

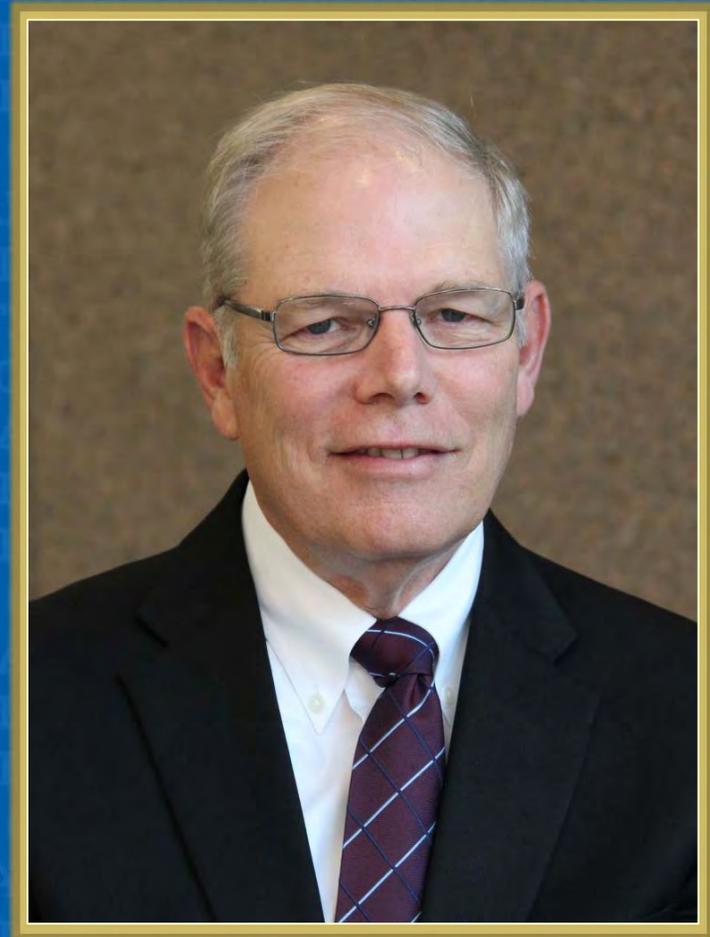
Welcome to the Ohio Department of Administrative Services



2014 All Hands Meeting
Thursday, December 11, 2014

2014 DAS All Hands Meeting

Robert Blair
Director



OhioDAS

2014

DAS ALL HANDS MEETING

**Thursday, Dec. 11
9:30 a.m.**

**Capitol Theatre
Riffe Center
Columbus,
Ohio**



Ohio DAS Department of Administrative Services
Service · Support · Solutions

AGENDA

Welcome
Accomplishments and Plans
Director Robert Blair

Procurement Reform
Michael Buerger, Office of Lean Ohio

MBE Program: 15% in 2015
Todd McGonigle, Equal Opportunity Division

HRD Highlights
Kevin Milstead, Human Resources Division

IT Optimization
Stu Davis, Chief Information Officer

Our Customers
David Payne, Chief of Staff

Our Operations
Eric Harrell, Chief of Operations

Our Workforce
Stephanie Loucka, Chief of Human Resources

Our Results
Director Blair

Refreshments courtesy of the DAS Senior Leadership Team.

59 – 0!

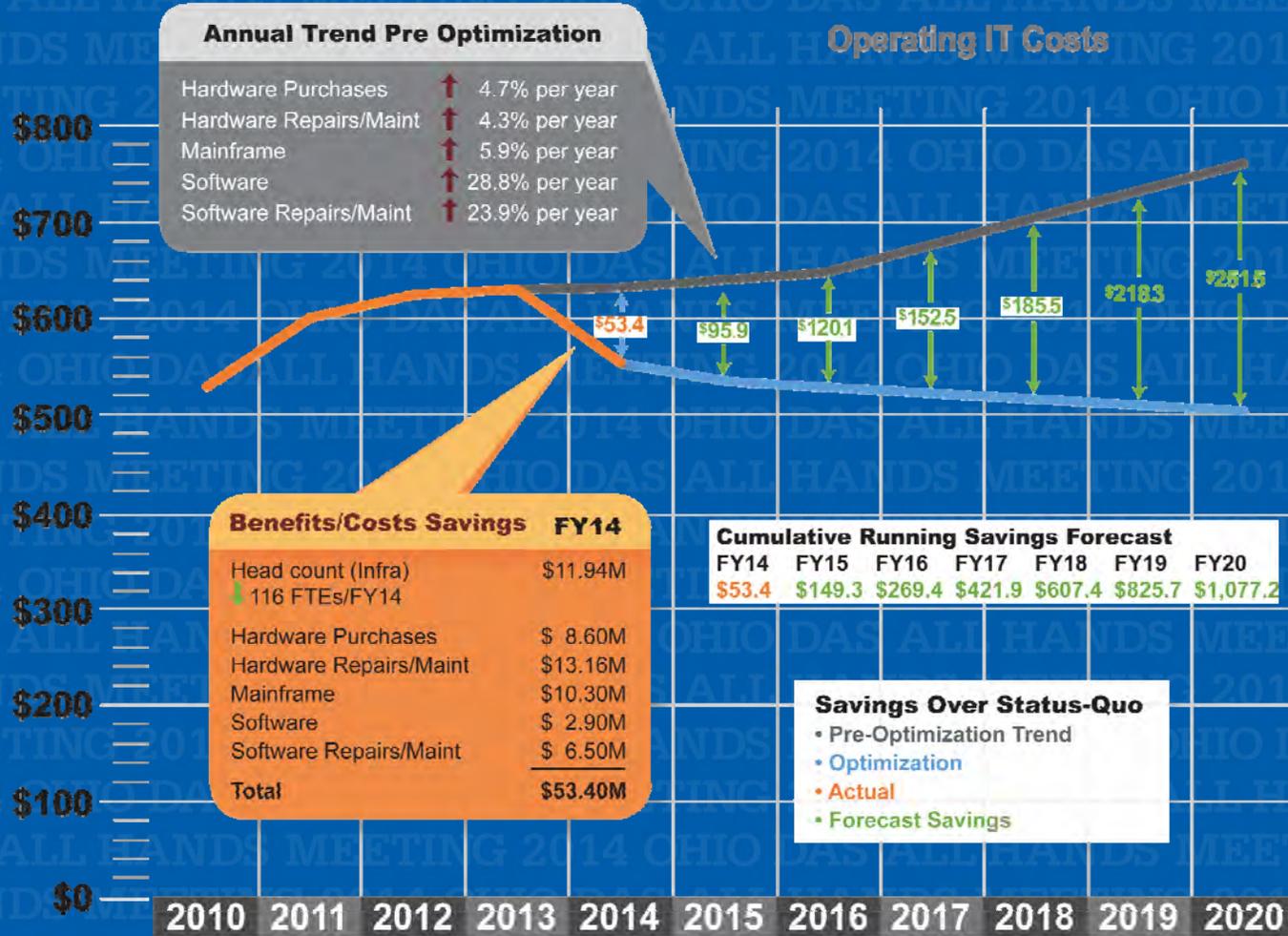


Source: Brian Spurlock-USA TODAY Sports

Accomplishments

OhioDAS

IT Optimization – Operating Costs



\$53
million
in
savings



- Met their 15% goal:
 - 17 of 24 agencies
 - 41 of 50 boards

OhioDAS

State Payroll – Fiscal Year 2014

- Payroll
 - 1,369,863 paychecks
 - Total: \$4.2 billion
- Delivery rate:
 - Positive delivery rate: 99.78%
 - Re-issued only 3,001 paychecks
 - Error rate: .22%
 - Sigma level: 4.35



IT Security and Privacy

Every 24 hours:

- An average of 5.1 million attempts by intruders are detected and prevented by our state security systems



Workforce Mediation program

- For state employees
- To address workplace internal conflicts
- Fast, fair and informal
- Statewide implementation
 - first quarter 2015



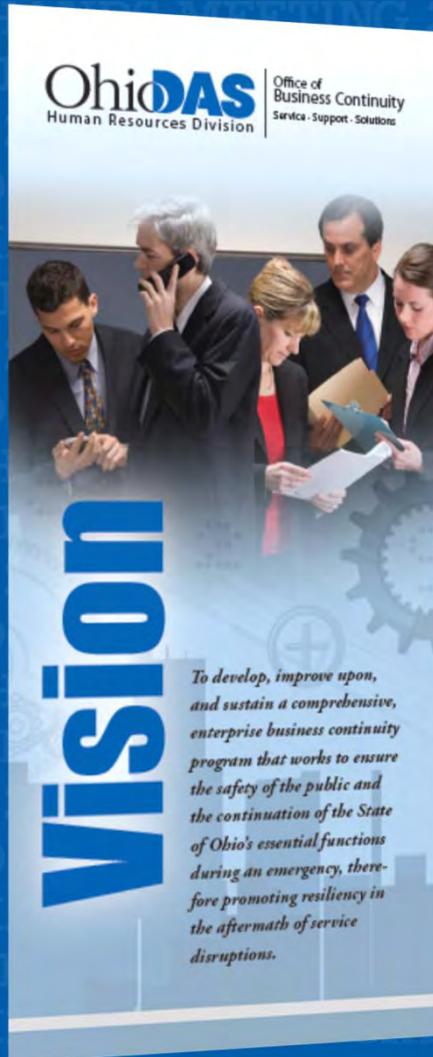
Ohio**DAS**

Trainings

- Barbara Warner
Workplace Domestic
Violence
- Equal Employment
Opportunity
- Ethics
- Securing the Human



Business Continuity Program



- New DAS service
- Tool for agency planning
- Uniform standards
- DAS and JFS: pilot agencies
- Soft Launch: early 2015

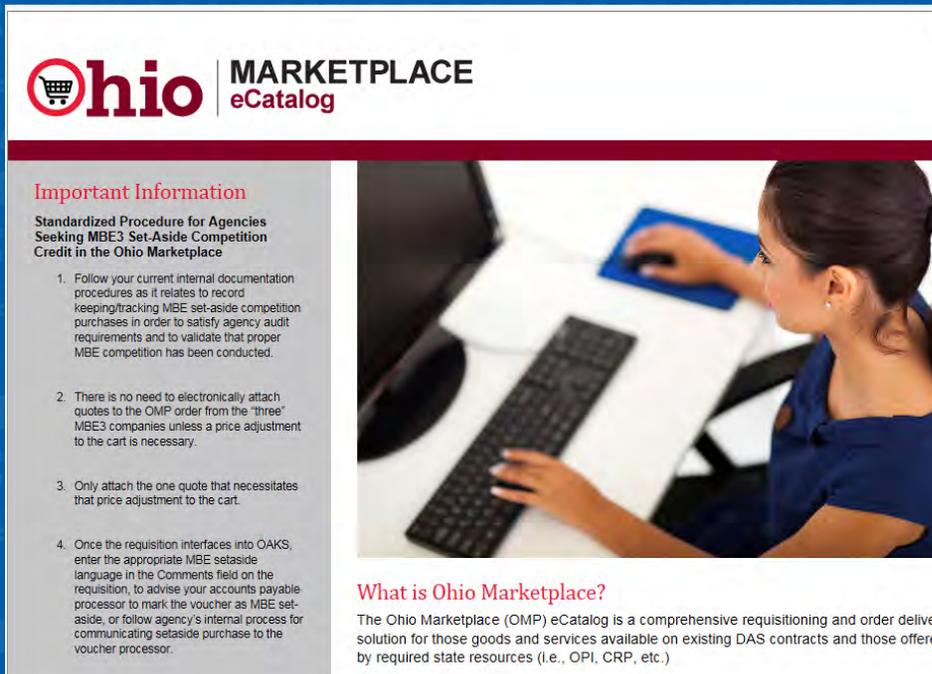
OhioDAS

**November 24, 2014
high winds**





Ohio Marketplace



Ohio MARKETPLACE
eCatalog

Important Information

Standardized Procedure for Agencies Seeking MBE3 Set-Aside Competition Credit in the Ohio Marketplace

1. Follow your current internal documentation procedures as it relates to record keeping/tracking MBE set-aside competition purchases in order to satisfy agency audit requirements and to validate that proper MBE competition has been conducted.
2. There is no need to electronically attach quotes to the OMP order from the "three" MBE3 companies unless a price adjustment to the cart is necessary.
3. Only attach the one quote that necessitates that price adjustment to the cart.
4. Once the requisition interfaces into OAKS, enter the appropriate MBE set-aside language in the Comments field on the requisition, to advise your accounts payable processor to mark the voucher as MBE set-aside, or follow agency's internal process for communicating set-aside purchase to the voucher processor.

