



Welcome to the OAS All Employee Briefing

May 1, 2006

***Director
Office of Administrative Services***



OAS Vision

We are a recognized leader in providing administrative services in the Federal government.



Secretary's Agenda for Senior Management Retreat

- **Defining Goals**
- **Measuring Progress**
- **Confronting Limited Time and Resources**



- The Secretary's Policy Agenda
 - **Competitiveness and Innovation**
 - **Intellectual Property Rights**
 - **Trade**
 - **China**
 - **Environmental Stewardship**
 - **Gulf Coast Rebuilding**
 - **Immigration**



OAS Mission

To provide exceptional support services, enabling the Department of Commerce Operating Units to focus on their core missions.



OAS Goal

Provide Customer-Focused,
Cost-Effective, Flexible, support
services through our
Highly capable people.



What is Strategic Assessment?

- It is a process to determine the best way to respond to circumstances in a changing environment and find answers:
 - What are we doing? (purpose)
 - Where are we doing this? (environment)
 - How are we doing it? (processes)
 - How do we know we are doing it? (measures)
 - Does it matter? (customer satisfaction)



Four Questions:

- What are our talents and skills?
- What training does staff need?
- What technologies should we use?
- What old technologies should be abandoned?



Strategy Focused Foundation



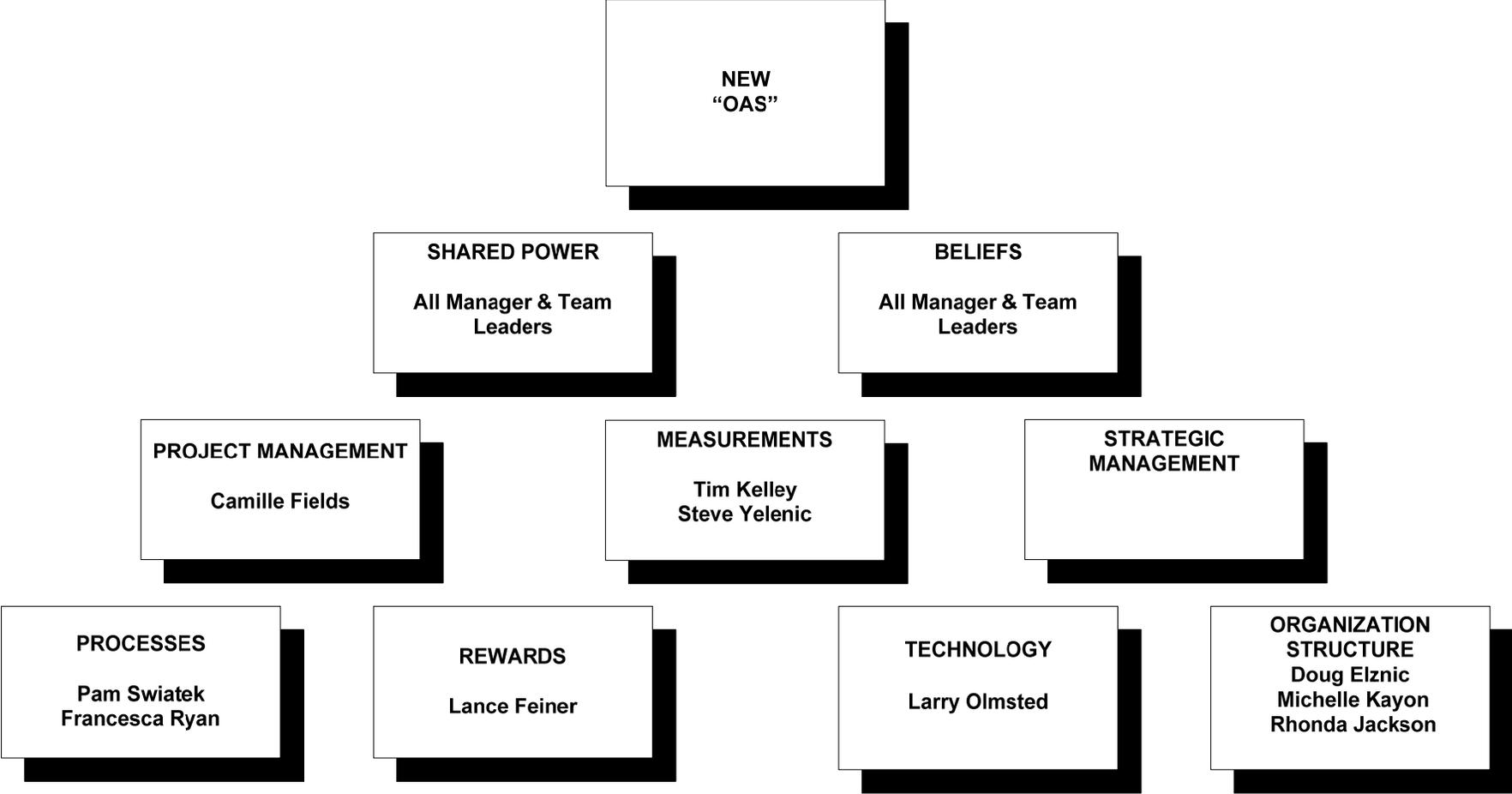


Phased Approach

- **Phase I + 60 days**
 - Financial scrub
 - Communications planning
 - Organizational Strategy planning
 - Team Building
- **Phase II + 60 days**
 - Organization Analysis
 - Customer Survey
 - Process Review
 - Service Descriptions
 - Service GAP Analysis
 - Service Definition
- **Phase III + 90 days**
 - Skills Assessment
 - Competency Assessment
 - Competency Alignment
 - Training Plan development
- **Phase IV + 120 days**
 - Strategic Alignment Execution
 - Survey Deployment
 - Metric Monitoring
 - Planned Re-Assessment



Strategic Model





Questions

<http://home/oas>

Strategic Assessment
Initiative Meetings

Tues., Wed., & Thurs.
HCHB Room 6029

8:00a to 9:00a

