

Making Strategy Real down to the individual level

(ie. Cascaded Goals)

Each individual's goals and objectives are developed around each of the four quadrants and are linked directly to the divisional goals and objectives.

	CUSTOMER	FINANCIAL/STAKEHOLDER	INTERNAL PROCESS	INNOVATION & GROWTH
VC-CFO	<p>E&BA Customer Perspective</p> <p>C1 - Provide our customers with intuitive & flexible tools so they can be successful</p>	<p>E&BA Financial/Stakeholder Perspective</p> <p>F1- Enhance UCSD's system of control so we maintain the public trust of our stewardship of campus and donor resources</p> <p>F2- (Ext Affairs) Engage alumni, parents, friends & other stakeholders in meaningful interaction that foster pride, advocacy & private support for UCSD</p> <p>F3 - (Ext Affairs) Research identify, & secure support & financial investments in UCSD</p>	<p>E&BA Internal Perspective</p> <p>I1 - Simplify procedures & reduce workload for academic & clinical departments</p> <p>I2 - Within limited resources, maintain the most critical support services & that will sustain the excellence of UCSD's academic and clinical programs</p> <p>I3 - Enhance methods of communicating with our key stakeholders</p> <p>I4 - Reduce cycle time & improve the performance of our essential support services to student, faculty & staff</p> <p>I5 - In the area of technology, provide advanced tools & applications that will provide outstanding services for students, faculty & staff</p> <p>I6- Provide our customers with intuitive & flexible tools so that they can be successful</p>	<p>E&BA Innovation & Growth Perspective</p> <p>L1 - Create a work environment for our staff that promotes their development, encourages their creativity & provide them with the skills to be successful</p> <p>L2 - Disseminate, promote & put into action UCSD's Principles of Community</p>
BFS	<p>BFS Customer Perspective</p> <p>(C1) Enhance the way we communicate with BFS customers</p> <p>(C2) Develop a comprehensive system that provides information and guidance to BFS customers</p> <p>(C3) Establish relationships and promote partnerships with customers</p>	<p>BFS Financial/Stakeholder Perspective</p> <p>(F1) Maximize existing resources while identifying opportunities to secure additional revenue</p> <p>(F2) Safeguard business resources, data and processes while providing visibility and access.</p> <p>(F3) Reduce costs, optimize return on investment and report results to stakeholders</p>	<p>BFS Internal Perspective</p> <p>(I1) Analyze and deliver technology solutions that promote efficiency and mitigate risk</p> <p>(I2) Simplify processes/procedures and reduce workload for internal and campus departments.</p> <p>(I3) Develop business process metrics that illustrate how we are doing and drive improvements</p>	<p>BFS Innovation & Growth</p> <p>(L1) Capture and share employee knowledge that enhances employee growth and learning, in addition to facilitate succession planning</p> <p>(L2) Sustain and enhance employee training to encourage and facilitate individual growth and benefit operational efficiency</p> <p>(L3) Raise awareness of the benefits of working at UCSD/BFS</p>
Division	<p>Disbursements - Customer</p> <p>(C1) Launch Disbursements Customer Relationship Service Management (DCRSM) application</p> <p>C2) Draft a policy and Implement method to accept electronic rather than paper for processes requiring supporting documentation</p> <p>(C1) Expand existing opportunities for in-person customer training by 50%</p>	<p>Disbursements - Financial/Stakeholder</p> <p>(F2) Migrate the existing continuous control monitoring application new Audit Exchange platform for improved reporting and management for Purchase-to-Pay and Procurement Card</p> <p>(F1) Expand Payment Plus and other alternative payment methods to eliminate checks</p> <p>(F2) Participate in T-Recs project with the goal of reconciling balance sheet accounts by end of 2013</p>	<p>Disbursements - Internal Processes</p> <p>(I1 & I2) Launch the MyPayments application to replace Payment Authorization</p>	<p>Disbursements - Innovation & Growth</p> <p>(L2) Implement new team building tools and reporting structure based on output from Disbursements Staff@Work focus groups facilitated by HR</p> <p>(L2 & L3) Provide Transition Training</p> <p>(L2) Reconfigure office footprint to promote teamwork and overall efficiencies</p>
Personal	<p>Enter CUSTOMER goal here</p> <ul style="list-style-type: none"> Participate in initiative to accept supporting documentation electronically for ACH applications 	<p>Enter FINANCIAL/STAKEHOLDER goal here</p> <ul style="list-style-type: none"> Reconcile assigned balance sheet accounts monthly in T-Recs 	<p>Enter INTERNAL PROCESS goal here</p> <ul style="list-style-type: none"> Participate on MyPayments development team 	<p>Enter INNOVATION & GROWTH goal here</p> <ul style="list-style-type: none"> Attend Transition Training