

# CD FY10 Tactical Plan Review



## FY10 Tactical Plans for Administrative Support (DAS)

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## FY10 Tactical Plan for Level 1 DAS

- Relevant Strategic Plan(s):
  - Computing Division Strategic Plan
- Tactical Plan Leader: Griselda Lopez
- Organizational Unit home: Program Support

# FY10 Tactical Plan: Strategies and Goals

- **Tactical Plan Strategies**

- Increase support in all administrative areas, including aid with meeting (scheduling, workshops, minutes etc.), trips, phones, supplies, and many other task.
- Gives specific administrative support to the Head of the Computing Division and other departments and groups defined as specific projects.
- Provide HR support for the Computing Division, reporting to the Computing Division management. Provide a complete new hire workflow process.
- Handle foreign and domestic trips, including flight and hotel reservations, meeting all the documentation and reporting needs of the Laboratory and DOE, collecting and routing trip reports, reconciling trip expenses from receipts provided by the travelers. Begin E-travel process for both domestic and foreign travel.
- Evaluate and adopt new technologies to advance the effectiveness of support.

# FY10 Tactical Plan: Strategies and Goals

- **Tactical Plan Goals**

- To provide administrative assistance, HR and infrastructure support for the division office, departments and project activities in the Computing Division
- Continue to work on informational webpage's for our customers
- Workflow Process
  - Human Resources
    - New hire
      - » contractors, consultants, guest appointments, and summer students
    - Termination
    - Organizational changes
  - E-Travel
    - Domestic
    - Foreign

# FY10 Tactical Plan: Objectives



- **Tactical Plan Objectives**
  - Administrative Support
  - Domestic Travel Administrative Support
  - Foreign Travel Administrative Support
  - Conference and Workshop Support
  - Human Resources Support
  - Projects

# FY10 Tactical Plan: Past Action Items

- Resolution of Past Action Items
  - FY09 Status Reports Action Item
    - Poll CD and the community for upcoming conferences in FY09
    - State of the Org-Plus product at Lab? Support
      - » Lab has assigned this task to BSS. Closed, 10/13/2008

# Service Activity: Administrative Support

- Goals Related to this Activity
  - 1. Electronic processes and the use of more information management tools
    - existing goal
  - 2. Create a customer QA web-page
    - existing goal
  
- Key Metrics
  - 1. Productivity level should increase if information is accessible.
    - The Impact could be high or low depending on the situation, felt by division staff
  
- Issues and Risks
  - 1. The lab's processes may change without notification

# Service Activity: Domestic Travel

- Goals Related to this Activity
  - 1. Provide requirements for electronic process to the Enterprise and Collaborative Systems Department
    - Existing goal
  - 2. Maintenance of domestic travel web-pages
    - Existing goal
  - 3. Meet DOE and lab requirements for conferences and other travel
    - Existing goal
  
- Key Metrics
  - 1. Approval process will take less time
    - Impact will be high (positive) felt by division staff
  - 2. Milestones – Deliver requirements of business process to Enterprise and Collaborative Systems Department 1/1/2010
  
- Issues and Risks
  - 1. Effort allocated in Enterprise and Collaborative Systems Department
  - 2. The change in travel process may affect our delivery date; however, the travel office has a positive attitude towards helping us achieve this.

# Service Activity: Foreign Travel

- Goals Related to this Activity
  - 1. Provide requirements for electronic process to the Enterprise and Collaborative Systems Department
    - Existing goal
  - 2. Maintenance and completion of foreign travel web-pages
    - Existing goal
  - 3. Meet DOE and lab requirements for conferences and other travel
    - Existing goal
  
- Key Metrics
  - 1. Approval process will take less time  
Impact will be high (positive) felt by division staff
  - 2. Milestones – Deliver requirements of business process by 03/1/2010
  
- Issues and Risks
  - 1. Effort allocated in Enterprise and Collaborative Systems Department
  - 2. The change in travel process may affect our delivery date and the use of the FTMS system may not allow us to do a front to end electronic process. The travel office is also willing to assist with the electronic process.

# Project Activity: Conference Workshop Support

- Goals Related to this Activity
  - 1. Expand the support in the organization of Conferences and Workshops
    - Existing goal
  - 2. Outsourcing conferences to onsite conference office or outside vendor
    - Existing goal
  
- Key Milestones
  - 1. OSG All Hands Meeting, week of March 8<sup>th</sup> 50-75 people. We will be working with the conference office for this meeting.
  
- Issues and Risks (specific to this activity, includes allocation impact)
  - 1. Re-organization of job duties due to last minute conference request can have a high impact on other activities.

# Service Activity: Human Resource Support

- **Goals Related to this Activity**
  - 1. Documentation and procedures for CD's human resource processes (examples - transfer forms performance review forms, tuition reimbursement request, ect.)
    - Existing goal
  - 2. Workflow of new hire process
    - Existing goal
  - 3. Maintenance of division spreadsheets and lab's databases
    - Existing goal
  - 4. Maintenance of Org-Plus
    - Existing goal
- **Key Metrics**
  - 1. Reduce the time to respond to request  
Impact felt by division office and division staff
- **Milestones**
  - 1. Reduce the time to respond to request  
Impact felt by division office and division staff
- **Issues and Risks (specific to this activity, includes allocation impact)**
  - 1. Definition of CD personnel who may or can help with the new hire work flow process (allocation of effort from Enterprise and Collaborative Systems Department)
  - 2. The use of Org-Plus

# Service Activity: Project Support

- Goals Related to this Activity
  - Projects need to be defined
    - Division Office Projects
    - Facilities Operations Project
    - Create a projects webpage with milestone
  
- Key Metrics
  1. Define projects with senior management 12/1/2009
- Milestone
  - To be predicted per project
- Issues and Risks (specific to this activity, includes allocation impact)
  1. Projects are not defined; therefore, allocation of FTE's may vary. What get's tagged as a project? How do we define what a project is?

# FY10 Resource Request, Preliminary Allocation

## *Administrative Support – Level 1*

Administrative Support - Level 1		
	M&S	FTE
Conferences		1.3
Division Administrative Support	\$114,000	1.5
Domestic Travel Administrative Support		1.6
Foreign Travel Administrative Support		1.1
Human Resources Support		0.5
Projects		1.5
Management		0.5
Total	\$114,000	8

# Impact of Preliminary Allocation

- M&S allocation
  - Majority is office /printer supplies for division (\$85,000)
  - Training and development (\$16,000)
  - Software licenses (\$13,000)