What is Ohio Marketplace?

The Ohio Marketplace (OMP) eCatalog is a comprehensive requisitioning and order delivery solution for those goods and services available on existing DAS contracts and those offered by required state resources (i.e., OPI, CRP, etc.)



- 22 agencies
- 12,000 purchases
- 112 suppliers
- \$20.5 million

OhioDAS

OH Grievance system

Login

State of Ohio ID

Password

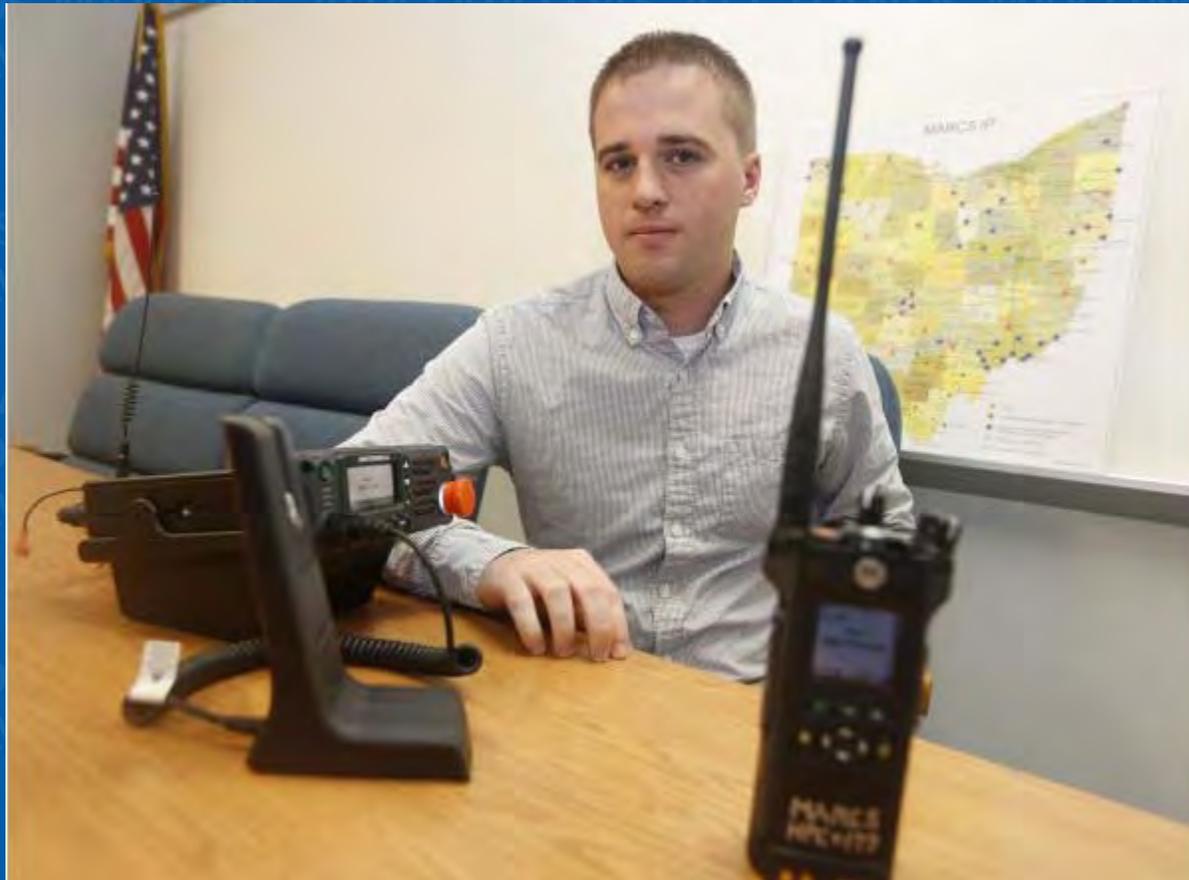
[Forgot Your Password?](#) [New User?](#)

Powered by **force.com**
platform as a service

When logging in for the first time, please select "New User"

- Simplifies the grievance process
- By Dec. 15:
 - Accessible to 34,000 state employees represented by bargaining units

MARCS in Schools



LEAN Ohio

Ohio's state agencies will process purchase orders 77% faster on commodity purchases



Minority businesses will get faster access to state procurement opportunities



State printing customers will get fast and accurate billing with every print job



Real Estate Services



- Sold \$23 million in idle real estate
- Formerly owned by agencies, colleges and universities

General Services Division

\$9
million
in savings

Efficiency
improvements

- Tenant use
- Parking
- Vehicle liability
- Fleet
- Mail
- Printing

Ohio**DAS**



Employee Self Service | ePay

VIEW/PRINT W-2 FORMS

- Step 1**
- Visit <http://myohio.gov>. Enter your User ID and Password and click **Sign In**.
- For User ID and Password assistance please contact 1-800-409-1205.

- Step 2**
- Move your cursor over the **Time & Money** tab in the top toolbar after logging in.
- Select View W-2/W-2c Forms from the drop-down list.

- Step 3**
- The most current W-2 year menu will show.
- Select the Year End Form link from the menu to access the printable PDF.
- The printable PDF will pop up and you may print from the printer icon.

Review your available W-2 and W-2c forms below. Select the year end form that you would like to review.

Year	State	Form Type
2012	OH	W-2

Online W-2 Statements

- 45% of state employees elected online receipt

- \$50,000 in printing and mailing costs

OhioDAS



Our Mission

To provide
quality service,
specialized support and
innovative solutions
for the effective operation
of Ohio government.

Ohio**DAS**

DAS Goals - 2015

- Improve DAS culture, teamwork and communications
- Provide administrative functions and customer service
- Enhance processes and eliminate red tape
- Cut costs and invest in Ohio's economy and future

Alignment

Agency goals

Division goals

Office goals

Employee goals



OhioDAS

Our Plan - 2015

- Improve our customers' experiences
- Enhance our workplace environments
- Proactively and effectively communicate
- Focus on workforce performance and growth
- Make improvements that enhance services
- Strengthen standards for project success

Communication

- We communicate with key audiences:
 - *Internal*: DAS divisions, programs, colleagues
 - *External*: Other agencies, all state employees
 - Our audiences range: 90 to 2 million people
- Our effective communication should be:
 - Accountable, accurate, timely
 - Integrated throughout DAS
 - Following the DAS brand:
 - ✓ We are “one DAS”
 - ✓ “Service, Support & Solutions”
- Together our communications can help us to:
 - Establish effective partnerships, relationships
 - Provide clarity about our work, accomplishments
 - Achieve our mission



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2014 DAS All Hands Meeting

Michael Buerger

Systems Improvement
Consultant
Lean Ohio



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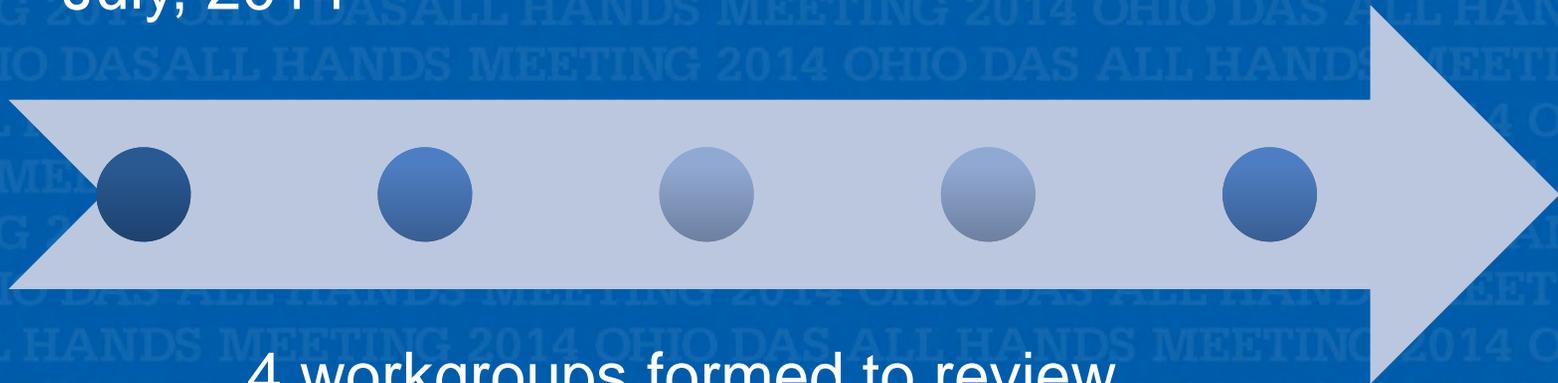
Improving Procurement in the State

- Combined effort of 21 agencies
- 11 multi-agency workgroups
- 27 central offices
 - 19 are within DAS



Procurement Reform Workgroups Timeline

Improvement opportunity identified &
open forum with Gov's Office
- July, 2014



4 workgroups formed to review
improvement opportunities
- August, 2014

Templates Workgroup

- Developed standardized bid templates

- General Goods & Services

- Professional Services

- IT

- Tenant Improvements

➤ Current Status: General Goods & Services templates rolled out

Thresholds Workgroup

- Analysis of current purchasing thresholds
 - Controlling Board
 - Direct Purchase
 - P card (OBM)
 - Others?
- Current Status: Legislative thresholds recommendation submitted; non-legislative next

Training Workgroup

- Develop standard, enterprise-wide training that overviews how to practice procurement
- Current Status: Starter Kit Deployed

Portal Workgroup

- Develop new Procurement website, which will include functionality that incorporates what stakeholders need
 - Current Status: Functional requirements to OIT

Procurement Reform Workgroups Timeline

Improvement
opportunity identified
& open forum with
Gov's Office
- July, 2014

2nd Open forum
with Gov's Office
- August, 2014

Implementation
with OAKS 9.2
- July, 2015

4 workgroups
formed to review
improvement
opportunities
- August, 2014

1st round of
workgroup
deliverables due
- Dec, 2014

OAKS FIN 9.2 Upgrade

- Upgrade existing modules from version 8.8 to 9.2
- Optimizing procure-to-pay process
 - Electronic PO dispatch
 - Electronic forms
 - Enabling Pcard as a payment method in OAKS
 - Workflow email notifications
 - Mobile approvals
 - Increased vendor self-service

Ohio Marketplace

- Easy-to-use online shopping experience
- Product and price comparison capability
- Quickly identify certified MBE vendors
- Ability to facilitate P-card transactions
- Reusable shopping carts for repeat purchases
- Accurate product and account codes
- Integration with OAKS

