

Service Excellence Action Plan for: OSVP

Dimension	Action Step(s)	Timeframe
<p>Process Improvement</p>	<p>Optimize MTeams for most OSVP activities and department-level initiatives, to include OSVP meetings, Leadership Team meetings, department-wide projects or events. Create MTeams for group-specific activities or communications, where applicable. Allows for easy sharing of documents - agendas, handouts, etc. - to and central communications channels for all participants. Allows use of MTeams chat. Avoids the use of email attachments.</p>	<p>Action to begin immediately. MTeams training scheduled for the OSVP team on October 16, 2024. To be fully implemented and converted to this new process by the end of Calendar Year 2024.</p>
	<p><b>Create workflows/SOPs for the following:</b></p> <p>1) Workflow: LTM PDP process and integration with HCM</p> <p>2) Workflow: A&amp;F Budget Process, to include campus-level support from OSVP to schedule deans/executives meetings campuswide as well as communications workflow/process; better to show people the process as a picture, rather than words</p> <p>3) SOP: For when people are gone 3+ days or more. Identify who is in charge during their absence, include information in out-of-office message</p> <p>5) SOP: Onboarding process for A&amp;F, with focus on 2nd day orientation - review of Guiding Principles, Mission/Vision, organization chart - and attendance at Meet and Greet; these items are the MINIMUM across A&amp;F</p> <p>6) SOP: UMBF Allocations/Expense reimbursements</p> <p>7) SOP: How to connect with Nicole for support services</p> <p>8) SOP: swag ordering, including when appropriate to purchase, how to purchase, what is the cost-benefit?</p> <p>9) SOP: Parking voucher process - use and acquisition, including when OSVP will support; (include screenshots)</p>	<p>before Thanksgiving 2024 December 31, 2024</p> <p>before Thanksgiving</p> <p>December 31, 2024</p> <p>completed; review for additional revisions</p> <p>started; 90 days (by 12/31/2024)</p> <p>by November 30th</p> <p>before Thanksgiving</p>
	<p>SOP: Update the following document: 1) SVP Contract/MOU Cover Sheet/Routing Form</p>	<p>before Thanksgiving</p>
	<p>The following will be outlined in the new A&amp;F Communications Strategic Plan: 1) How to get stories to Dan for promotion or publication; 2) management of OSVP-managed DLs; 3) Core Leadership Roster management and reconciliation; 4) use of A&amp;F branding templates, including centralized storage/access location for all personnel;</p>	<p>timeline contained within communications plan</p>