

Summary of 3 Year Strategic Priorities

Vision: Excellence in Arizona government with leading-edge enterprise support

Mission: To deliver effective and efficient enterprise support services to our agency customers, allowing them to focus more on their unique missions.

Agency Description: As the administrative and business operations hub of state government, ADOA provides medical and other health benefits to state employees, administers the state personnel system, protects employees and mitigates hazards, maintains office buildings for employees to work in, purchases goods and services needed to conduct business, provides information technology and telecommunication services for employees, develops statewide accounting policies and procedures, reviews and maintains oversight of regulations, and much more. These centralized support services enable state agencies to focus their efforts on their own unique missions.

Executive Summary: ADOA’s customer-centric support creates strong agency partnerships which leads to the adoption of Enterprise standards while utilizing continuous improvement methodologies. Key areas for the Strategic Plan year are outlined below.

1. Strengthen Core Business Services
2. Build and Support The Future Enterprise of State Government
3. Develop the State of Arizona into an employer of choice

#	Multi-Year Strategy	Start Year	Progress / Successes
1	Strengthen Core Business Services	2023	<ul style="list-style-type: none"> New Multi-Year Strategy
2	Build and Support The Future of State Government Statewide	2023	<ul style="list-style-type: none"> New Multi-Year Strategy
3	Develop the State of Arizona into an employer of choice	2023	<ul style="list-style-type: none"> New Multi-Year Strategy

Department of Administration

Fiscal Year 2024 Strategic Plan 2-pager

Current Annual Focus

Strategy #	FY24 Annual Objectives	Objective Metrics	Annual Initiatives
1 - Strengthen Core Business Services	- Develop Project Management Excellence (PME)	- Milestone Base Metric	- Define and Implement the PME start-up plan - Develop a governance model/structure for the ADOA PME - Determine staffing plan for the ADOA PME
	- Develop an Enterprise Rapid Response Team	- Milestone Base Metric	- Define and Implement the Enterprise Response “Seal” Team - Gather data to identify primary enterprise response
	- Develop an Office of Internal Audit (OIA)	- Milestone Base Metric	- Develop a comprehensive OIA plan - Establish an evaluation process to identify the agency’s highest operational audit needs to strengthen and improve internal processes - Develop a staffing strategy to deliver on the objectives of the OIA
	-Innovation Management Plan (Procurement)	- Milestone Base Metric	- Contract Management Improvement - Improve the Small Business engagement process - Procurement Review Board
	- Foster a Data and Metric driven culture, where they are central to decision making and service delivery	# of staff validated in data and metric use for decision making	- Training to be developed in the use of data and metrics in decision making - Validated per ADDIE model through certification/testing
	- Re-focus the Continuous Improvement Office to adopt human-centered design principles, tools and methods in our process improvement efforts	# of activities that incorporate HCD	- Incorporate the 4 principles of Human Centered Design in our A3 and continuous improvement materials - Define which project types benefit from HCD
	- Increase agency and stakeholder outreach	- Milestones to target #	- Complete at least two executive level outreach engagements with each agency within the FY 24
2 - Build and Support The Future of State Government (IT and Infrastructure)	- HRIS Modernization - New System Implementation	- Milestone Base Metric	-Complete final phase of the Implementation timeline
	- Capitol District	- Milestone Base Metric	- Development of the Governmental Mall strategy
	- Reduce School Facilities Inspection Backlog - Define the School Facilities inspection schedule - Integrate EO requests for safety improvements within MAG Breakthrough Objective	- # of Inspections - Milestone Base Metric	- Define Root Cause of Backlog - Develop a fast track backlog burndown solution - Establish relevant data for schedule and inventory evaluation
	- Vision for Smart State	- Milestones to target number	- Health of Statewide IT Infrastructure -Improving IT Customer Experience and Interface
	- Green Government Initiative	- Target set by EO to come of eligible buildings to comply with the Green Government Initiative	- Establish scope and targets for reducing C02 emissions. - Assist primary agency with structuring this project
3- Develop the State of Arizona into an employer of choice (Human Resources & Benefits)	- Ensure agencies have access to human resources solutions that meet their operational needs - Provide a robust total compensation package	- % of statewide compensation study as a quarterly target	- Begin and complete 75% of statewide compensation study by June 30, 2024. - Rollout expansion of paid family leave to all state agencies by December 2023 - Begin RFP for a new health insurance benefits offering