III.1.3: By September 15, 2008 provide interactive video and teleconferencing, including remote hearings.

Strategy III.2: Conduct all routine internal business through Web enabled applications.

Objective III.2.1: By March 19, 2008 create an electronic workflow platform for internal applications.

Objective III.2.2: By September 16, 2009 create an e-payment platform.

Objective III.2.3: By December 15, 2008 reengineer the hiring process.

Objective III.2.4: By September 17, 2008 reengineer the supply and service requisition process.

Objective III.2.5: By March 19, 2008 reengineer the time card collection process.

Objective III.2.6: By December 23, 2009 reengineer the payment voucher process.

Objective III.2.7: By June 17, 2009 reengineer all major department forms.

Objective III.2.8: By March 18, 2009 reengineer the incoming mail distribution process.

Objective III.2.9: By March 18, 2009 reengineer the service award process.

Strategy III.3: Establish Web enabled processes for routine Commission and Board services.

Objective III.3.1: By June 18, 2008 reengineer the Board and Commission calendar processes.

Objective III.3.2: By October 18, 2008 reengineer committee books.

Objective III.3.3: By July 15, 2009 reengineer the scroll request process.

Objective III.3.4: By December 15, 2008 replace the Board constituent tracking process