

Department of Management Services

Long Range Program Plan FY 2009-2010 through 2013-2014

Introduction

The Department of Management Services strives to build a solid foundation strong enough to bear the weight of our responsibility to deliver product and service excellence. This service foundation is comprised of the following key strategic attributes --

| Strategic Attribute | Purpose | Result |
|----------------------------|---|---|
| Motto | Who We Are | <i>We Serve Those Who Serve Florida</i> |
| Vision | What We Aspire to Become | <i>Engaged Employees; Satisfied Customers</i> |
| Mission | What We Focus on Each Day to bring Us closer to our Vision | <i>Providing Smarter, Better, Faster Services</i> |
| Our Service Promise | How We Act with Each Other and with our Customers | To Serve with CLASS <ul style="list-style-type: none"> • <i>Communicate Concerns Immediately</i> • <i>Listen, Learn and Grow Together</i> • <i>Act with Integrity and Honor</i> • <i>Strive for Greatness</i> • <i>Serve with a Servant's Heart</i> |

The Department of Management Services is the administrative and operations arm of Florida's state government. We are organized into the broad areas of Administration, Human Resource Support, Business Operations and Telecommunications and Radio Services.

Our key services are purchasing, human resource management, telecommunications and radio services, fleet and aircraft management, private prison monitoring, real estate development and management, supplier diversity, retirement benefits and employee insurance benefits. Our customers are employees, the agencies that employ them and retired employees. Our direct external customers, numbering in excess of 1.1 million, are represented within 12 distinct categories. Each category has certain needs that must be met, and expectations that should be exceeded --

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| <ul style="list-style-type: none"> ▪ Governor and Governor's Staff ▪ Elected Members of the Legislature ▪ State Employees ▪ Retired Local Employees ▪ Judicial ▪ Non-Profit Organization Employees | <ul style="list-style-type: none"> ▪ Vendors for the State of Florida ▪ Legislative Staff Members ▪ Retired State Employees ▪ State University Employees ▪ Media ▪ County and City Officials |
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WE SERVE THOSE WHO SERVE FLORIDA

The following are our agency priorities. The priorities reflect the diversity of programs and services provided, our commitment to our workforce and our intention to remain focused and aligned on what matters most.

- Develop human resources practices that create a workplace of choice that fosters recruitment, retention, development, recognition and reward.
- Improve our contract management abilities.
- Create a robust strategic plan for each major program and service area.
- Focus on the processes and procedures of our core competencies to create a springboard for world-class performance.
- Measure what matters and continually improve the quality of services delivered to our customers.

Our program and service areas align their priorities and objectives with our agency priorities. This alignment provides us with the confidence that “we are doing the right things.” Valid and reliable performance measurements provide us with the daily focus that “we are doing things right” for our customers and for our employees.