Online Resources

- Procure.ohio.gov
- Lean.ohio.gov

Recap:

Procurement changes coming



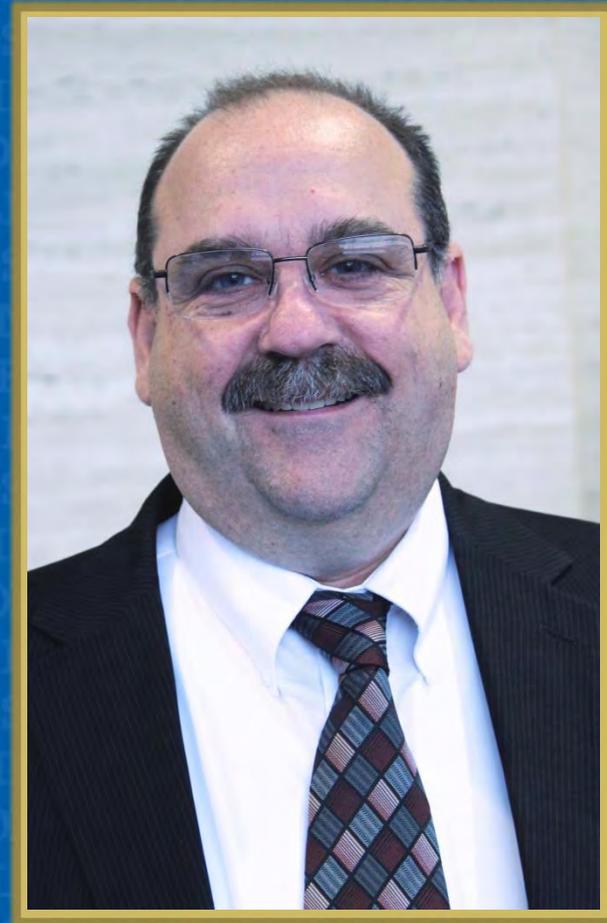
- Enterprise-wide training
- Incorporate best practices
- User-friendly website
- OAKS FIN 9.2 upgrade
- LeanOhio partnerships
- Ohio Marketplace

2014 DAS All Hands Meeting

Todd McGonigle

EEO Contract /
Program Manager

Equal Opportunity Division



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Pledge

- "Gov. Kasich ... committed to small and minority-owned businesses because it's the right thing to do" ...
- "This support goes back to his time in the Ohio Senate when, in 1980, he voted for the state's original minority business set-aside law."

(The Plain Dealer)

Ohio**DAS**

Commitment

- Gov. Kasich ... strongly committed to providing development opportunities for companies certified to participate in MBE program.
- MBE program ... designed to facilitate and support growth of minority businesses in Ohio.
- Minority business success ... plays an integral role in determining Ohio's fiscal health.
- Administration's focus ... ACHIEVE and SURPASS 15% Set-Aside Goal for FY2015.

Purpose

- Increase capacity of small and minority businesses to grow and become competitive with larger, established businesses.
- Remove effects of barriers that may be adversely affecting the formation, growth, and participation of small and minority businesses.
- *To make this happen we need everyone's efforts!*

Support

Governor Kasich supports **you** when he says:

“...let’s do our part to make sure that no one is left behind, especially our minority communities. One way we can do this is by making sure the state keeps its commitments to minority business enterprises. Too often we’ve seen state simply ignore its obligations to treat our neighbors as ourselves. That’s not acceptable. Our Administration is working hard so that we can give people the solid chance they deserve. It’s not easy and it won’t happen overnight, but it’s the right thing to do.”

(Washington Times)

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Implementation

When you make purchases through Ohio's minority businesses you...

- Foster minority business growth
- Stimulate the economy
- Create vendor diversity
- Support families
- Create employment
- Increase the supplier base
- Improve economic sustainability of local regions
- Make Ohioans more prosperous
- Support DAS' goal to "Cut costs and invest in Ohio's economy and future."

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Results

- GSD/Procurement Services
 - Record Number of MBE Contract Awards FY2014
 - ✓Tops \$70 million
 - State agencies set record purchase with MBE FY2014 of **\$165,435,894 (14.23%)**
- FY2015 is going to be better, so remember

•••

Ohio**DAS**

Motto

Fiscal Year 2015 - “15 in 15”!!



2015

OhioDAS

Recap: EOD



- 15% MBE set asides
 - Gov. Kasich supports
 - “Right thing to do”
- Purchasing from MBEs:
 - Stimulates economy
 - Creates diversity
 - Adds jobs
- 2014: Record year
- 2015 will be better
- 15 in 15!

2014 DAS All Hands Meeting

Kevin Milstead

Deputy Director
Human Resources Division



OhioDAS

Customer Focused

- Vision
- Customers
- Responsive

Customer Service

- Employee engagement
- Take Charge! Live Well!
- Total Rewards website
- Learning opportunities

Employee Self-Service

- December conversion
- Direct Deposit
- Online W-2

Recap: HRD-Employee Lifestyle



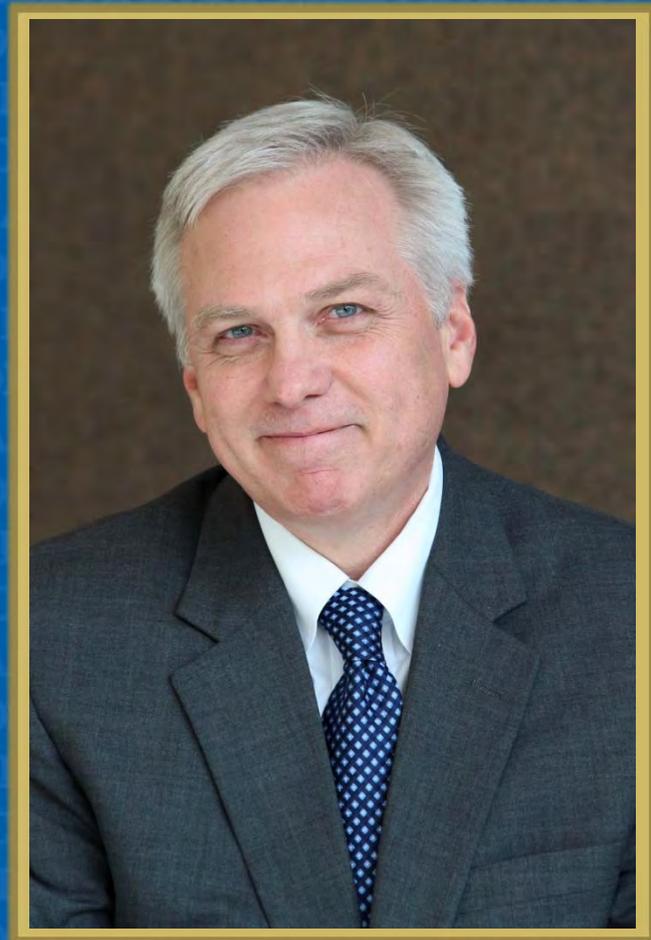
- Recruitment
- Engagement
- Targeted training
 - Leaders
 - Staff
- Bargaining
- OHGrievance

2014 DAS All Hands Meeting

Stu Davis

State CIO/
Assistant Director

Office of Information
Technology



OhioDAS

DAS Mission Statement

DAS Mission – to Provide:

- Service,
- Support and
- Solutions

that improve state government in Ohio

DAS OIT Culture – building an environment around:

- Accountability and responsibility
- Customer service orientation
- Business engagement and business relationship management
- Business requirements and business level objectives

IT Optimization Strategic Actions

December 2010 IT Statement of Direction

- State IT Landscape
- Opportunities for Smart Consolidation
- Challenges (legacy systems, culture, aging workforce, etc.)

January 2012 IT Strategic Plan

- Goals for IT Optimization

- Increase Efficiency
- Improve Service
- Reduce Complexity
- Realize Savings

- Approach

- Application based IT Planning
- Infrastructure Consolidation
- OHT/HHS Partnership
- Infrastructure Consolidation
- OAKS Adoption
- OBG Modernization

December 2012 IT Transformation Plan

- Transition to Enterprise IT

- PLAN THE WORK... WORK THE PLAN

IT Optimization Accomplishments

- Enterprise e-mail
- Voice over IP (VoIP)
- SOCC Remediation
- Ohio Private Cloud
- Security
- Ohio Benefits Integrated Eligibility
- OAKS
- Desktop/Productivity
- MARCS
- Ohio One Network

*“It doesn’t matter where
you are coming from. All
that matters is where
you are going.”*

~ Brian Tracy

Development and Future Work

DAS OIT Culture – building an environment around:

Accountability and responsibility

Customer service orientation

Business engagement and business relationship management

Business requirements and business level objectives

Organizational alignment

OIT Functional Alignment

Business Office

Governance/Chief Technology Officer

Enterprise Shared Solutions

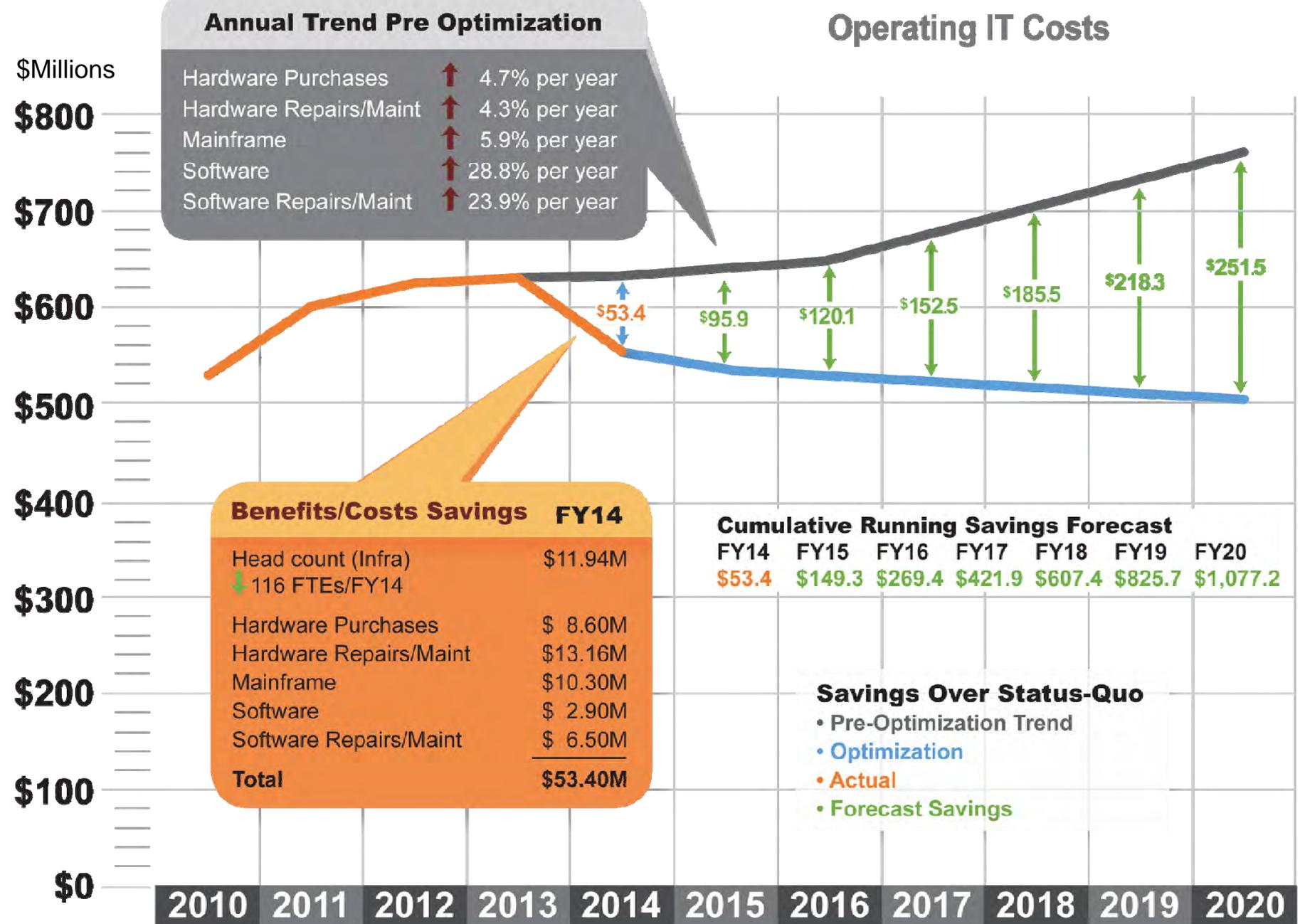
Enterprise Data Center Services/Chief Operating Officer

