

Office of Management & Finance

Strategic Plan 2012-2017

Council Presentation

May 22, 2013



OMF's 2012-17 Strategic Plan

- In order for an organization to be successful, there needs to be a roadmap for success.
- Our Strategic Plan helps to provide direction and focus for all employees. It points to specific results that are to be achieved and establishes a course of action for achieving them.
- The Plan also helps the various work units within an organization to align themselves with the organization's mission.



Development of Mission, Vision, Values

- Throughout the plan's development process, OMF had the opportunity to create new Mission, Vision, and Value statements.
- Will be the cornerstone for all work and projects that OMF will complete over the next five years.
 - Will help make certain our organization is staying true to its core functions, and track the progress of achieving our goals.

Mission and Vision

- Our mission is to be a ...

Trusted partner creating smart solutions for the City and our community.

- Our vision is to...

Deliver world-class services through our leadership, expertise and innovation.

Values

Our values are...

- **Accountability** – We are committed to personal and organizational integrity.
- **Collaboration** – We value internal and external partnerships.
- **Equity** – We value diversity, and provide inclusive opportunities.
- **Innovation** – We are committed to fostering new ideas and encouraging creativity.
- **Service** – We are committed to understanding and exceeding customer expectations.
- **Sustainability** – We are committed to stewardship of our financial, physical and environmental resources.

OMF Three-Tiered Approach to Implementation³⁷⁰¹⁶

- This comprehensive plan represents a tremendous amount of work from employees at all levels of OMF.
 - As well as, internal and external stakeholders and customers.
- But the development of this plan is just the first step is shaping OMF's future for the next five years.

The Three-Tiered Approach

OMF will use a three-tiered approach to accomplish organizational goals, strategies, and performance measures. Each level of planning will be linked to the next in order to ensure that plan implementation is realistic, attainable, and successful. The three linked documents will include:

