2024-27 Strategic Plan Quarterly Report
(September - December 2024)

OREGON DEPARTMENT
OF ADMINISTRATIVE SERVICES
December 2024

DAS
DEPARTMENT OF
ADMINISTRATIVE
SERVICES

CUSTOMER SERVICE

AVAILABILITY

Enhance customer-focused resources that support resolution of customer needs.

MEASURE	MOST RECENT QUARTER	STATUS
% of customers responding "Very satisfied" or "Satisfied" within the DAS Customer Service survey across: • question 1 (timeliness); • question 2 (accuracy); • question 4 (knowledge and expertise); and • question 6 (overall quality).	**84%*** (Q3 July - September, 2024)	**-8%**

ACCESSIBILITY

Improve accessible communication methods.

MEASURE	MOST RECENT QUARTER	STATUS
% of customers responding, "Very satisfied" or "Satisfied" within the DAS Customer Service survey across: • question 3 (helpfulness); and • question 5 (information availability).	**87%** (Q3 July - September, 2024)	**-2%**

RESPONSIVENESS

Ensure that all initial customer inquiries receive a personal response or acknowledgment within one business day.

MEASURE	MOST RECENT QUARTER	STATUS
% of customers responding "Always" or "Usually" within the DAS Customer Service survey to the statement: • "I receive a personal acknowledgement of my communication with DAS within 1 business day."	**89%**	First report

Customer Service Measures (% Satisfied or Very Satisfied) by Division

Division	Program	Availability	Accessibility	Responsiveness
CFO	Office of the State Controller	93%	93%	95%
CHRO	Class & Compensation services	68%	73%	73%
CHRO	HR Client Agency services	78%	93%	86%
DAS IT	IT services	90%	93%	*Not yet measured*
EAM	Fleet services	92%	96%	92%
EAM	O&M services	72%	78%	76%
EAM	Surplus services	100%	96%	96%
EGS	Procurement services	68%	71%	*Not yet measured*
EGS	Publishing & Distribution services	94%	96%	93%
DAS	**Overall**	**84%**	**87%**	**88%**

**A&M recommendation

TRANSPARENCY

Develop program level service agreements that communicate deliverables and timelines.

Provide consistent and transparent communication about status of program deliverables.

MEASURE	MOST RECENT QUARTER	STATUS
% of DAS direct service clients that: 1. have an adopted and current service-level agreement; <u>and</u> 2. have agreements that include deliverables and timelines. % of DAS direct services that: 1. use some form of case tracker viewable by customers; <u>and</u> 2. that updates case statuses in trackers at least once per week.	• DAS divisions have inventoried their services an processes to identify where service-level agreements are used and what case management systems are in place. • Work is ongoing to identify how to best measure and track improvements in transparency with customers based on this information gathered from divisions.	**In progress**

**A&M recommendation

DIVERSITY, EQUITY, INCLUSION AND BELONGING

EQUITY

Develop and socialize a tool to incorporate DEIB in all processes.

MEASURE	MOST RECENT QUARTER	STATUS
% to completion - equity lens socialization roadmap	• Working with DAS supervisors to utilize the equity lens in division processes. • Discovery phase/piloting equity lens in practice section for all foundational training. • OCC engaging with CHRO Workforce Development team to develop their equity lens as they review and revamp training offerings. • Future reports will include data on training once moved out of pilot phase and into standard training in 2025.	**On track / potential future delay based on capacity**

GROWTH AND DEVELOPMENT

Create opportunities for learning and resources for practicing DEIB.

MEASURE	MOST RECENT QUARTER	STATUS
# of DEIB growth offerings (trainings, events, networks) available to DAS employees	• In discovery phase of DEIB training in collaboration with CHRO. Held kickoff with 39 employees (from CHRO and DEIB Council). Four follow sessions planned in early 2025.	**On track**

INCLUSIVE CULTURE

Increase communications and transparency to enhance engagement and trust.

MEASURE	MOST RECENT QUARTER	STATUS

% to completion - DEIB council establishment and initiatives	• The Council elected the leadership who will lead the work to charter and plan 2025, including:
	  - Which heritage celebrations to showcase on DASH
	  - Council and OCC 2025 events
	• Plan will be introduced to the executive team for finalization. Once approved, this measure will track number of messages and initiatives provided to DAS employees.
	• Plan is delayed to capacity restraints.
		In progress/ delayed

DAS employee retention rate	• OCC is experiencing a lot of transition and capacity restraints. • Once capacity is restored, will engage with CHRO and the Workday team to pull reports for this data. And develop an exit survey to better capture data to report out.	**In progress/ delayed**

DATA AND ANALYSIS

Develop and regularly update a DEIB dashboard to track progress and accountability.

