

OREGON



WATER RESOURCES
DEPARTMENT

Strategic Plan Implementation Update

Tom Byler, Director
February 22, 2019

Why did we develop a Plan?



Prioritize work (day-to-day work and IWRS recommended actions)



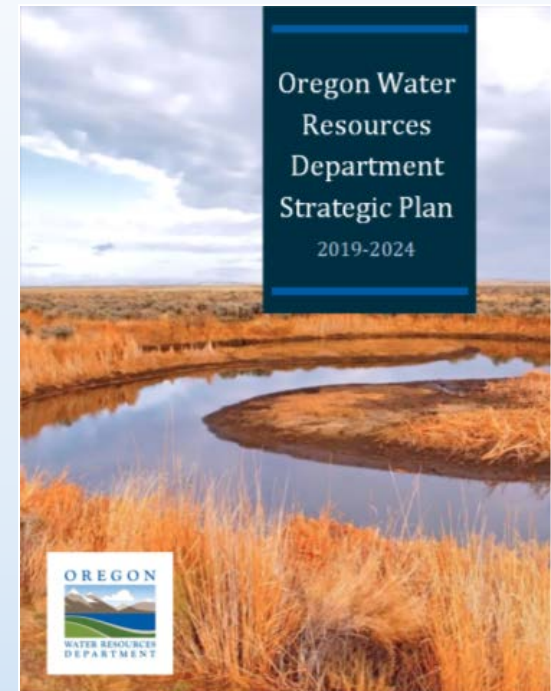
Continue to improve as a positive and productive workplace



Improve our organization's communication

Strategic Priorities

- Modernize our management of Oregon's surface water and groundwater resources to meet instream and out-of-stream uses
- Work to secure Oregon's instream and out-of-stream water future in the face of increasing water scarcity
- Foster a forward-looking team dedicated to serving Oregonians with integrity and excellence



Implementation Approach

- Elected to do an initial phase
- Goals:
 - Achieve early success and build momentum
 - Do not take on too much
 - Complete combination of projects with internal and external value
- Other considerations:
 - Legislature in session
 - Resources committed to other ongoing projects
- Timeframe: January-September 2019
- Scope: Three to four projects

Project 1: Foundation for Implementation

- Develop a system for selecting, managing, and tracking projects
 - Identify and pursue highest priority projects
 - Avoid overcommitting resources
 - Communicate progress internally and externally
 - Document successes
- This system would be used to identify future strategic plan projects

Project 1 continued...

- Use standard approaches/tools as the foundation for the system:
 - Portfolio management
 - Project management
 - KANBAN Board
- Tailor system to Department needs
- December 2018 management retreat
 - Learned about approaches
 - Discussed benefits to Department and pitfalls to avoid

Project 1 continued...