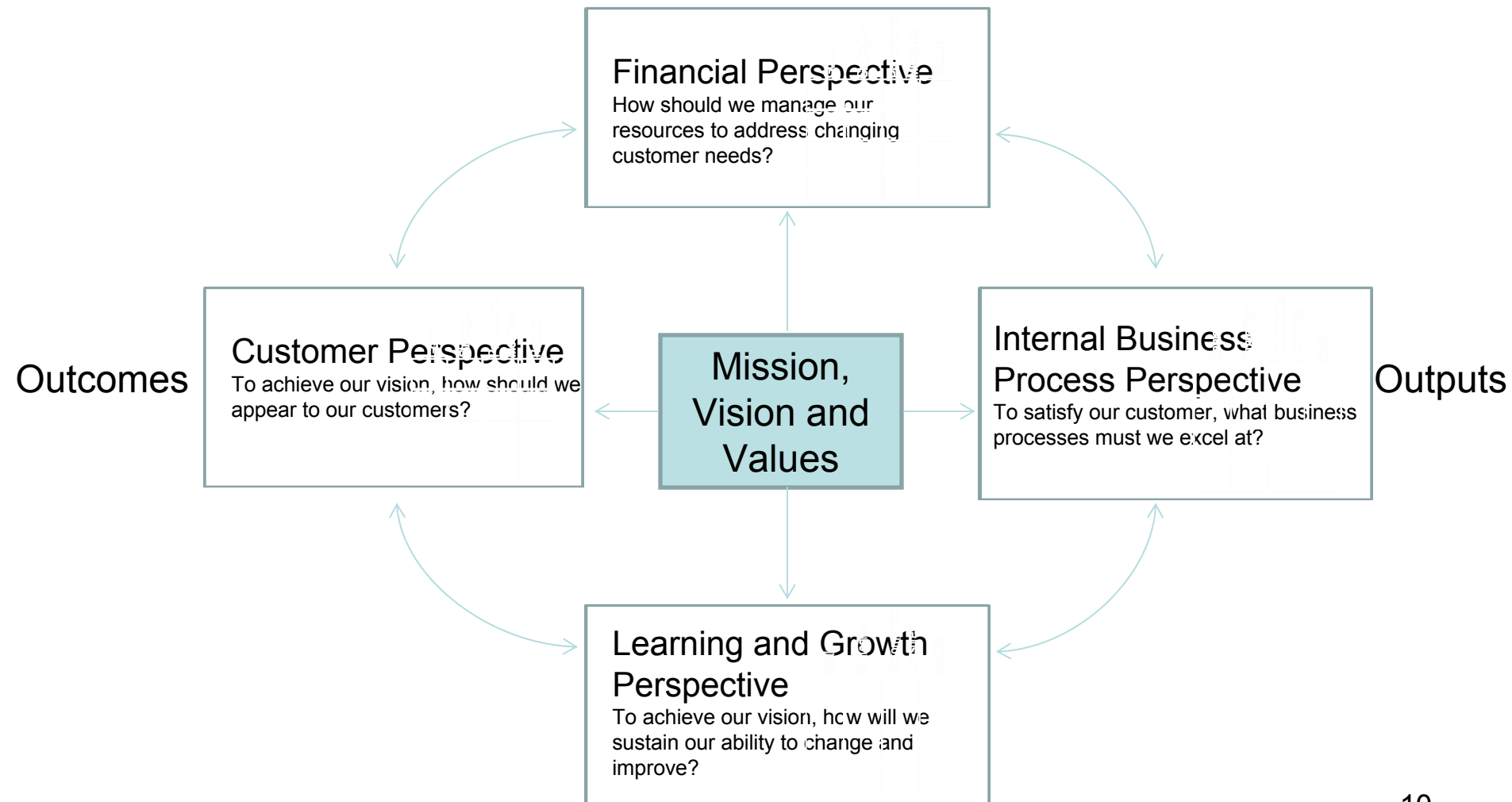


The Three-Tiered Approach



Balanced Score Card Approach

Balanced Score Card Approach



Development of OMF's Strategic Plan

- OMF's 2012-17 Strategic Plan represents a large body of research, customer feedback and creative problem solving.
- There were 7 different developmental stages in creating OMF's 2012-17 Strategic Plan.

Development of OMF's Strategic Plan

- Internal and External Stakeholder Interviews
 - 33 interviews (47 stakeholders)
- Internal and External Focus Groups
 - 9 focus groups (103 attendees)
- Internal and External Surveys
 - 159 internal responses, 80 City responses, 7 public responses
 - (246 total participants)
- Environmental Scan
 - Assessed all business areas represented in OMF service delivery
 - Data is used to evaluate/validate stakeholder opinions; moves process from “I think” to “I know”
 - Focus is on external trends, emerging issues, internal challenges and community interests

Development of OMF's Strategic Plan

- Strength, Weaknesses, Opportunities and Challenges (SWOC) Analysis
 - Analyzed data by identifying the strengths, weaknesses, opportunities and challenges
 - Distilled data into 35 key findings
- Steering Committee
 - Provided overall project leadership
 - 35 key findings were presented to the Steering Committee
 - Issues emerge from the findings
 - Issues are significant concerns or constraints that must be resolved for OMF to provide needed core services
 - Steering Committee grouped the findings into 16 issues
 - Steering Committee developed key wording for each issue

Development of OMF's Strategic Plan

- Task Force Work Session
 - 75 people, including OMF employees and stakeholders, participated in four all-day work sessions
 - 16 issues were presented to the 75-member Task Force
 - Task Force added one issue
 - Task Force developed goals, performance measures and strategies for each issue



Office Of Management and Finance
2012-2017 Strategic Plan



Monitoring the Plan

- OMF's 2012-17 Strategic Plan focuses on specific results that are to be accomplished and established strategies for achieving those outcomes.
- The plan's 113 strategies were created, as ways to achieve the goals outlined in the plan.
- OMF's Core Leadership Team designated in which of the five years the strategies will be completed and also determined leads for the 113 Strategies included in the plan.

Conclusion

- Comprehensive plan that is results based.
- Requires regular reporting throughout each fiscal year.
- Document will help shape our organization for the next five years.

Questions?