Information Security & Privacy/Chief Information Security Officer

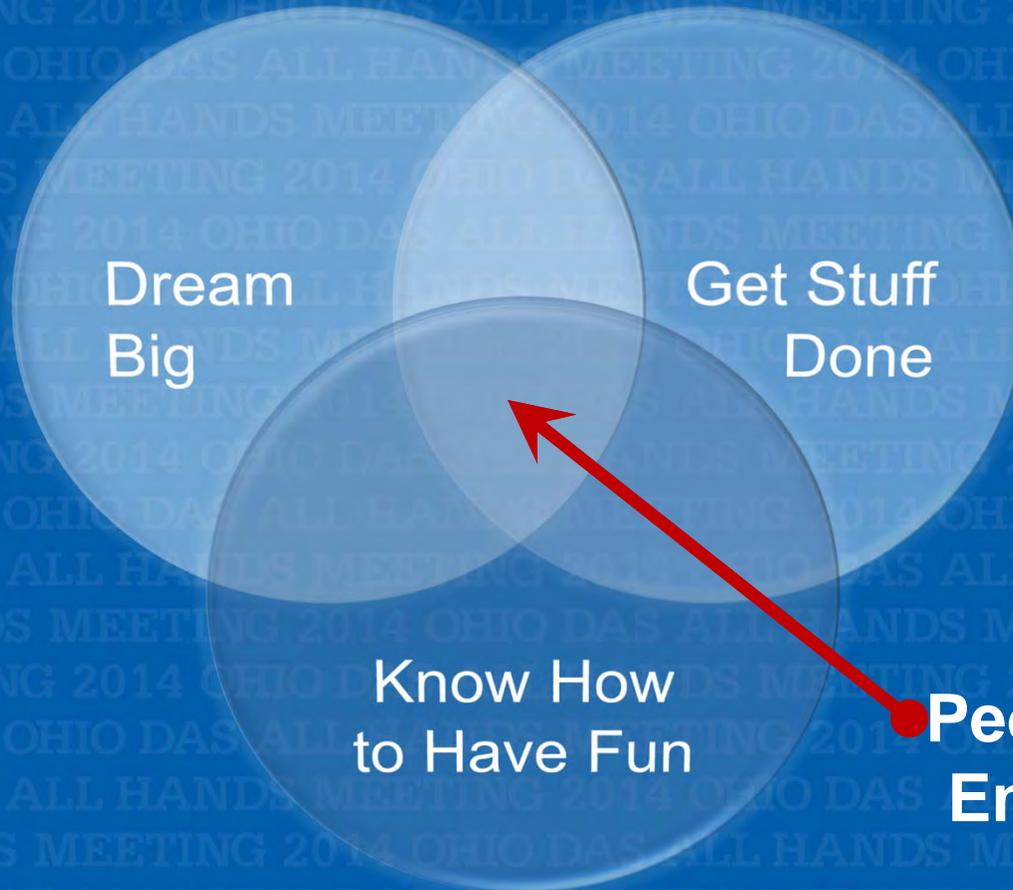
Executive Strategy Development

Technology Board

Investment Board



Together, we are doing great things!



**People We Most
Enjoy Working
With**

OhioDAS

Office 365 Migration

- DAS e-Mail Migration this Weekend
- D-Day - Monday, December 15th
- Planning on a seamless transition
- Preparing for not so seamless
 - Folks on the floor for assistance
 - Phone numbers to call for support
- Mobile devices will need to be set-up
- Let us know



WE WANT YOU

**“Far and away
the best prize
that life offers
is the
chance to work
hard at work
worth doing”**

~ Theodore Roosevelt

Recap: IT Optimization



- Increasing efficiency
- Reducing complexity
- Realizing savings
- Leveraging assets
 - MARCS
 - Broadband implementation
- Data security

2014 DAS All Hands Meeting

David Payne

Chief of Staff



OhioDAS

2014 Customer Satisfaction Survey

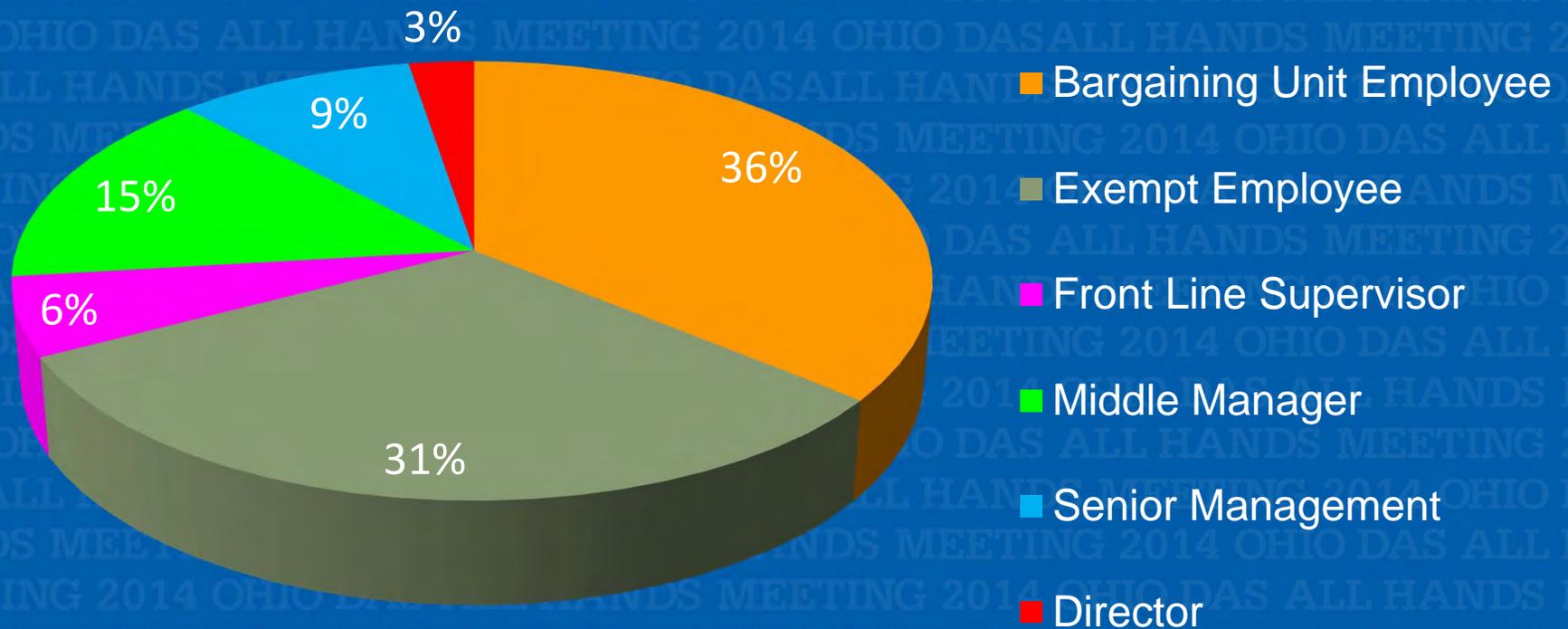
- Eight questions:
 - Expectations met
 - Level of satisfaction
 - Responsiveness
 - Timeliness
 - Customer service
 - Quality of the service
 - Value of the service
 - Importance of the service

2014 Customer Satisfaction Survey

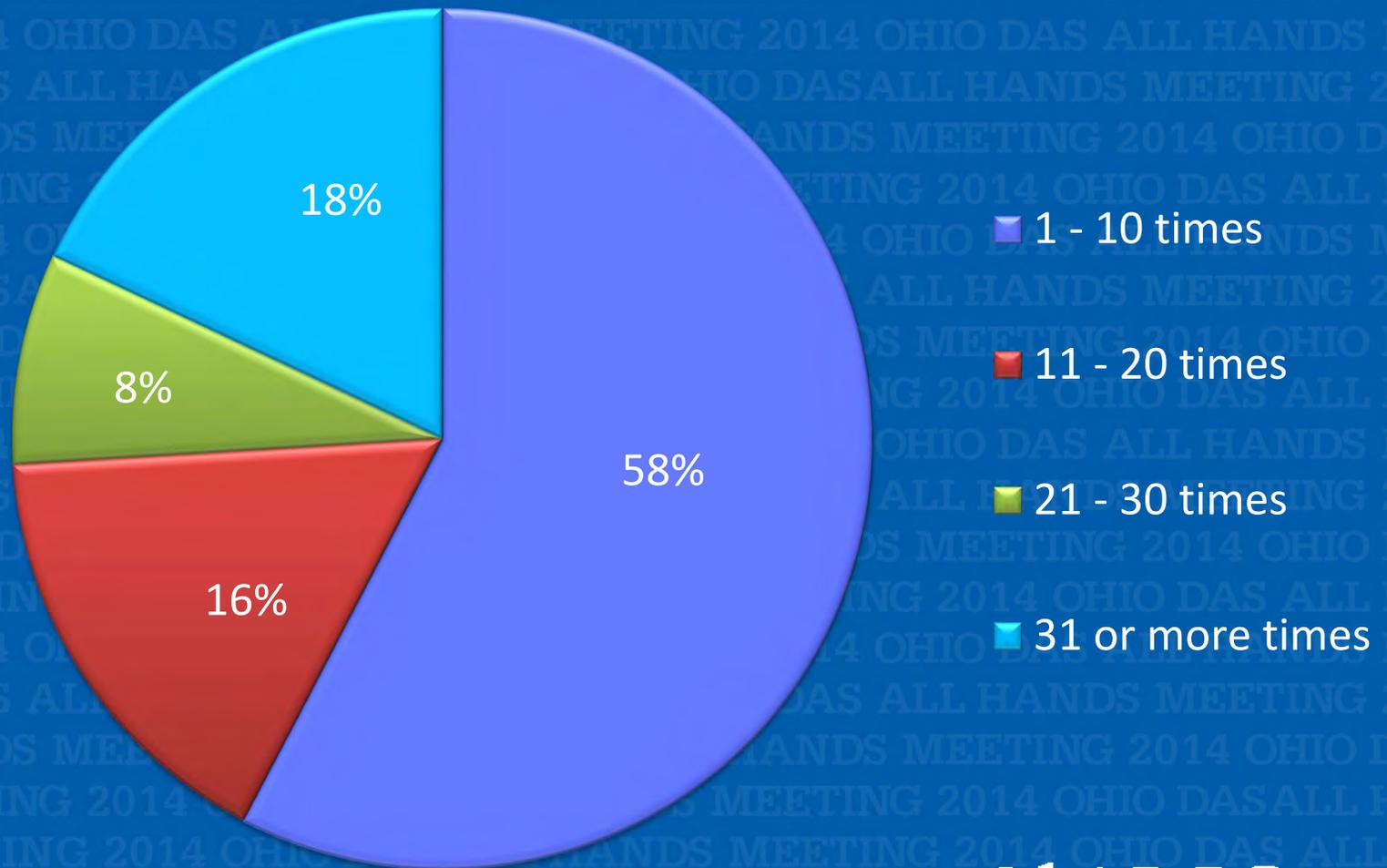
- Highlights:

- Survey sent to 8,190 customers
- 2,620 customers completed the survey
- Response rate of 32.4 percent
- 57 agencies represented

Which of the following best describes your current position?



