

Agency Strategy Map

VALUES

- Openness:** We listen and communicate to promote understanding, transparency and trust.
- Integrity:** We act with honesty, fairness, accountability and the highest ethical standards.
- Collaboration:** We work together to achieve shared goals.
- Innovation:** We encourage creativity and informed risk-taking.
- Excellence:** We exemplify teamwork, commitment and responsiveness in the pursuit of quality.
- Respect:** We treat everyone professionally and value each other's efforts and ideas.

GOALS

- Deliver exceptional services.
- Reduce the overall cost of government operations.
- Engage and support employees.
- Keep improving.

KEY TO DIVISIONS: HR: Business Resources, COM: Communications, CLS: Contracts and Legal Services, ETS: Enterprise Technology Solutions, EXEC: Executive, FAC: Facilities, FIN: Finance, HR: Human Resources, PSD: Personnel Services Division

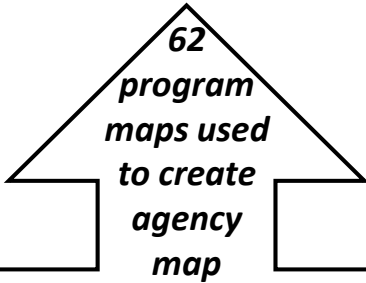
IF WE DO THESE CORE PROCESSES WELL...

1. Provide stewardship of assets Bonnie School	2. Provide goods & services Phil Grigg	3. Leverage technology Caitlyn Customer Partner	4. Manage risk Farrell Prevost	5. Provide financial input & business analysis Arianna Meyer	7. Develop & support the workforce Scott Turner	8. Build team culture Renae Smith Ryberg
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AS MEASURED BY: Core Process Milestones (in development)

THEN THE OUTCOMES WILL BE: Outcome Leads

AS MEASURED BY: Outcome Milestones (in development)



Program Strategy Maps

Washington State Department of Enterprise Services Program Strategy Map Data

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What is Strategy Mapping?

A grassroots approach to fundamental work that...

- Identifies the customer and what they value.
- Helps teams learn to make decisions with data.
- Links employee work to agency outcomes.
- Reveals opportunities to improve.
- Describes a team's hypotheses, "IF we do these core processes well, THEN we will have these outcomes."
- Chooses measures to tell if the work is going well.
- Encourages visual management.
- Fosters collaborative problem solving.
- Requires a supportive culture of safety, trust, respect, and learning.