

# STRATEGIC GOAL 2

## Develop a quality, high-performing workforce

DAS will foster a culture of excellence and provide the technology, training and tools to support a talented, highly motivated workforce superbly capable of facing changes in the work environment and demands for services DAS provides. A quality, performance-oriented workforce is an essential component to ensuring the delivery of high-quality, best value services that are essential for our customers in achieve their missions for the public good.

SERVICE MANAGEMENT		
	Develop a succession plan for each division	July 1, 2015
	Development a communication plan in to increase effective communication with employees	July 1, 2015
CUSTOMER RELATIONS		
PERFORMANCE MEASUREMENT		
	Conduct supervisory training to train DAS leadership how to conduct effective performance reviews	June 1, 2014
	Set clearly defined goals in each employee performance plan which include some "stretch targets"	July 1, 2014
GOVERNANCE MODEL		
PROCESS STANDARDIZATION		
	Create customer service/security/policy on-boarding curriculum	July 1, 2014
ENABLING TECHNOLOGY		

**CONTINUOUS IMPROVEMENT**

<b>X</b>	Hold annual Executive Summit where employee development is discussed	July 1, 2013
<b>X</b>	Develop a Talent Engagement Committee that will study employee development and make recommendations to the executive team	January 1, 2014
<b>X</b>	DAS University – Establish a regular training program where employees can expand their skill set	January 1, 2014
<b>X</b>	Partner with DHRM training programs	July 1, 2014
	Develop an Leadership Institute for management training	July 1, 2015
	Develop employee recognition program	July 1, 2015
	Develop mentoring program	July 1, 2015
	Instigate a pay for performance program based upon agreed metrics	January 1, 2016
	Reimbursement for tuition costs or fees for professional development in divisions where budgets will allow	January 1, 2017