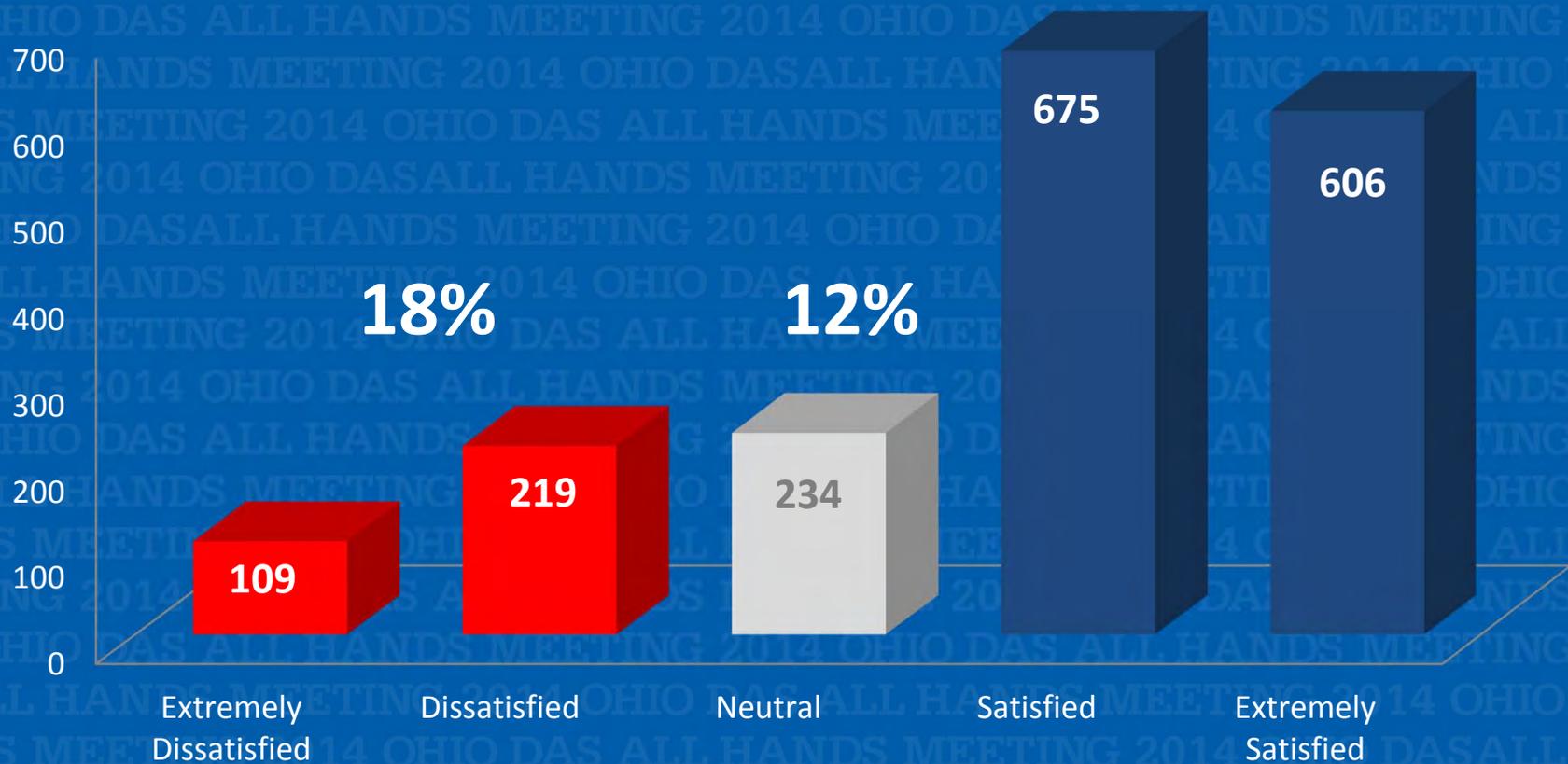
How often during State Fiscal Year 2014 did you request/receive services from DAS?



How satisfied were you with the services you received from DAS?

Overall Rating: 3.81 of 5.00

70%



OhioDAS

Did DAS deliver services on time?