MEASURE	MOST RECENT QUARTER	STATUS
% to completion - DEIB dashboard project plan	Holding on the dashboard due to capacity restraints. We plan to pick this back up in the fall of 2025.	**On hold/ delayed**

**A&M recommendation

ᝰᝰᝰᝰ EMPLOYEE SUCCESS AND WELL-BEING

ENGAGEMENT

Identify and promote meaningful engagement and connection among employees.

MEASURE	MOST RECENT QUARTER	STATUS
DAS Gallup Q12 overall employee engagement score	**4.04** out of 5	**+0.07**

SUPPORT

Identify and implement practices so employees have the tools and resources for optimal work and workload balance.

MEASURE	MOST RECENT QUARTER	STATUS
DAS average of Gallup Q12 questions 1 - 2: • Do you know what is expected of you at work? • Do you have the materials and equipment to do your work right?	**4.28** out of 5	**No change**

DEVELOPMENT

Promote development opportunities that align with employee goals and agency needs.

MEASURE	MOST RECENT QUARTER	STATUS
# of internal promotions and # job rotations (in and out)	27 (Q3 July - September 2024)	**+1**
DAS average of Gallup Q12 questions 6 and 12: • Do you have someone at work who encourages development. • This last year, did you have opportunities at work to learn and grow.	**4.06** out of 5	First time reported

RECOGNITION

Enhance celebration of employee achievements and recognize employee needs during life events.

MEASURE	MOST RECENT QUARTER	STATUS
Average of Gallup Q12 questions 4 - 5: • In the last seven days, have you received recognition or praise for doing good work? • Does your supervisor, or someone at work, seem to care about you as a person?	**4.07** out of 5	**+0.14**

Employee Well-Being Measures by Division

Division	Engagement	Support	Development	Recognition
CAO (EGS and EAM)	4.01	4.30	4.07	4.03
CFO	3.86	4.12	3.76	3.87
CHRO	4.15	4.29	4.08	4.13
DAS IT	4.33	4.42	4.51	4.40
SIEA	4.66	4.57	4.80	4.77
Workday	3.90	4.09	3.77	3.89
DAS Overall	**4.04**	**4.28**	**4.06**	**4.07**

Note: Division summarizes attempt to align DAS divisions with the data disaggregation made available by Gallup. Future reports will aim to better align measurement units and include analysis of progress over time across teams.

**A&M recommendation

⚙ OPERATIONAL EXCELLENCE AND INNOVATION

EFFICIENCY

Engage with employees and agencies to map and streamline processes that advance efficiency and enterprise solutions.

MEASURE	MOST RECENT QUARTER	STATUS
Phase 1: Y/N processes inventoried and prioritized	Yes – processes inventoried.	First report
Phase 2: % of DAS customer-facing processes with a published and current process map	30% (22 of 77 processes inventoried) have some sort of existing process map *CFO and OEA were given an extension to submit data as they had limited capacity and resources. Their information will be included in the next report.*	First report

ACCOUNTABILITY

Increase the transparency, clarity, and communication of accountability measures; apply metrics in DAS operations to sustain progress and achieve strategic goals.

MEASURE	MOST RECENT QUARTER	STATUS
% to completion - interactive DAS operational scorecard (dashboard showing expectations, progress on strategic plan, case load volumes, etc)	DAS continues to scope needs and specifications for an operational scorecard. In the past quarter, the agency produced an interactive dashboard covering the Governor's Expectations—features and lessons learned from this deployment will inform the agency's forthcoming scorecard.	**In progress**
Report on performance measures that support DAS' and Division's strategic plans to ensure DAS' priorities are universally understood and addressed**	Division action plans were submitted 9/31/24. Tracking and reporting mechanism to be launched January 2025. March report will summarize progress in division actions. *CFO and OEA were given an extension to submit data as they had limited capacity and resources. Their information will be included in the next report.*	**Delayed by one quarter**

IMPROVEMENT

Maximize the effective use of technology solutions.

MEASURE	MOST RECENT QUARTER	STATUS
IT strategic plan top-level measures: % of client agencies that have signed IGA and annual executive meetings	100% of onboarded agencies have signed IGAs. 30% of onboarded agencies have had executive discussions – with the target to be 100% compliant by 6/30/2025.	**On track/ No change**
Track and maintain Service Desk Incident Ticket Queue at manageable levels that maintain goal customer satisfaction levels.	Incident Queue: 52 (Goal <100) Service Queue: 148 (Goal <250) Time to resolve: 1.88 days	First report **-1.41 days**

**A&M recommendation