

# FY16-17 PDC Strategic Initiative Planned Action Report

Strategic Goal	Objective	Planned Activities
<b>Achieve Operational Excellence</b>	Improve customer service	<ol style="list-style-type: none"> <li>1. Participate in the annual FS Customer Survey and review results with campus community. <i>FS did not issue a Customer Survey this year, but plans to next fiscal year.</i></li> <li>2. Continue to deliver capital projects on time, on budget while increasing/improving overall project value. <i>SH3 were completed in time for student move-in this fall.</i></li> </ol>
	Prepare for growth	Continue planning for CI 2025 growth with the following: <ol style="list-style-type: none"> <li>1. Facilitating various planning efforts (CEQA, campus planning efforts) that support this growth; <i>Planning for Gateway Hall and other small projects were completed.</i></li> <li>2. Continue to do outreach to campus communities on growth strategies. <i>Several planning sessions were held on growth strategies.</i></li> </ol>
	Share expertise and services	<ol style="list-style-type: none"> <li>1. Engage campus community (faculty, staff and students) on campus infrastructure and sustainable efforts through presentations and other outreach;</li> <li>2. Establish internship programs that will benefit the students and FS;</li> <li>3. Continue providing project management trainings for FS staff annually; <i>FS held a PM training for in-house staff this fall.</i></li> <li>4. Provide training on BIM to FS staff for use in the field to improve operational efficiencies. <i>On going</i></li> </ol>
	Succession planning	Identify candidates to become University Architect, University Planner & Director
<b>Attract and Retain a Diverse and Talented Staff</b>	Create operations manuals	<ol style="list-style-type: none"> <li>1. Continue reviewing Process Guidelines and update as appropriate. <i>On going.</i></li> </ol>
	Foster entrepreneurship	Encourage and support staff initiatives that improve project processes. <i>On going.</i>
	Offer robust development opportunities	<ol style="list-style-type: none"> <li>1. Offer professional development opportunities for areas of expertise per KPI #2; <i>Staff attended conferences on sustainability and building code revisions. One staff member received his LEED AP certification, which is the first staff to receive this.</i></li> <li>2. Provide Project Management refresher training to hone PM skills for FS staff. <i>PM Training provided in the fall.</i></li> </ol>
	Community building	Facilitate greater interaction & collaboration within FS for greater efficiencies and effective operations.
<b>Enhance Resources</b>	Document processes	<ol style="list-style-type: none"> <li>1. Continue to expand paperless project management system for filing; <i>On going</i></li> <li>2. Identify construction management software that supports expanded capabilities for schedule/budget management &amp; document controls.</li> </ol>
	Implement online, web-based, self-service solutions	<ol style="list-style-type: none"> <li>1. Continue implementation of Building Information Modeling on buildings on campus that support improved and efficient operations &amp; maintenance of the facilities by FS staff. <i>SH3 BIM model was received.</i></li> </ol>

		2. Continue to expand Facilities Link as a support for FS staff and the broader campus community. <i>On going</i>
	Streamline processes for timeliness and efficiency	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.
<b>Enrich Communications</b>	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	1. Continue FS newsletter (issued quarterly); 2. Provide campus with regular updates about construction activities. <i>On going</i>