70%

1207

Yes

14%

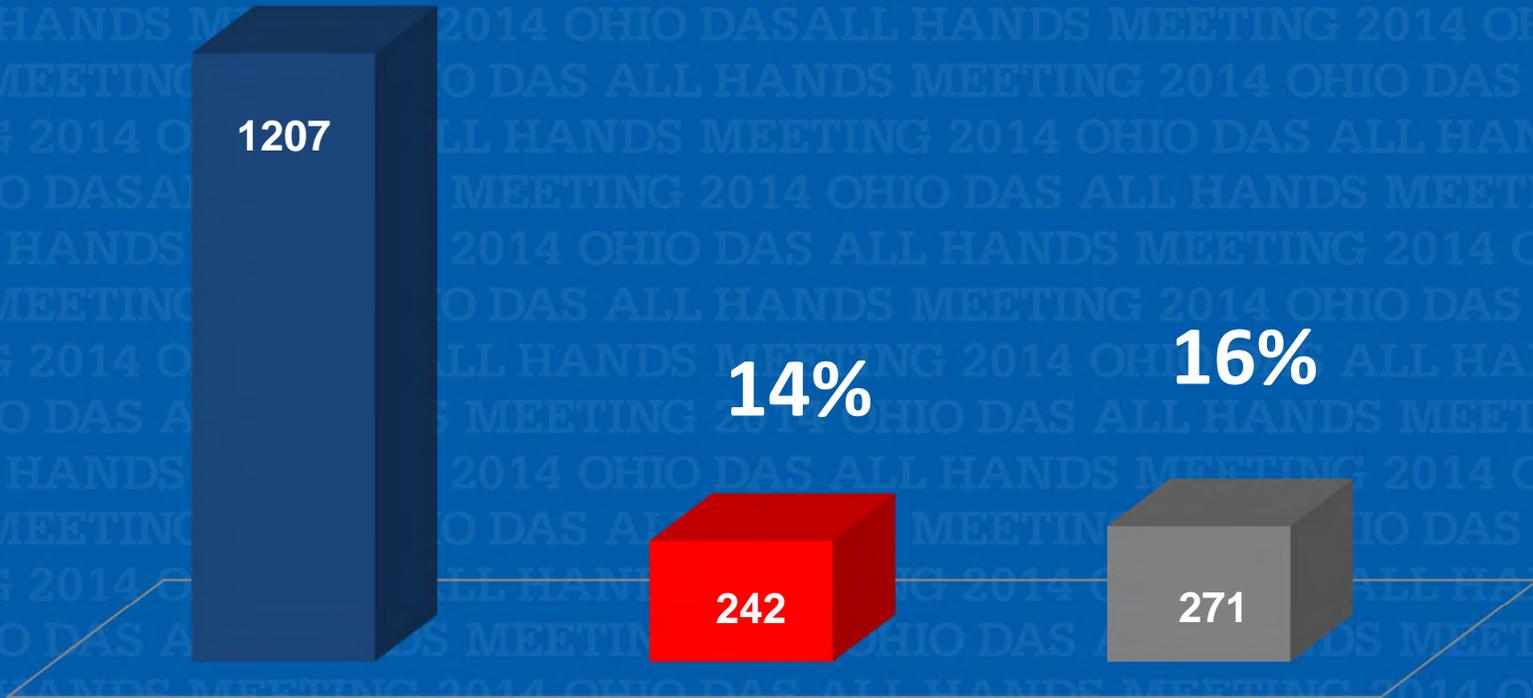
242

No

16%

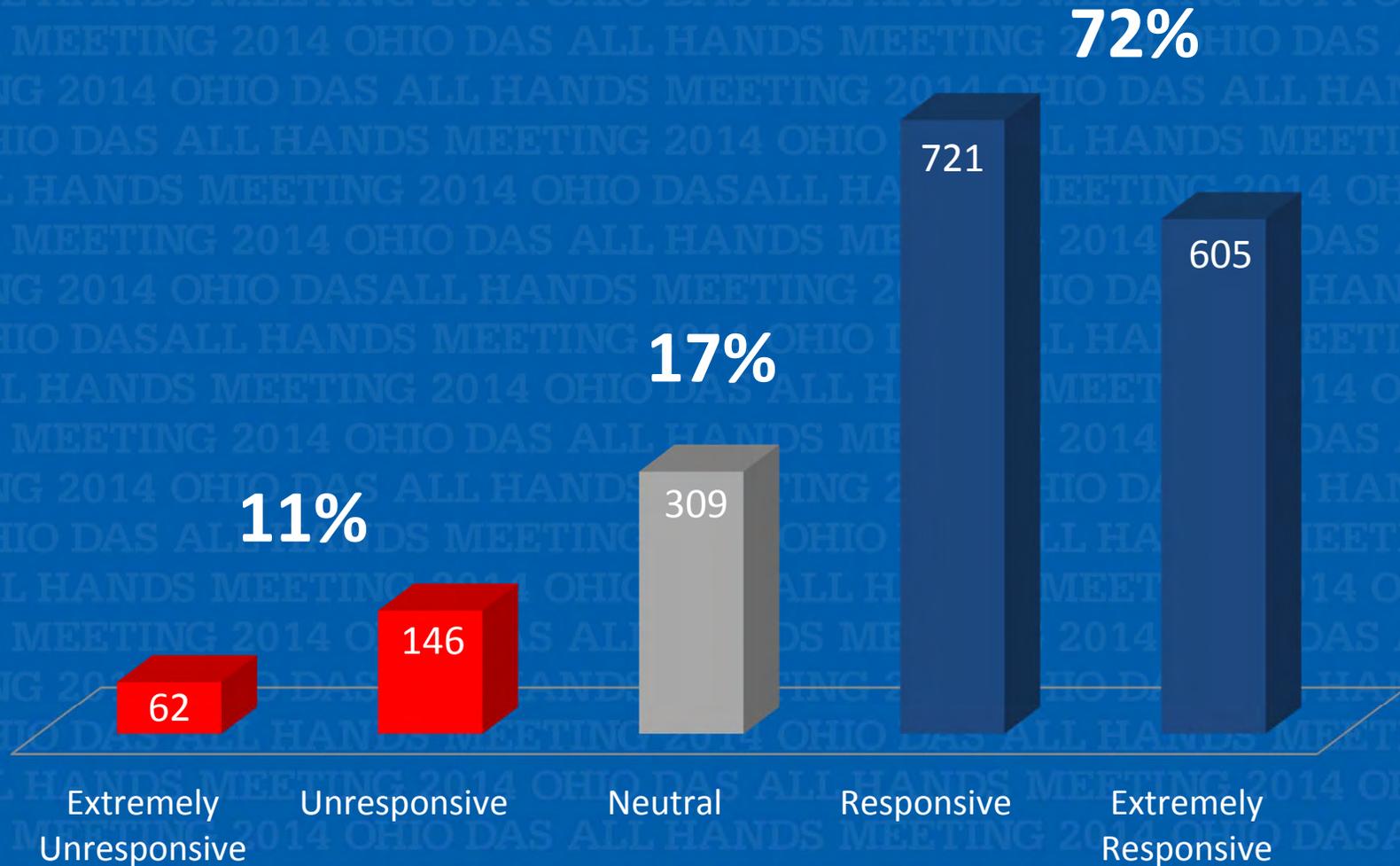
271

Unknown



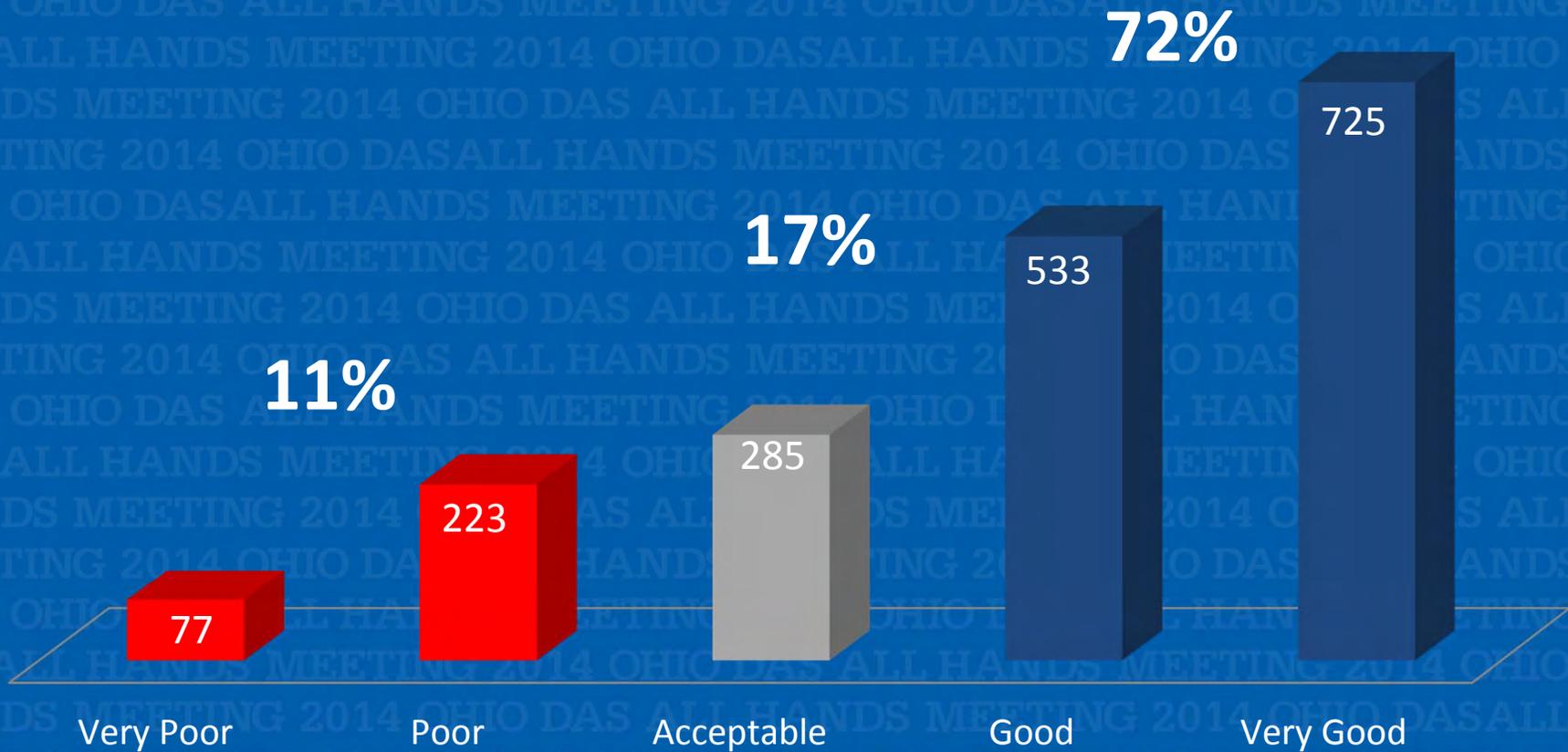
How responsive was DAS?

Overall Rating: 3.91 of 5.00



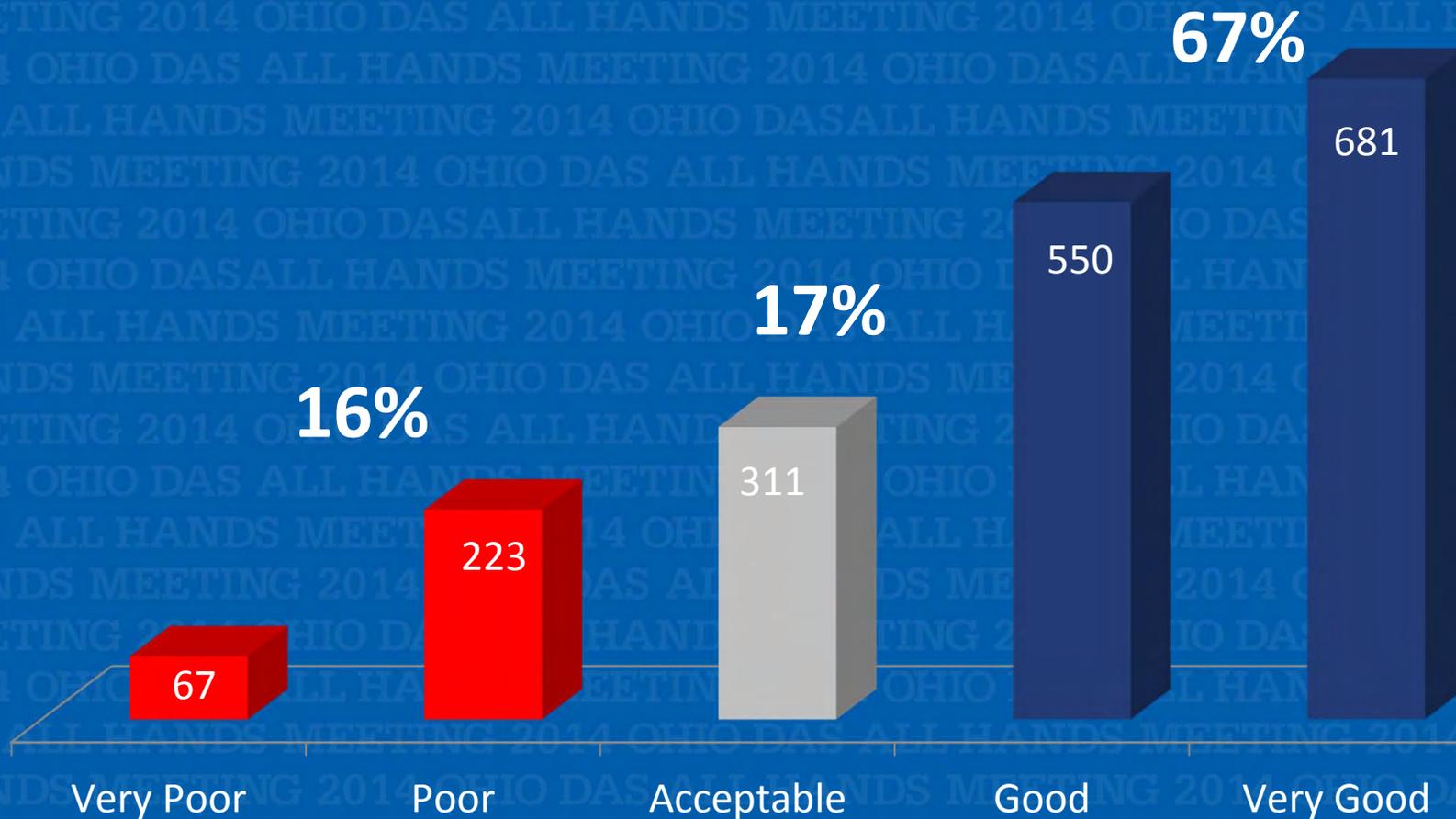
How would you rate the customer service provided by DAS?

Overall Rating: 3.87 of 5.00



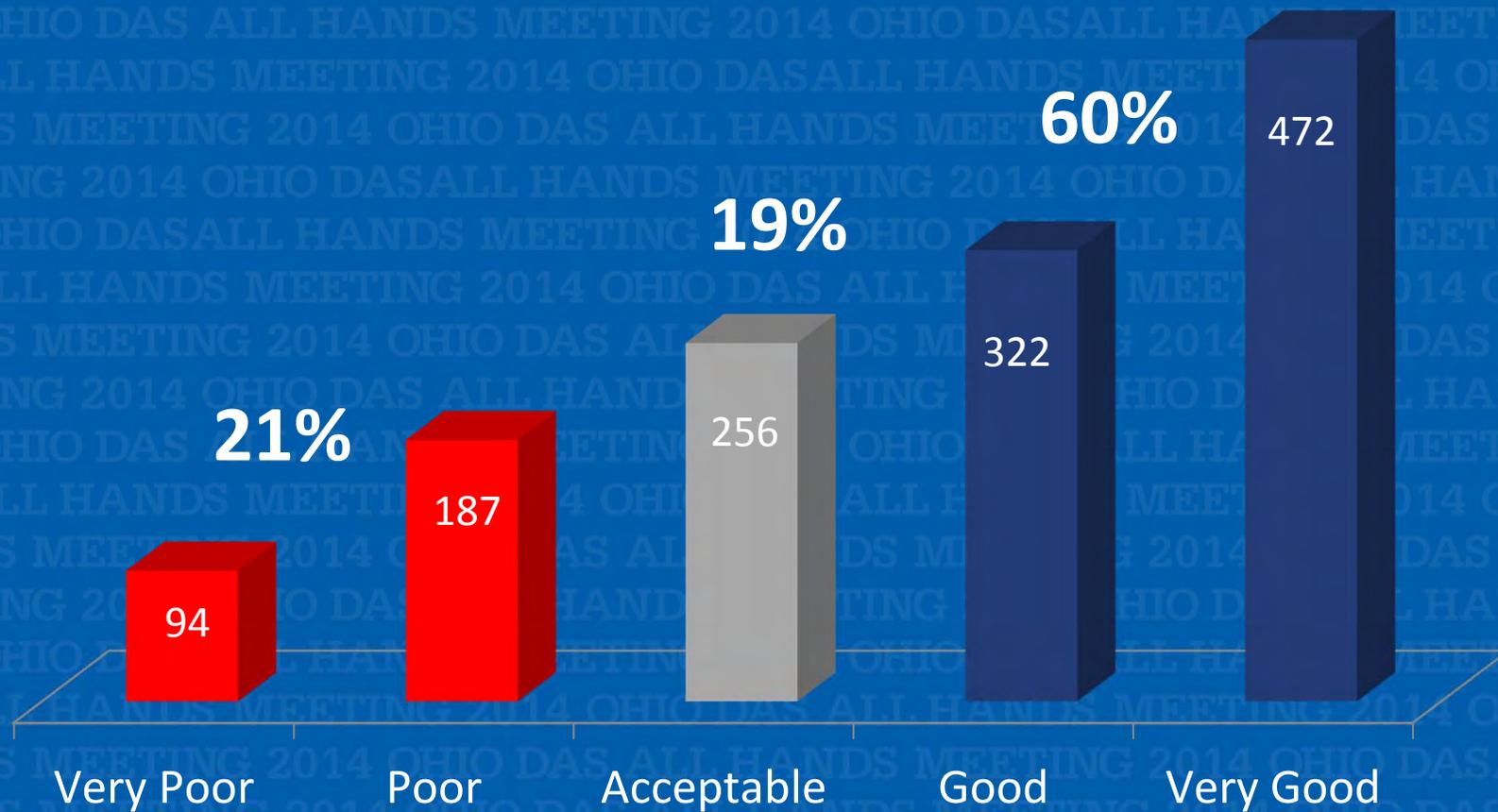
How would you rate the overall quality of service provided by DAS?

