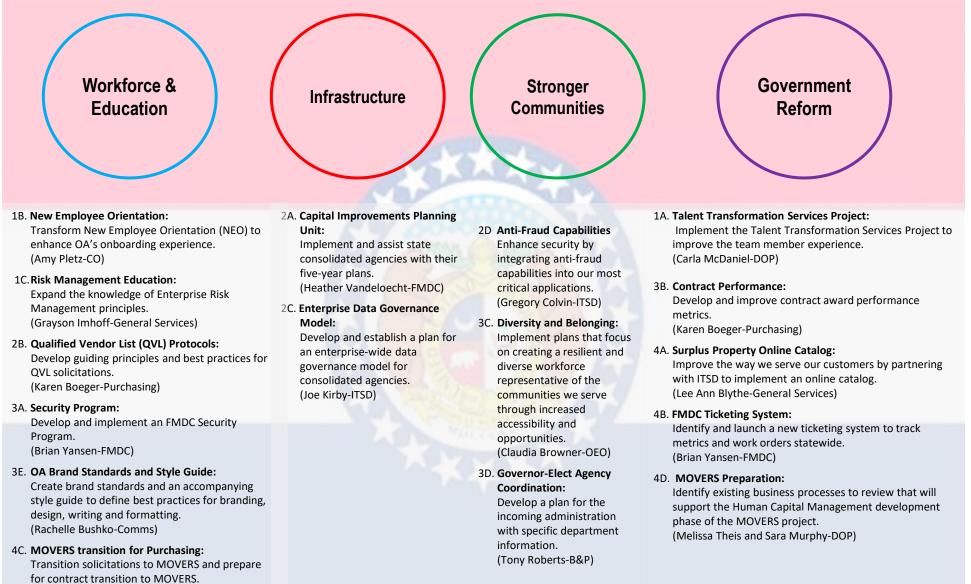




FY25 – updated 7/15/2024

VISION	Excellent customer service, every time.			
FOCUS AREAS	Team Member Focus Recognize superior performance, provide opportunities for growth and engage our team members	<b>Customer Focus</b> Provide quality solutions to enable our partner agencies to deliver impact to their customers	<b>Culture of Excellence</b> Improve how we work by using standardized tools and training while promoting a culture of continuous improvement	<b>Technology Solutions</b> Looking to the future, implement technology that will improve how we work and provide a better customer and team experience
STRATEGIC INITIATIVES	<ul> <li>1A.Talent Transformation Services Project:</li> <li>Implement the Talent Transformation Services Project to improve the team member experience. (Carla McDaniel-DOP)</li> <li>1B. New Employee Orientation: Transform New</li> <li>Employee Orientation (NEO) to enhance OA's onboarding experience. (Amy Pletz-CO)</li> <li>1C. Risk Management Education: Expand the knowledge of Enterprise Risk Management principles. (Grayson Imhoff-General Services)</li> </ul>	<ul> <li>2A. Capital Improvements Planning Unit: Implement and assist state consolidated agencies with their five- year plans. (Heather Vandeloecht-FMDC)</li> <li>2B. Qualified Vendor List (QVL) Protocols: Develop guiding principles and best practices for QVL solicitations. (Karen Boeger-Purchasing)</li> <li>2C. Enterprise Data Governance Model: Develop and establish a plan for an enterprise-wide data governance model for consolidated agencies. (Joe Kirby-ITSD)</li> <li>2D. Anti-Fraud Capabilities: Enhance security by integrating anti- fraud capabilities into our most critical applications. (Gregory Colvin-ITSD)</li> </ul>	<ul> <li>3A. Security Program:</li> <li>Develop and implement an FMDC Security Program. (Brian Yansen-FMDC)</li> <li>3B. Contract Performance: Develop and improve contract award performance metrics. (Karen Boeger-Purchasing)</li> <li>3C. Diversity and Belonging:</li> <li>Implement plans that focus on creating a resilient and diverse workforce representative of the communities we serve through increased accessibility and opportunities. (Claudia Browner-OEO)</li> <li>3D. Governor-Elect Agency Coordination: Develop a plan for the incoming administration with specific department information. (Tony Roberts-B&amp;P)</li> <li>3E. OA Brand Standards and Style Guide:</li> <li>Create brand standards and an accompanying style guide to define best practices for branding, design, writing and formatting. (Rachelle Bushko-Comms)</li> </ul>	<ul> <li>4A. Surplus Property Online Catalog: Improve the way we serve our customers by partnering with ITSD to implement an online catalog. (Lee Ann Blythe-General Services)</li> <li>4B. FMDC Ticketing System: Identify and launch a new ticketing system to track metrics and work orders statewide. (Brian Yansen-FMDC)</li> <li>4C. MOVERS Transition for Purchasing: Transition solicitations to MOVERS and prepare for contract transition to MOVERS. (Karen Boeger-Purchasing)</li> <li>4D. MOVERS Preparation: Identify existing business processes to review that will support the Human Capital Management development phase of the MOVERS project. (Melissa Theis &amp; Sara Murphy-DOP)</li> </ul>

OA placemat priorities have alignment and linkage to Governor's priorities as we serve all of state government to better serve our citizens



(Karen Boeger-Purchasing)