



Oregon

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MEMORANDUM

TO: Water Resources Commission

FROM: Thomas M. Byler, Director 

SUBJECT: Agenda Item F, June 14, 2019
Water Resources Commission Meeting

Strategic Plan Implementation

I. Introduction

During this agenda item, the Department will update the Commission on implementation efforts since the adoption of the 2019-2024 Strategic Plan in late 2018.

II. Background

The Strategic Plan was developed in conjunction with staff, the Water Resources Commission, and stakeholders as a complement to Oregon's Integrated Water Resources Strategy. Through the course of plan development, a theme emerged that was incorporated into the Strategic Plan: the need to modernize our systems, processes, procedures, technology, data, and tools to tackle the water resources issues of today and tomorrow. The Department identified the following strategic priorities for the next five years:

- Modernize our management of Oregon's surface water and groundwater resources to meet instream and out-of-stream uses
 - Advance responsible groundwater and surface water management
 - Modernize water transactions systems and processes
 - Increase protection of public safety and health
 - Improve instream protections and increase water conservation
- Work to secure Oregon's instream and out-of-stream water future in the face of increasing water scarcity
 - Understand Oregon's expected future water supply
 - Equip basins to plan for their water future
 - Invest in Oregon's built and natural water infrastructure
- Foster a forward-looking team dedicated to serving Oregonians with integrity and excellence
 - Maintain technical excellence and improve customer service by investing in training
 - Improve agency communications

III. Plan Implementation Update

The Department is in the midst of the initial phase of plan implementation, undertaking four projects for 2019.

The first project is focusing on implementation of the Department's core values. It will build upon the work of the Core Values Committee, which is made up of representatives from management and staff across different sections of the Department. The project will involve identifying, developing, recommending, and implementing actions that raise awareness, create a shared understanding, and promote integration and accountability of the core values.

The second project will result in the Department being able to accept credit cards at the front desk. The Department currently only accepts credit cards in select instances for well construction and dam safety. This project will increase our efficiency and improve customer service, while modernizing our water right transactions payment system.

The third project is the development of a system that will automatically email status updates to applicants of various water right transactions. The Department has frequently heard concerns from applicants that they do not know the status of their application or who to contact. This project is intended to improve customer service and agency communications, while modernizing the water rights transactions process.

These three projects have been assigned project managers and are currently in the charter/planning stages.

The final project is in the early scoping phase, and will likely be a longer-term project than the first three. With more tasks and projects than available staff resources, the Department has identified a need to develop a better process for tracking, managing, and approving projects. As a result, the Department is exploring tools such as portfolio management, project management, and a KANBAN Board system.

To learn more about portfolio management, project management, and KANBAN Boards, the Department sent four employees to a portfolio management class about how to plan, construct, and execute portfolios, including portfolio governance.

IV. Summary

Since the adoption and ratification of the 2019-2024 Strategic Plan, the Department has worked to scope out the initial phase of projects for plan implementation. The Department will continue to provide periodic updates to the Commission on project and plan progress.