Portfolio management

- Choose to do the right projects
- Do them at the right time

Project Management

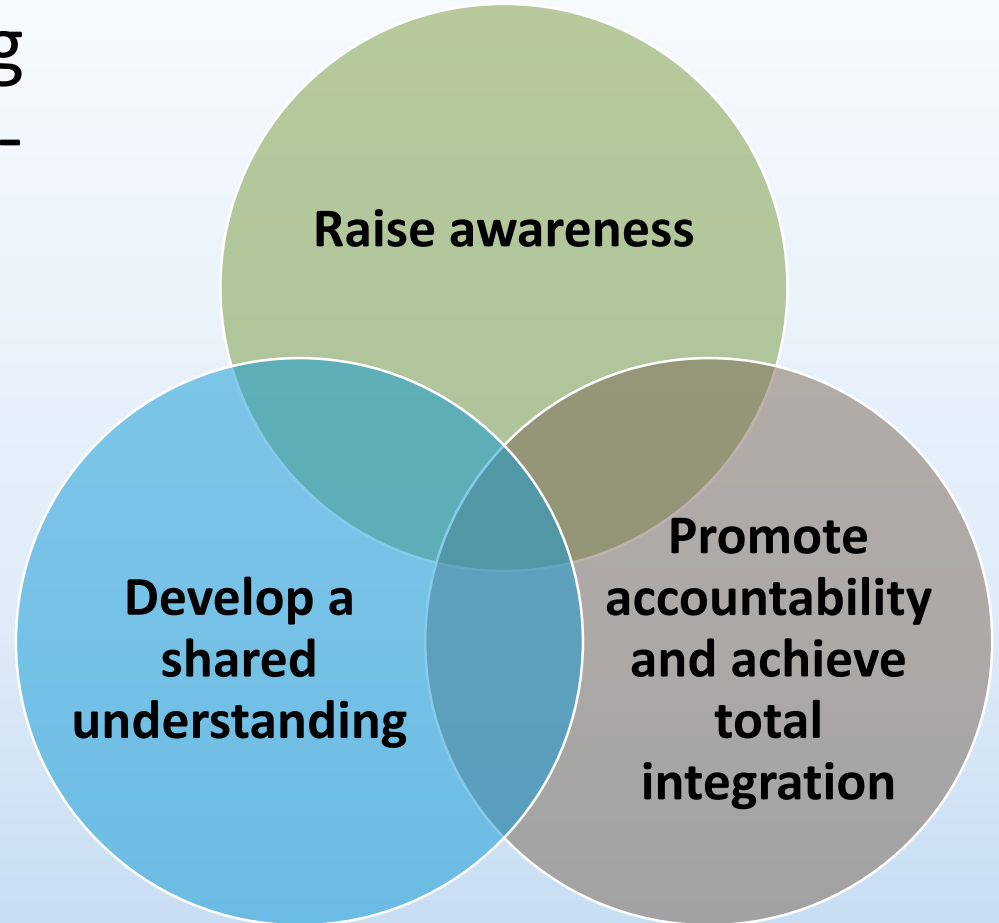
- Do projects right
- Manage projects well from initiation to close

KANBAN Boards

- Visually track workflow
- Limit work in progress
- Promote continuous improvement

Project 2 - Core Values

- Work on promoting core values agency-wide
- First efforts:
 - Signage in office spaces
 - Training



Core Values Committee

- Erik Thomasser, co-chair
- Tracy Fox, co-chair
- Alyssa Mucken
- Amy Kim
- Carrie Matthews
- Craig Kohanek
- Ivan Gall
- Lisa Graham
- Steve Parrett
- Teri Hranac
- Travis Kelly
- Vickie McDermott



Projects 3 and 4 – External Value

Accept credit
card payments
at front desk

- Expand payments to water rights transactions
- Involves Water Rights, IT, and Administrative Services

Auto-contact
applicants with
status updates

- Auto-generate emails to save time
- Increase communication with applicants
- Involves IT and Water Rights sections

Recap – Initial Phase

- Undertake four projects:
 - Develop system for selecting, resourcing, managing, and tracking projects
 - Core values
 - Auto-updates to water right applicants
 - Take credit card payments at the front desk for water right transactions
- Complete by September 2019
- Use new system to select and implement next set of projects



Thank you. Questions?

