

2008-2009 State Services Division (SSD) Business Plan

Why We Exist

The State Services Division (SSD) provides value added services and knowledgeable guidance to state agencies to help them accomplish their mission.

What We Plan To Do

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

Contact Information

For more information about SSD planning and performance measurement functions please contact:
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DAS Goal	Strategy	Tactic	Action
Goal 1: Excellent Customer Service	Foster excellent customer relations	SSD Values	Engage all staff in development of SSD values, then advance values into SSD culture through dialogue, use of values in daily tasks.
Goal 1: Excellent Customer Service	Foster excellent customer relations	Customer Pledge/Promise	Engage staff and stakeholders in development of SSD Customer Pledge/Promise. Incorporate into SSD culture, daily work and interactions with customers.
Goal 2: Effective Policies with Clear Direction	Use information to improve policies	Meaningful performance measures program	SSD programs refine and develop comprehensive set of performance measures that support effective management of programs.
Goal 2: Effective Policies with Clear Direction	Involve key stakeholders in developing policies that affect them	Establish or strengthen existing advisory councils for each program.	Develop or strengthen existing advisory councils, identify indicators of a strong board and effective relationship with SSD program, complete assessment
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Strategic Plan for SSD and each program.	SSD and each program has a strategic plan that links to the DAS Business Plan.
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Leadership Development Program	Develop and launch Leadership Development Program in SSD for managers and staff who are aspiring to become more effective leaders.
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Succession Strategy	SSD programs develop retention and recruitment strategies, laying foundation for development of program-specific plans.
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Employee Focus Groups by SSD Exec/Leaders	SSD Leadership monthly convenes groups of SSD staff for a focus conversation on targeted topics.
Goal 1: Excellent Customer Service	Foster excellent customer relations	Plain Language	SSD program begin implementation of state's plain language initiative.
Goal 1: Excellent Customer Service	Foster excellent customer relations	Use data gathered to improve service delivery.	Participate in annual DAS Customer Survey.
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Internal review of vehicle utilization cost factors and optimal Fleet size.	Analyze Fleet performance and create report of findings.

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Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Contain procurement costs through use of negotiated price agreements.	Meet 2008-09 target. Rebid or renegotiate two (2) prime contracts.
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Develop a capable trained workforce	Promote a safe work environment by responding to issues, if any, identified in annual safety report.
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	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	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