

STRATEGIC GOAL 1

Improve the efficiency and effectiveness of DAS Operations

DAS will adopt innovative and creative management approaches to improve efficiency and effectiveness, and ensure the continued delivery of mission critical services. DAS will promote a culture of performance measurement to strengthen our operations, achieve results, and provide transparency and accountability. When warranted, DAS will implement transformative technologies critical to insuring the delivery of highest quality, best value services.

SERVICE MANAGEMENT		
X	Fully implement a shared services model	June 30, 2014
	Study utilization and financial model of Fleet Management	January 1, 2015
	Complete an internal audit of each division within DAS	June 30, 2016
CUSTOMER RELATIONS		
	Create a DAS Advisory Board made up of a varied profile of stake holders	June 30, 2014
PERFORMANCE MEASUREMENT		
	SUCCESS equations and accompanying strategies finalized	June 30, 2014
	Performance metrics established for each division which include metrics supporting SUCCESS equation, as well as management, program and individual performance metrics	June 30, 2014
	Eliminate meaningless metrics	June 30, 2014
	Develop website performance tool	June 30, 2014
	Identify data supporting performance-based budgeting	Sept 30, 2014
	Baseline and identify ROI metrics on new systems or programs	Ongoing
	Identify opportunities to leverage enterprise-wide resource planning, consolidation, and automation through the IT and Human Resource Councils	Ongoing
	Benchmark identified services to private market every 2 years	Ongoing
GOVERNANCE MODEL		
X	Implement semi-annual "Return and Report" director's retreat where progress on strategic plans and budget status will be reported	January 1, 2014

PROCESS STANDARDIZATION		
	Review and update all retention schedules in DAS	January 1, 2015
	Develop documented standardization of processes	June 30, 2018
ENABLING TECHNOLOGY		
	Develop and populate all relevant data in a joint database between Risk Management and DFCM	July 1, 2015
CONTINUOUS IMPROVEMENT		
X	Annual stakeholder and employee surveys	July 1, 2013
X	Formation of Operational ERM Committee	July 1, 2013
	25% improved efficiency goal achieved	January 1, 2017