

**2008 SDS SMART Goals Input**  
September 2007 - Draft

Strategic Priority	Detail/Background	Qtr 2: Oct-Dec '07	Qtr 3: Jan-March '08	Qtr 4: April-June '08	End Goal
<b>Financial Responsibility</b>	Discussions underway w/CCBF	Develop SDS financial processes <input type="checkbox"/> <sup>(Nov)</sup> Finalize chart of accounts <input type="checkbox"/> <sup>(Dec)</sup> Define financial responsibility <input type="checkbox"/> <sup>(Jan)</sup> Develop cost accounting framework	<input type="checkbox"/> <sup>(Feb)</sup> Document SDS financial processes <input type="checkbox"/> <sup>(March)</sup> Conduct financial workshop for SDS management	<input type="checkbox"/> <sup>(April)</sup> Develop orientation & pilot for SDS financial processes & practices	<input type="checkbox"/> SDS financial processes & practices implemented by 6/09
<b>Business Continuity</b>		<input type="checkbox"/> <sup>*Andy</sup> Write a project charter & get it published & approved <input type="checkbox"/> <sup>*Andy</sup> Have project kick-off meeting	<input type="checkbox"/> <sup>*Andy</sup> Define criteria & initial list of services <input type="checkbox"/> <sup>*Brad</sup> Customer involvement <input type="checkbox"/> <sup>*Andy</sup> Top 5 services - Decide on pilot <input type="checkbox"/> <sup>*Hugh</sup> Check w/other groups on service linkes work	<input type="checkbox"/> Team participates in pilot project w/deliverable document for service & home suggestions for next steps	<input type="checkbox"/> Inclusive BC Action Team formed by 12/21/07 (SDS staff/C&C/OIM - selected by directors) <input type="checkbox"/> BCAT has ID'd a top 5 of critical services by 3/31/08 <input type="checkbox"/> Pilot project aligned to BC practices completed by 6/30/08
<b>Service Focus</b>	(1) Info already available online but not useful or easily located  (2) All staff must receive C&C customer service training	<input type="checkbox"/> Compile list of current services <input type="checkbox"/> Gather info from customers on how they want to see SDS services presented <input type="checkbox"/> Managers conduct gap analysis of skills required to deliver services by group	<input type="checkbox"/> Organize service info plan persentation <input type="checkbox"/> ID common & unique skills across groups	<input type="checkbox"/> Post content on web, develop feedback mechanism for ongoing maintenance plan <input type="checkbox"/> Design training plans for all SDS staff <input type="checkbox"/> Estimate funding <input type="checkbox"/> On going gap analysis	<input type="checkbox"/> All SDS services defined for int/ext use by 4/08 <input type="checkbox"/> Web page that lists & describes all SDS service w/links to info developed by 8/08 <input type="checkbox"/> Staff training for SDS service delivery ID'd by 4/08
<b>Organizational Culture</b>	(1) COS book, Scott's blog, Service Card  (2) Check in w/C&C HR Committee	<input type="checkbox"/> <sup>*Tammy (Dec)</sup> Develop published definition among 100% of SDS Directors <input type="checkbox"/> <sup>*Rita</sup> ID resources to work on this goal & sponsor <input type="checkbox"/> <sup>*Cindy</sup> ID Staff to develop pub strategy (team)	<input type="checkbox"/> <sup>*Cindy (Feb)</sup> SDS Directors work w/management teams to implement COS key aspects w/n annual SMART goals <input type="checkbox"/> <sup>*Janice</sup> Develop project plan including training, job description, performance evaluations, staff goals, consistent R&R program <input type="checkbox"/> <sup>*Cindy</sup> Develop a high level communications plan	<input type="checkbox"/> <sup>*Dan (April +)</sup> All SDS managers review monthly progress of COS integration <input type="checkbox"/> <sup>*Tammy</sup> Begin implementation <input type="checkbox"/> <sup>*Rita</sup> Develop a detailed communication plan & begin implementation	<input type="checkbox"/> COS defined, published & communicated across all SDS by 4/1/08 <input type="checkbox"/> Published definition of COS incorporated into HR processes <input type="checkbox"/> Communication strategy to promote COS throughout SDS developed & published by 6/08