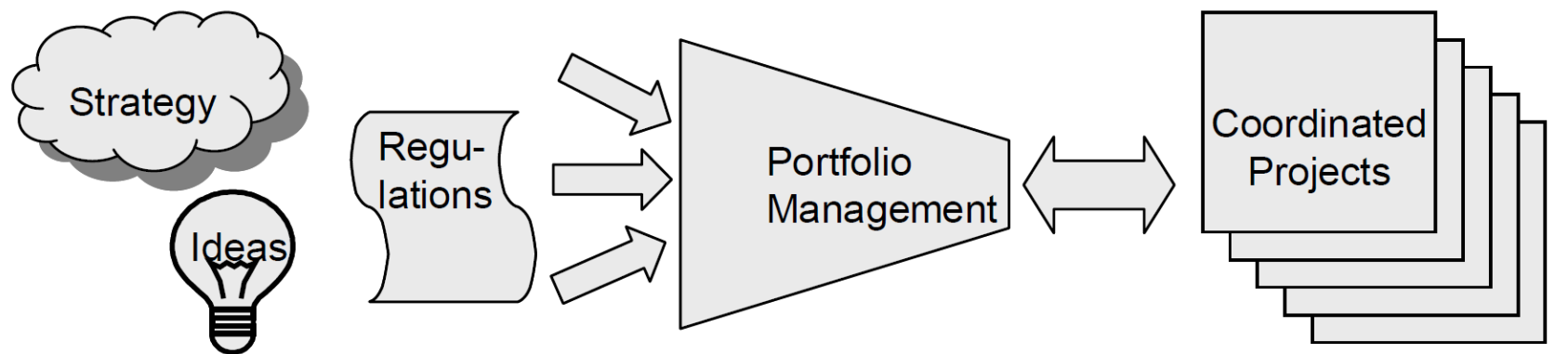




Extra Slides

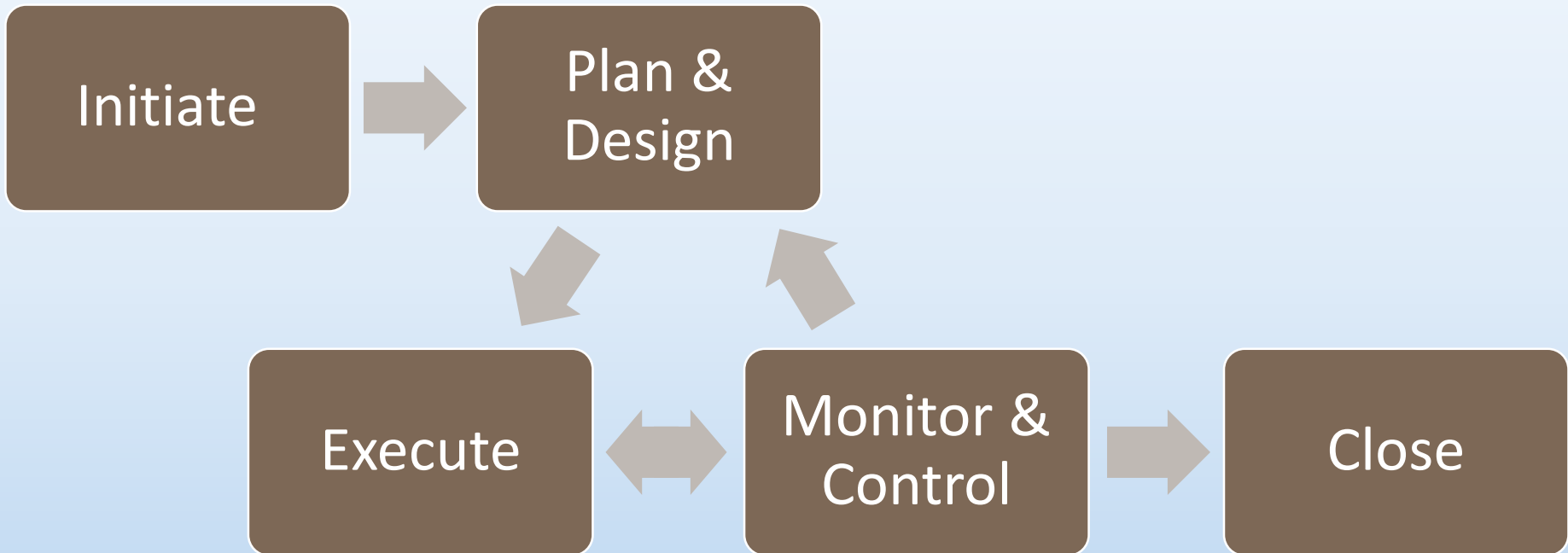
Portfolio Management

- Focuses on doing the right projects at the right time by selecting and managing projects as a portfolio
 - Aligns projects with strategy and each other
 - Invests in projects with maximized value
 - Creates a balanced set of project investments
 - Limits project list to what resources will allow



