

SSD Strategic Plan

SSD Vision 2015 **Every person, every action matters.**

Highlights Quarter 2

Progress made October 1 - December 31, 2008

SSD Core Initiatives

1. **SSD Conversations with Leaders**

Ahead of Target. Around 20-30 staff participated each month. After a conversation, people report they feel a greater understanding of SSD priorities/direction, connection with SSD Leadership, and appreciation for other SSD programs. Topics: SSD Values, SSD Vision 2015, and what makes a great manager, leader. Other initiatives use the input from these conversations.

- **Next steps:** Conversations with Managers start in February. Upcoming topics for staff conversations include: “What makes performance appraisals and feedback meaningful and valuable?” and “Maintaining work and life balance.”

2. **SSD Values**

Ahead of Target. In October the Core Values Team and SSD Leadership Team finalized the Values. In December, the SSD Core Values were the topic of the Jan/Jeanette “Conversations with Staff” and were shared to staff and some advisory groups. Managers talked about the linkage of the values and the SSD Vision at their leadership workshop in December. The SSD Core Values are on the DAS SSD website.

- **Next steps:** February - July each value will be featured as a “value of the month.” There will be activities in SSD and individual programs. Values will be in brochures and posters. Core Team is working to incorporate the values into the hiring and selection process.

3. **Customer Pledge/Promise**

Below Target. Team has met and has spent time obtaining and analyzing data on what customers and partners desire from all SSD Programs. This is essential input to the pledge.

- **Next steps:** Identify common themes of stakeholders’ “needs” and draft the Customer Pledge.

4. **SSD and Programs’ Strategic Plans**

Below Target. Each SSD program is actively pursuing the initiatives in their strategic plan. Of the 18 individual program initiatives, the majority are ahead or on target. (See *Program Initiatives below*) Managers finalized the **SSD Vision 2015 - : Every person, every action matters.**

- **Next steps:** Develop measures for the SSD Vision 2015 and structures to capture data. Programs continue to work on program initiatives.

From Jan Dean, SSD Administrator

It’s the end of 2008 and Quarter 2 of our Strategic Plan. Each day I see us living the **SSD Vision 2015 Every person, every action matters.** The initiatives in our strategic plan are our “B-work” (Building the Business) that improves HOW we do our work - making work more meaningful, efficient (easier, faster or more cost-effective) and creating better results for customers.

Progress in Quarter 2 is exciting. Over 90% of SSD Core and Program initiatives achieved their Quarter 2 milestones. (*Milestones are the commitments by each initiative for the specific actions and achievements to complete during the upcoming quarter.*)

Whenever you commit to making improvements there are sure to be some places where you get behind. For initiatives that are behind schedule, we are taking steps to make sure we get back on track.

It is VERY important to remember that every day SSD programs are doing great “A-work” (Administering the business) in our daily work.

In November/December SSD was very active with community involvement; donating more than \$1900 and 70 toys to the Governor’s Toy Drive.

So, HURRAY to the SSD Team!

We are changing the way we do business and how people see state government. We are directly contributing to the community where we live. We are making the Vision the reality with each action.

5. Meaningful performance measures

Ahead of target. All five programs have successfully assessed their current performance measurements and are now looking at best industry practices, as models for new measures.

- **Next steps:** Complete the assessment of best practices and begin drafting a complete set of performance measures for each program.

6. Advisory groups for each program

Below Target. Progress includes, the team has created and is piloting a Profile of a successful advisory group and Assessment Tool. Programs are identifying the appropriate focus for of advisory groups for their program.

- **Next steps:** Finalize the Profile Tool and create 2009 action plans for each programs' advisory group.

7. Succession Strategy

On Target. Using data provided by DAS Central, leaders have assessed recruitment strategies and retention rates, and are working to develop additional data sources for SSD.

- **Next steps:** Analyze data trends for SSD. Discuss performance appraisals and feedback with staff in the February Conversation. Revise the SSD recruitment announcements to include the SSD Core Values and Vision, and make the content more targeted to the needs of the position and more appealing.

8. Leadership Development

Ahead of target. The October Meeting of SSD Managers overviewed the SSD Strategic Plan and included a focus on the role of managers as leaders. In November, Managers continued to strengthen connections across SSD through "Coffee Conversations." At the December workshop, managers finalized the SSD Vision 2015 and reviewed and adopted models of management and leadership.

- **Next steps** Launch Coffee Conversations with managers. SSD Senior Leadership Team infusing leadership models into daily work. Launch LIFO for staff; Procurement in February.

Program Initiatives

Publishing & Distribution Completed the P&D customer survey with a 90% positive approval rating, printed and distributed Governor's Budget, continued expansion of the Pak-Trac Secure Delivery System.

Surplus Sold a Drilling Rig to Port of Morrow for \$25,000; finalized and advertised the Request For Proposal (RFP) to replace the Surplus Inventory Database.

SPO Dianne Lancaster, Chief Procurement Officer, earned the National Association of State Purchasing Officials' Award for development of the NASPO Green Purchasing Committee; held Partners in Public Procurement Conference – Focus on Sustainability Training and Resources, and changed the ORPIN Help Desk call distribution to help shorten wait times for both Internal and External ORPIN Users.

Fleet Recognized by Automotive Fleet Magazine as #7 among public sector fleets. (November 2008 issue, "Top 50 Hybrid Fleets")

Risk Management Successfully implemented Phase I of the Risk Management Information System and launched the Risk Management Advisory Council which selected a chair and prepared to start substantive work.

Community Involvement

November and December 2008, SSD programs were heavily involved in holiday-related community and charity events, including raising more than \$1900 and approximately 70 toys for the Governor's Toy Drive.