



# Strategic Placemat – Our Top Priorities for FY25

## Office of Administration

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

#### Customer Focus

Provide quality solutions to enable our partner agencies to deliver impact to their customers

#### Culture of Excellence

Improve how we work by using standardized tools and training while promoting a culture of continuous improvement

#### Technology Solutions

Looking to the future, implement technology that will improve how we work and provide a better customer and team experience

### STRATEGIC INITIATIVES

#### 1A. Talent Transformation Services Project:

Implement the Talent Transformation Services Project to improve the team member experience. (Carla McDaniel-DOP)

#### 1B. New Employee Orientation:

Transform New Employee Orientation (NEO) to enhance OA's onboarding experience. (Amy Pletz-CO)

#### 1C. Risk Management Education:

Expand the knowledge of Enterprise Risk Management principles. (Grayson Imhoff-General Services)

#### 2A. Capital Improvements Planning Unit:

Implement and assist state consolidated agencies with their five-year plans. (Heather Vandeloecht-FMDC)

#### 2B. Qualified Vendor List (QVL) Protocols:

Develop guiding principles and best practices for QVL solicitations. (Karen Boeger-Purchasing)

#### 2C. Enterprise Data Governance Model:

Develop and establish a plan for an enterprise-wide data governance model for consolidated agencies. (Joe Kirby-ITSD)

#### 2D. Anti-Fraud Capabilities:

Enhance security by integrating anti-fraud capabilities into our most critical applications. (Gregory Colvin-ITSD)

#### 3A. Security Program:

Develop and implement an FMDC Security Program. (Brian Yansen-FMDC)

#### 3B. Contract Performance:

Develop and improve contract award performance metrics. (Karen Boeger-Purchasing)

#### 3C. Diversity and Belonging:

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)

#### 3D. Governor-Elect Agency Coordination:

Develop a plan for the incoming administration with specific department information. (Tony Roberts-B&P)

#### 3E. OA Brand Standards and Style Guide:

Create brand standards and an accompanying style guide to define best practices for branding, design, writing and formatting. (Rachelle Bushko-Comms)

#### 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)

#### 4B. FMDC Ticketing System:

Identify and launch a new ticketing system to track metrics and work orders statewide. (Brian Yansen-FMDC)

#### 4C. MOVERS Transition for Purchasing:

Transition solicitations to MOVERS and prepare for contract transition to MOVERS. (Karen Boeger-Purchasing)

#### 4D. MOVERS Preparation:

Identify existing business processes to review that will support the Human Capital Management development phase of the MOVERS project. (Melissa Theis & Sara Murphy-DOP)

Directly tied to Quarterly Pulse Survey (QPS) Results

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

## Workforce & Education

- 1B. **New Employee Orientation:**  
Transform New Employee Orientation (NEO) to enhance OA's onboarding experience.  
(Amy Pletz-CO)
- 1C. **Risk Management Education:**  
Expand the knowledge of Enterprise Risk Management principles.  
(Grayson Imhoff-General Services)
- 2B. **Qualified Vendor List (QVL) Protocols:**  
Develop guiding principles and best practices for QVL solicitations.  
(Karen Boeger-Purchasing)
- 3A. **Security Program:**  
Develop and implement an FMDC Security Program.  
(Brian Yansen-FMDC)
- 3E. **OA Brand Standards and Style Guide:**  
Create brand standards and an accompanying style guide to define best practices for branding, design, writing and formatting.  
(Rachelle Bushko-Comms)
- 4C. **MOVERS transition for Purchasing:**  
Transition solicitations to MOVERS and prepare for contract transition to MOVERS.  
(Karen Boeger-Purchasing)

## Infrastructure

- 2A. **Capital Improvements Planning Unit:**  
Implement and assist state consolidated agencies with their five-year plans.  
(Heather Vandeloecht-FMDC)
- 2C. **Enterprise Data Governance Model:**  
Develop and establish a plan for an enterprise-wide data governance model for consolidated agencies.  
(Joe Kirby-ITSD)

## Stronger Communities

- 2D **Anti-Fraud Capabilities**  
Enhance security by integrating anti-fraud capabilities into our most critical applications.  
(Gregory Colvin-ITSD)
- 3C. **Diversity and Belonging:**  
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)
- 3D. **Governor-Elect Agency Coordination:**  
Develop a plan for the incoming administration with specific department information.  
(Tony Roberts-B&P)

## Government Reform

- 1A. **Talent Transformation Services Project:**  
Implement the Talent Transformation Services Project to improve the team member experience.  
(Carla McDaniel-DOP)
- 3B. **Contract Performance:**  
Develop and improve contract award performance metrics.  
(Karen Boeger-Purchasing)
- 4A. **Surplus Property Online Catalog:**  
Improve the way we serve our customers by partnering with ITSD to implement an online catalog.  
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Identify and launch a new ticketing system to track metrics and work orders statewide.  
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- 4D. **MOVERS Preparation:**  
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(Melissa Theis and Sara Murphy-DOP)