Project Management

The discipline of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria

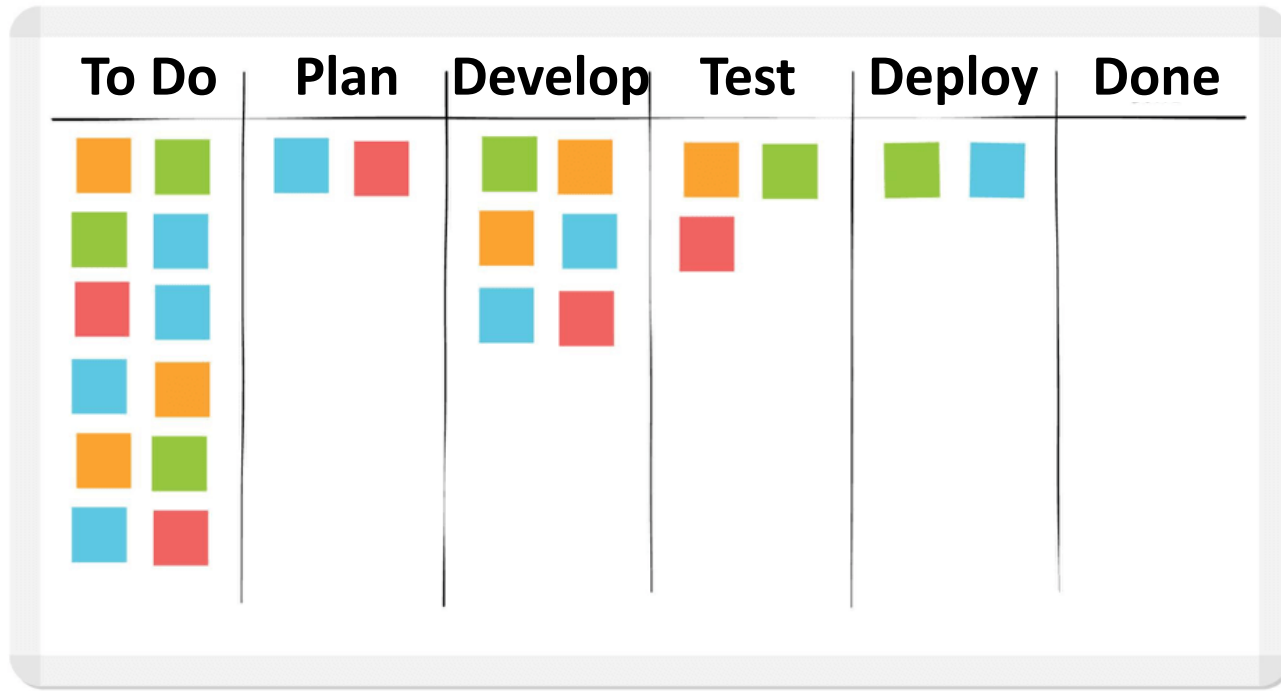


KANBAN Board

A tool that helps visualize work, limit work-in-progress, and maximize efficiency/flow

TO DO	DOING	DONE
<ul style="list-style-type: none">• Prioritized list of projects on deck• Awaiting resources or other item trigger start	<ul style="list-style-type: none">• Projects in progress• Can track project health, status, or assigned resources within this column	<ul style="list-style-type: none">• Completed projects

KANBAN Example



**KANBAN
Board**

Identifier →

Ticket ID #42

Chris

← **Resources**

Activity →

The week view of the new calendar feature

Alex

Estimated Hours →

3

Health or "blocker" present



**KANBAN
Card**

