



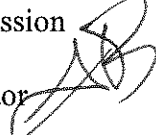
Oregon

Kate Brown, Governor

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MEMORANDUM

TO: Water Resources Commission

FROM: Thomas M. Byler, Director 

SUBJECT: Agenda Item D, September 5, 2019
Water Resources Commission Meeting

Strategic Plan Implementation

I. Introduction

During this agenda item, staff 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

As reported in Agenda Item F of the June 14, 2019 meeting, the Department is in the midst of the initial phase of plan implementation, undertaking four projects.

The first project has focused on implementation of the Department's core values. The purpose of the Core Values Committee (CVC) is to identify, develop, recommend, and implement committee and stakeholder-approved actions that: (A) raise awareness, (B) develop a shared understanding, and (C) promote integration and accountability of the OWRD Core Values.

To accomplish the goals, the CVC is working on developing a core value training plan, adding a core values component to supervisors' performance evaluations, and developing templates for business cards, memos and email signature blocks that will include the five core values. In addition, the CVC is placing framed core value posters throughout our common work area spaces.

The second project is to enable the Department to accept credit cards at the front desk. The project team has viewed two product demonstrations and has tentatively selected a point of sale system. The team is working with the State Treasury and the vendor on setup. The project is scheduled for implementation by the end of the year.

The third project is the development of a system that will automatically email status updates to applicants of various water right transactions. The message for the updates is being developed and will include contact information in case they have any questions. The emails will be sent out every 30 to 60 days until the application reaches certain processing benchmarks. This project is scheduled to be completed in September 2019.

The final project underway is to develop a better process for tracking, managing and approving projects through a portfolio management approach. Since sending four employees to a portfolio management class about how to plan, construct, and execute portfolios, including portfolio governance, members of the leadership team (often called Agency Coordination Team or ACT) have begun a portfolio prioritization exercise. Managers submitted 58 projects for consideration in the portfolio exercise. These projects included internal and external improvements, such as engaging in training and development for staff, better documentation and organization of agency policies and procedures and creation of desk manuals, rulemakings, information technology projects, and other process improvements.

IV. Summary

Since the adoption and ratification of the 2019-2024 Strategic Plan, the Department remains committed to undertaking work to implement projects consistent with the plan. Staff will continue to provide periodic updates to the Commission on project progress.