Overall Rating: 3.84 of 5.00

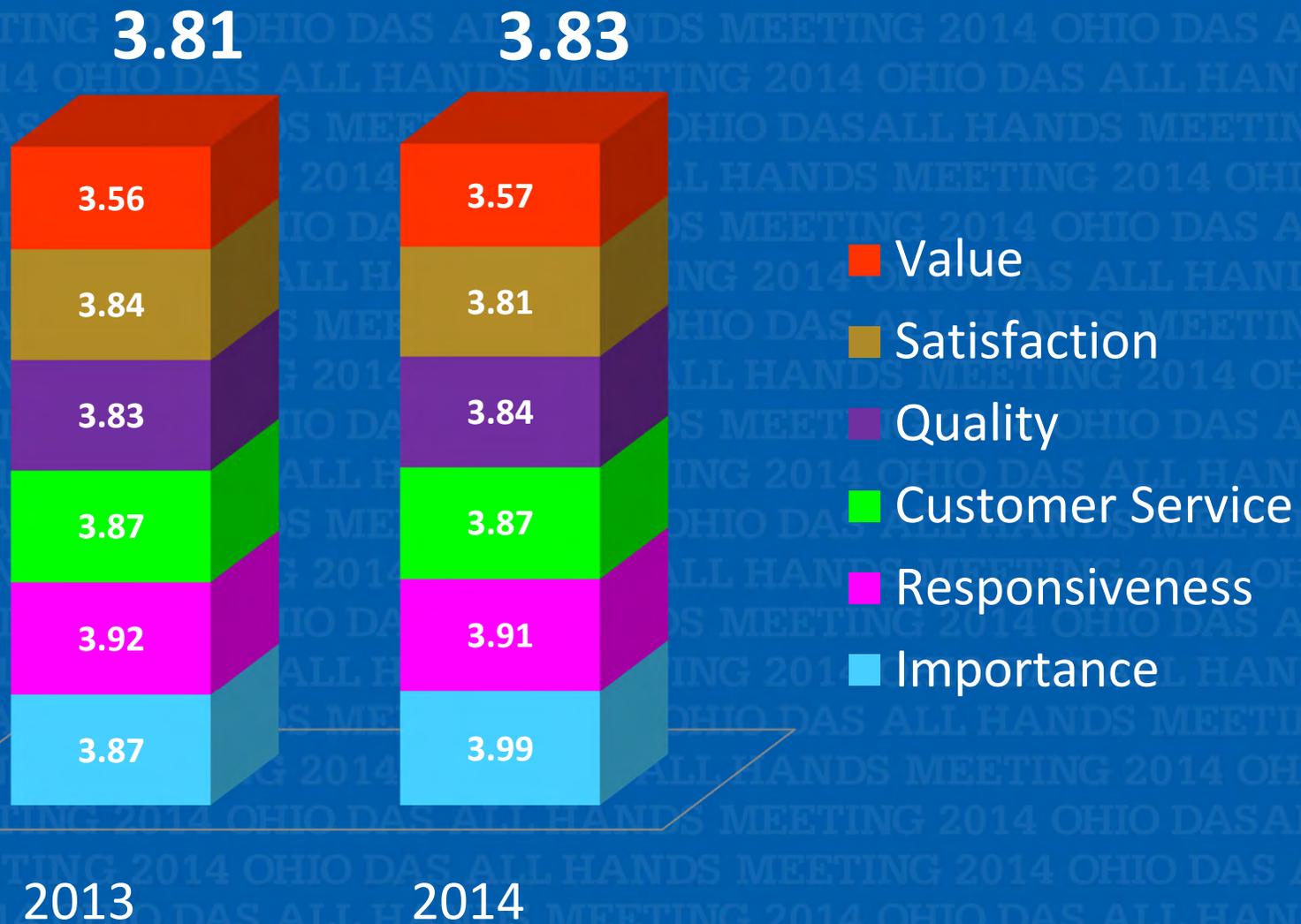


How do you rate the value of services received relative to the price paid?

Overall Rating: 3.57 of 5.00



Overall Comparison



Our strengths and opportunities

- Strengths:

- Responsiveness 3.91
- Customer Service 3.87

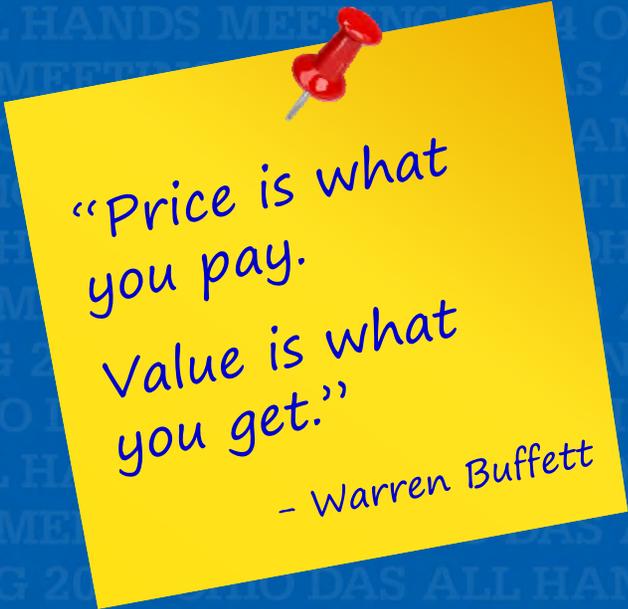
- Opportunities:

- Value 3.57

Value

Value =

- Customer Service
- Communication
- Time
- Accuracy
- Quality
- Cost
- Support
- Other ...



“Price is what
you pay.

Value is what
you get.”

- Warren Buffett

OhioDAS

Value

- How much it costs.
- The quality of what I'm buying.
- When I can get it.
- Accuracy of my order.
- How you treat me as a customer.

Seven Rules of Customer Service

1. Answer the phone.
2. Don't make promises unless you can keep them.
3. Listen to our customers.
4. Deal with complaints.
5. Be helpful – even if there is no immediate profit in it.
6. Take the extra step.
7. Train employees to be helpful, courteous and knowledgeable.

Customer Service Training

- Objectives:
 - A start-to-end positive customer experience
 - Enhance current skills
 - Share tips and tools
- Status:
 - Training course – in development
 - Enrollment – early 2015

Always give people more
than what they expect to get.

- my dad

Recap: Customer Service Takeaways



- Value
 - Quality
 - Cost
 - Accuracy
 - Courtesy
 - Support
- Seven Rules
- Exceed expectations
- Staff training in 2015

2014 DAS All Hands Meeting

Eric Harrell

Chief of Operations



OhioDAS

Our Operations

- Our Processes
- Our Projects
- Our Environment

Our Operations

\$9
million
in savings

- By listening to our customers, agencies & DAS offices.
- Great job!
 - Office of Properties and Facilities
 - Office of Risk Management
 - Office of Fleet Management
 - Office of Printing and Mail Management

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Project Standards Committee

Goal: Increase project success

– Standard approach to manage our projects:

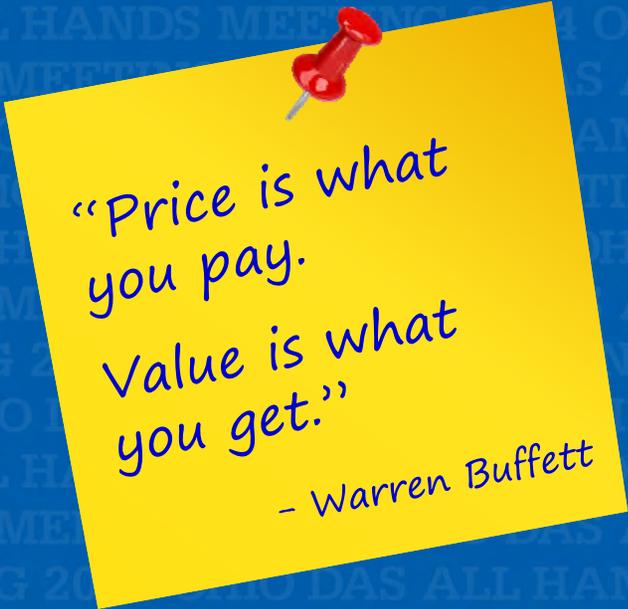
- Planning
- Designing
- Implementing
- Monitoring



Value

Value =

- Customer Service
- Communication
- Time
- Accuracy
- Quality
- Cost
- Support
- Other ...



“Price is what
you pay.

Value is what
you get.”

- Warren Buffett

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Training:

- Immediate impact
- Available to all DAS employees

Coming Spring 2015

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Poka Yoke – mistake proofing



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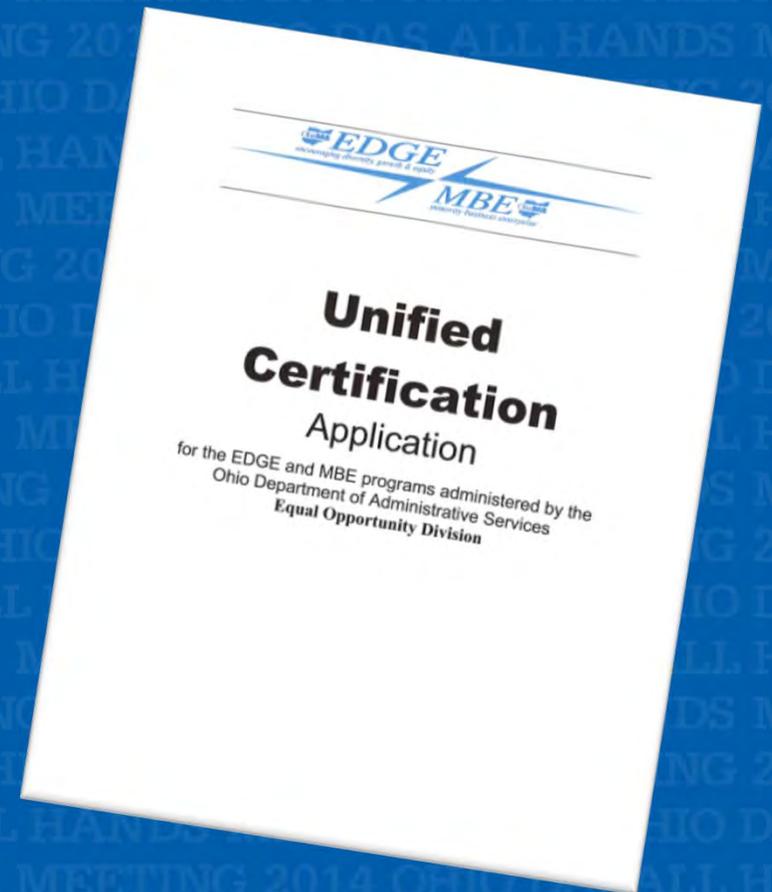
Equal Opportunity Division

