

FY15-16 PDC Strategic Initiative Planned Action Report

Strategic Goal	Objective	Planned Activities
Achieve Operational Excellence	Improve customer service	<ol style="list-style-type: none"> 1. Participate in the annual FS Customer Survey and review results with campus community. 2. Continue to deliver capital projects on time, on budget while increasing/improving overall project value.
	Prepare for growth	Continue planning for CI 2025 growth with the following: <ol style="list-style-type: none"> 1. Facilitating various planning efforts (CEQA, campus planning efforts) that support this growth; 2. Continue to do outreach to campus communities on growth strategies.
	Share expertise and services	<ol style="list-style-type: none"> 1. Engage campus community (faculty, staff and students) on campus infrastructure and sustainable efforts through presentations and other outreach; 2. Establish internship programs that will benefit the students and FS; 3. Continue providing project management trainings for FS staff annually; 4. Provide training on BIM to FS staff for use in the field to improve operational efficiencies.
	Succession planning	Identify candidates to become University Architect, University Planner & Director
Attract and Retain a Diverse and Talented Staff	Create operations manuals	<ol style="list-style-type: none"> 1. Continue reviewing Process Guidelines and update as appropriate.
	Foster entrepreneurship	Encourage and support staff initiatives that improve project processes.
	Offer robust development opportunities	<ol style="list-style-type: none"> 1. Offer professional development opportunities for areas of expertise per KPI #2; 2. Provide Project Management refresher training to hone PM skills for FS staff.
	Community building	Facilitate greater interaction & collaboration within FS for greater efficiencies and effective operations.
Enhance Resources	Document processes	<ol style="list-style-type: none"> 1. Continue to expand paperless project management system for filing; 2. Identify construction management software that supports expanded capabilities for schedule/budget management & document controls.
	Implement online, web-based, self-service solutions	<ol style="list-style-type: none"> 1. Continue implementation of Building Information Modeling on buildings on campus that support improved and efficient operations & maintenance of the facilities by FS staff. 2. Continue to expand Facilities Link as a support for FS staff and the broader campus community.
	Streamline processes for timeliness and efficiency	<ol style="list-style-type: none"> 1. Continue reviewing construction management tools used by the contracting industry that creates efficiencies in the management of schedule & budget.
	Improve reporting	Continue capital project audit controls for electronic filing.
Enrich Communications	Improve websites	Regular updates to the FS & sustainability web pages that help inform what is happening on campus.
	Increase the variety of communication tools – FAQs, online newsletters, annual disclosures, collaboration tools	<ol style="list-style-type: none"> 1. Continue FS newsletter (issued quarterly); 2. Provide campus with regular updates about construction activities.