

## 2008-2009 Director's Office (DO) Business Plan

### Why We Exist

The Director's Office cultivates a government culture that is results-oriented and accountable to the citizens of the state. Our goal is to strengthen management's ability to provide effective and efficient services to customers.

### What We Plan To Do

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

### Contact Information

For more information about Director's Office planning and performance measurement functions please contact: Kris Kautz, Deputy Director, Phone: 503-378-4691, E-mail: Kristine.M.Kautz@das.state.or.us

| DAS Goal  | Strategy   | Tactic   | Action   |
|---|--|--|--|
| Goal 1: Excellent Customer Service                        | Foster excellent customer relations                              | Coordinate administration of DAS Customer Service Survey   | Administer DAS Customer Service Survey—Annually in January   |
| Goal 1: Excellent Customer Service                        | Foster excellent customer relations                              | Meet information needs of our customers  | Provide legislative training for state agencies  |
| Goal 1: Excellent Customer Service                        | Foster excellent customer relations                              | Meet information needs of our customers  | Provide responses to legislative inquiries or requests from legislators and their staff  |
| Goal 1: Excellent Customer Service                        | Foster excellent customer relations                              | Issue newsletters (e-connect and What's up at DAS). Issue other announcements and advisories as needed | E- Connect: Collect and prepare information with needed re-writes and edits and applicable graphics  |
| Goal 1: Excellent Customer Service                        | Foster excellent customer relations                              | Issue newsletters (e-connect and What's up at DAS). Issue other announcements and advisories as needed | What's up at DAS newsletter: Collect and prepare information with needed re-writes and edits and applicable graphics   |
| Goal 2: Effective Policies with Clear Direction           | Involve key stakeholders in developing policies that affect them | Continue to establish standards for statewide web content  | Work with E-governance Board staff to bring agencies into the Teamsite/Content Management System   |
| Goal 2: Effective Policies with Clear Direction           | Involve key stakeholders in developing policies that affect them | Develop policies that set statewide internal audit policy direction                                    | Staff Statewide Audit Advisory Committee (SAAC) every other month  |
| Goal 2: Effective Policies with Clear Direction           | Involve key stakeholders in developing policies that affect them | Develop policies that set statewide internal audit policy direction                                    | Create and present annual report to Legislature on Statewide Internal Audit activity   |
| Goal 2: Effective Policies with Clear Direction           | Optimize performance   | Conduct risk-based audits and reviews of Department operations   | Coordinate and work with external auditors to improve the value of audit services and avoid duplication of audit efforts. Maintain effective working relationships with the Oregon Audits Division and agency management to ensure appropriate implementation of audit recommendations |
| Goal 3: Efficient and Effective Government Infrastructure | Optimize performance   | Conduct risk-based audits and reviews of Department operations   | Complete Annual Audit Plan for approval  |
| Goal 3: Efficient and Effective Government Infrastructure | Optimize performance   | Conduct risk-based audits and reviews of Department operations   | Complete DAS annual Internal Audit Activity report   |
| Goal 3: Efficient and Effective Government Infrastructure | Optimize performance   | Develop tools and process that support the managing for results cycle (plan, do check, adjust)         | Facilitate development of performance management process- feedback session   |
| Goal 3: Efficient and Effective Government Infrastructure | Optimize performance   | Deliver reliable forecasts   | Provide semi-annual Oregon corrections population & Oregon Youth Authority demand forecasts  |

## 2008-2009 Director's Office (DO) Business Plan

| <b>DAS Goal</b>   | <b>Strategy</b>  | <b>Tactic</b>  | <b>Action</b>  |
|---|--|--|--|
| Goal 3: Efficient and Effective Government Infrastructure | Optimize performance                                   | Deliver reliable forecasts   | Provide quarterly economic forecast  |
| Goal 3: Efficient and Effective Government Infrastructure | Optimize performance                                   | Deliver reliable forecasts   | Provide quarterly revenue forecast   |
| Goal 3: Efficient and Effective Government Infrastructure | Optimize performance                                   | Deliver reliable forecasts   | Provide annual population forecast   |
| Goal 3: Efficient and Effective Government Infrastructure | Optimize performance                                   | Deliver reliable forecasts   | Prepare and deliver presentations to legislative leadership and revenue committee on the status of Oregon's economy to coincide with each forecast release                                       |
| Goal 3: Efficient and Effective Government Infrastructure | Optimize performance                                   | Promote a productive workforce   | Support high productivity of staff by completing performance appraisals on time and providing clear direction  |
| Goal 4: Adaptable Government for Future Generations       | Optimize performance                                   | Promote safety in the workplace  | Promote a safe work environment by responding to issues, if any, identified in safety review   |
| Goal 4: Adaptable Government for Future Generations       | Lead efforts to define and implement statewide visions | Coordinate DAS wide Business Continuity Planning Strategy incorporating mitigation and restoration tactics   | Coordinate the completion of BC Plan and testing for DAS' remaining critical business functions  |
| 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   |
| 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  |