2008 UW Technology Services SMART Goals Input
January 2008 - Draft

Strategic Priority	Detail/Background	Jan-March '08	April-June '08	End Goal
Financial Responsibility Scott/Alisa	Discussions underway w/B&F	☐ [Alisa] (Jan) Form steering group; review & update current chart of accounts ☐ [Linda] (Feb) Document owner, description, & use of each budget ☐ [Alisa] (Feb) Obtain approval for updated chart of accounts ☐ [Sandra] (Mar) Plan and conduct financial workshop for management	☐ [Linda] (April) Identify needed financial reports & how to use them ☐ [Alisa] (Apr) Produce and review reports ☐ [Sid] (Apr) Identify elements of spending plan ☐ [Alisa] (June) Project spending for FY '08-'09	☐ **Chart of accounts updated and approved by 2/29/08** ☐ **Directors and managers have received training on the basic financial framework by 3/30/08** ☐ **Each director has created an initial spending plan by 6/30/08**
Business Continuity Andy	[Peggy] (Dec) Form a Change Management (CM) Process Development Team	☐ [Andy] (Jan) Form Business Continuity Action Team with broad representation ☐ [Andy] Establish BC drill inputs & info for BC report ☐ [Andy] (Feb) Hold BCAT kick off meeting ☐ [Peggy] (Feb) Develop change management (CM) goals ☐ [Peggy] Establish coordination w/service focus & CM project/steering committee	☐ [Brad] (April/May) Develop criteria for selecting critical services; id top five ☐ [Andy] (Jun) Formulate BC project proposal ☐ [Peggy] (April) Propose & have approved a phased CM implementation ☐ [Peggy] (Jun) Kick off first phase of CM project	☐ **Propose Business Continuity pilot project to address at least one critical area by 6/30/08** ☐ **Kick off first phase of change management implementation project by 6/30/08**
Service Focus Lori/Janice	(1) Info already available online but not useful or easily located	☐ [Lori] (Jan) Form project team to lead effort ☐ [Project Team] (Feb) Formulate guidelines for format, content, where to publish... ☐ [Prjct Team] (Feb) Communicate purpose & guidelines to teams ☐ [Prjct Team] (Apr) Each team develops drafts of service documentation	☐ [ ] (May) Each team publishes service documentation ☐ [ ] (Jun) Each team proposes services to be documented for external audiences	☐ **Every team has documented their services by 5/31/08** ☐ **Every team has listed services that need to be documented for external audiences by 6/30/08 to be used within UW Technology Services for cross-team service descriptions**
Organizational Culture Tammy	(1) COS book, Scott's blog, Service Card (2) Check in w/ HR Committee	☐ [Kay] (Jan) Partner w/ Identity Initiative to develop new identity & culture of service presentation(s) ☐ [Rita own, Scott M. present] (Feb) Schedule and run through those presentation w/ Managers ☐ [Sandra] (Feb) Develop w/ Identity Initiative FAQs for discussion ☐ [Isha] (Feb) Develop a method to track presentation participation ☐ [Isha] (Mar) Schedule presentations for staff ☐ [Alisa] (Jan) Identify staff to attend PM information sessions in coordination w/ PM Portal Team ☐ [Alisa/Isha] (Feb) Schedule PM presentations & develop method to track participation in coordination w/ PM Portal Team	☐ [Rita/Scott] (Apr) Conduct Culture of Service presentations for staff ☐ [Alisa] (Apr) Work w/ Directors to identify projects to utilize the PM Portal and provide feedback	☐ **All staff have attended a presentation/discussion on operationalizing our Culture of Service by 5/30/08** ☐ **Managers and PMs have attended PM Overview and Directors have identified at least one project to try using the PM Portal and will have provided feedback by 6/30/08**