MBE & EDGE Certification Process

Before: 90 days



Today: 19 days



OhioDAS

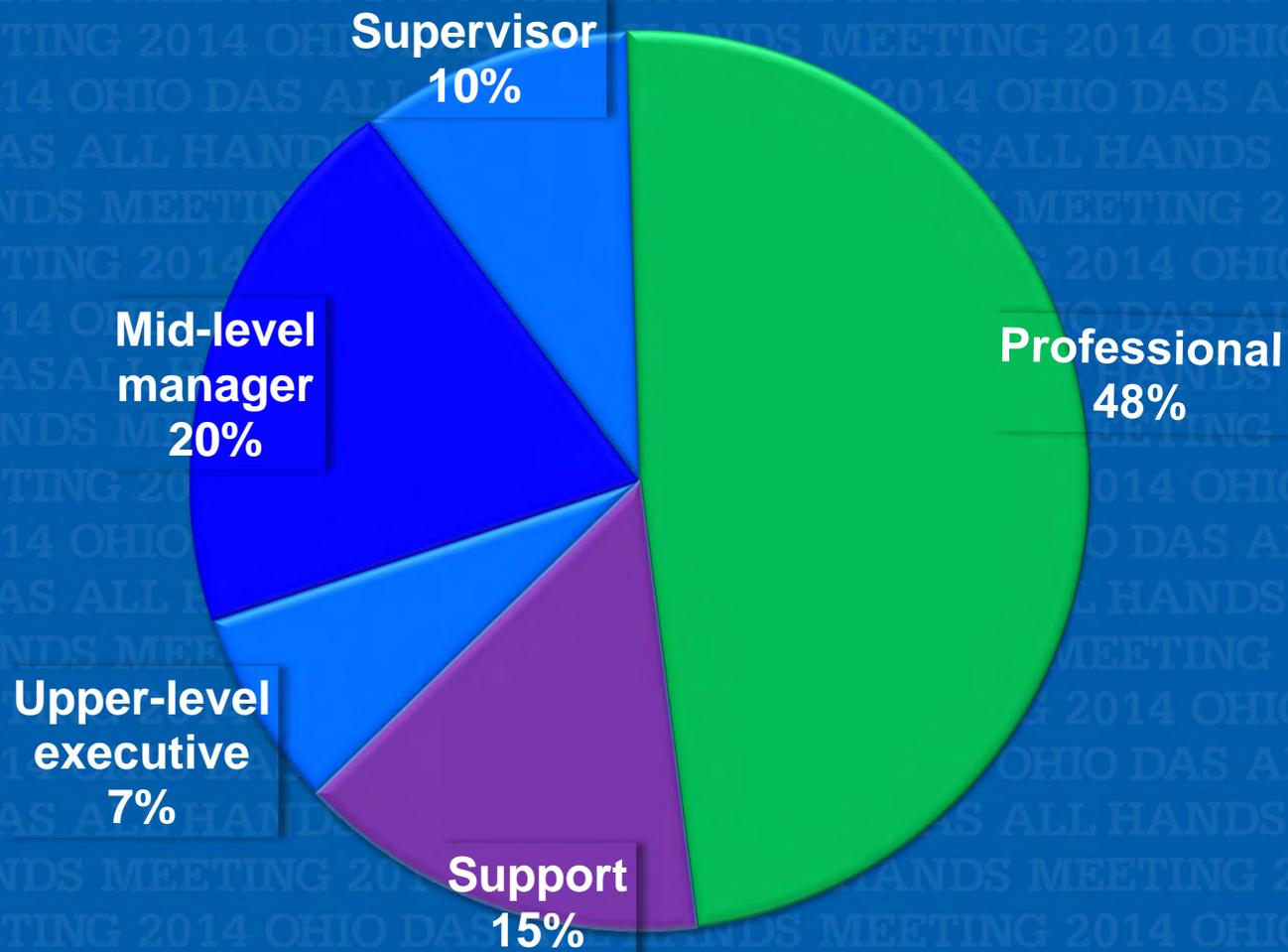
Let's focus ...

- Our work environments
- Our operations
- Our value

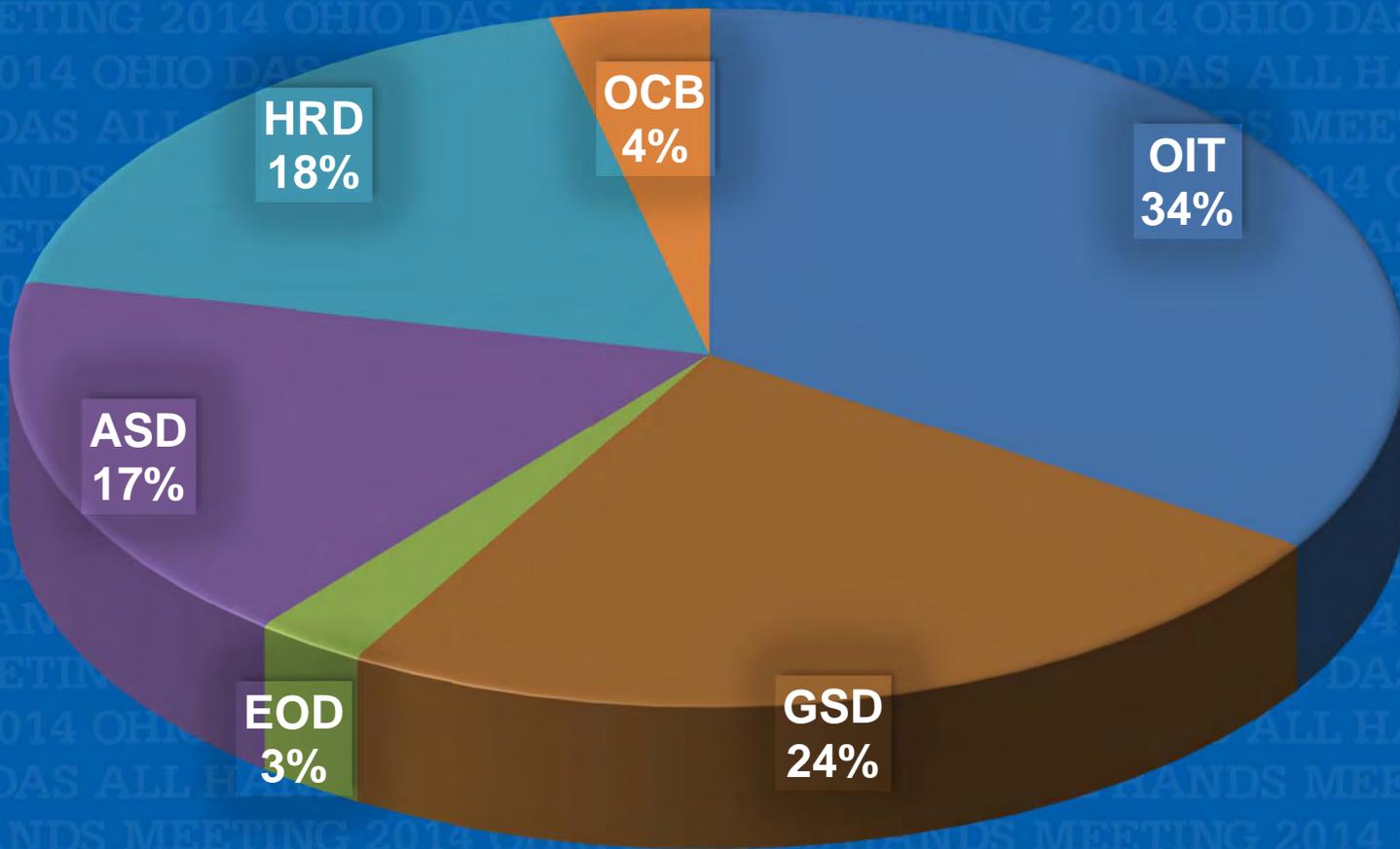
DAS
Happiness
At
Work
Survey



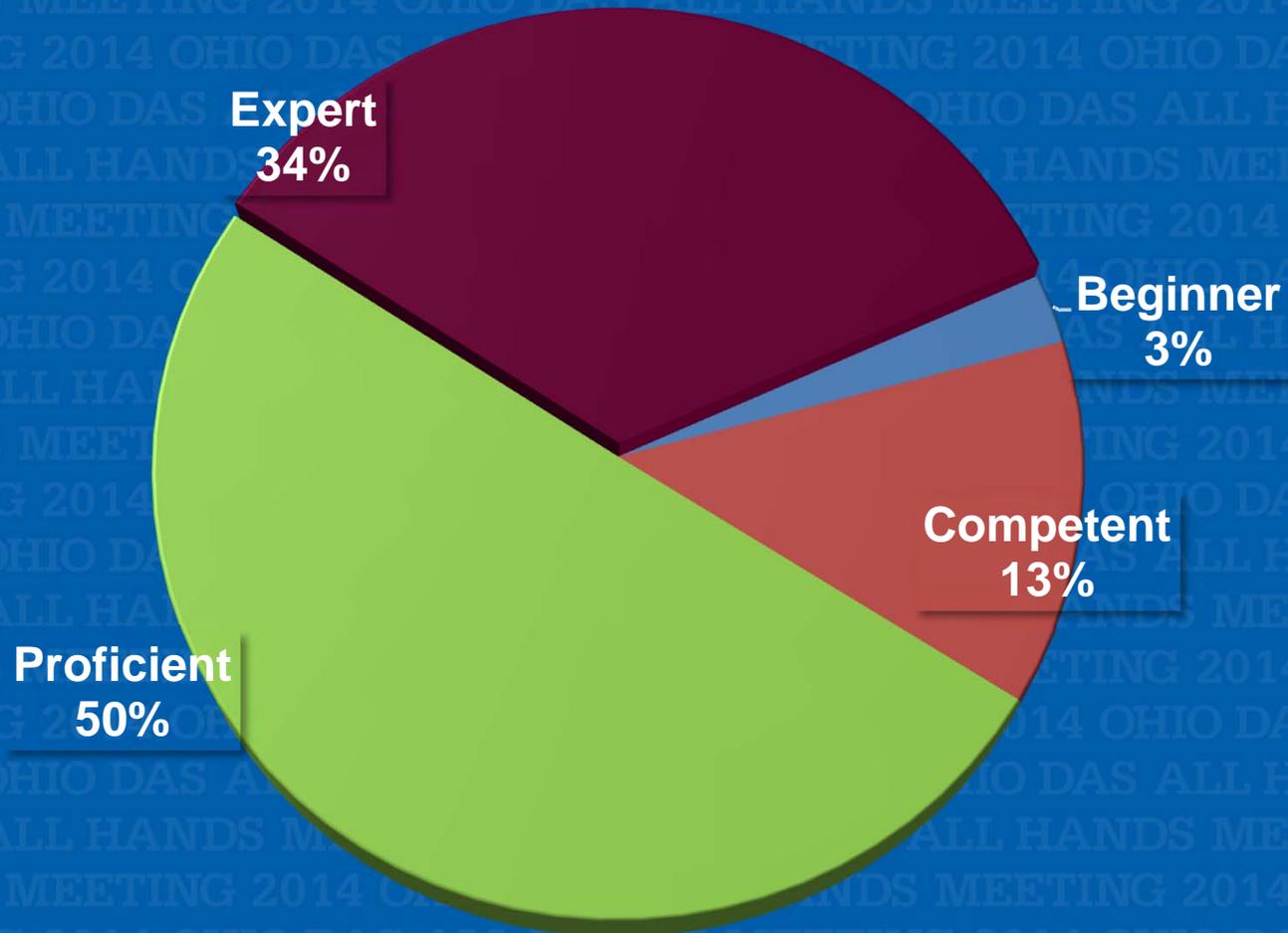
Who responded to this survey?



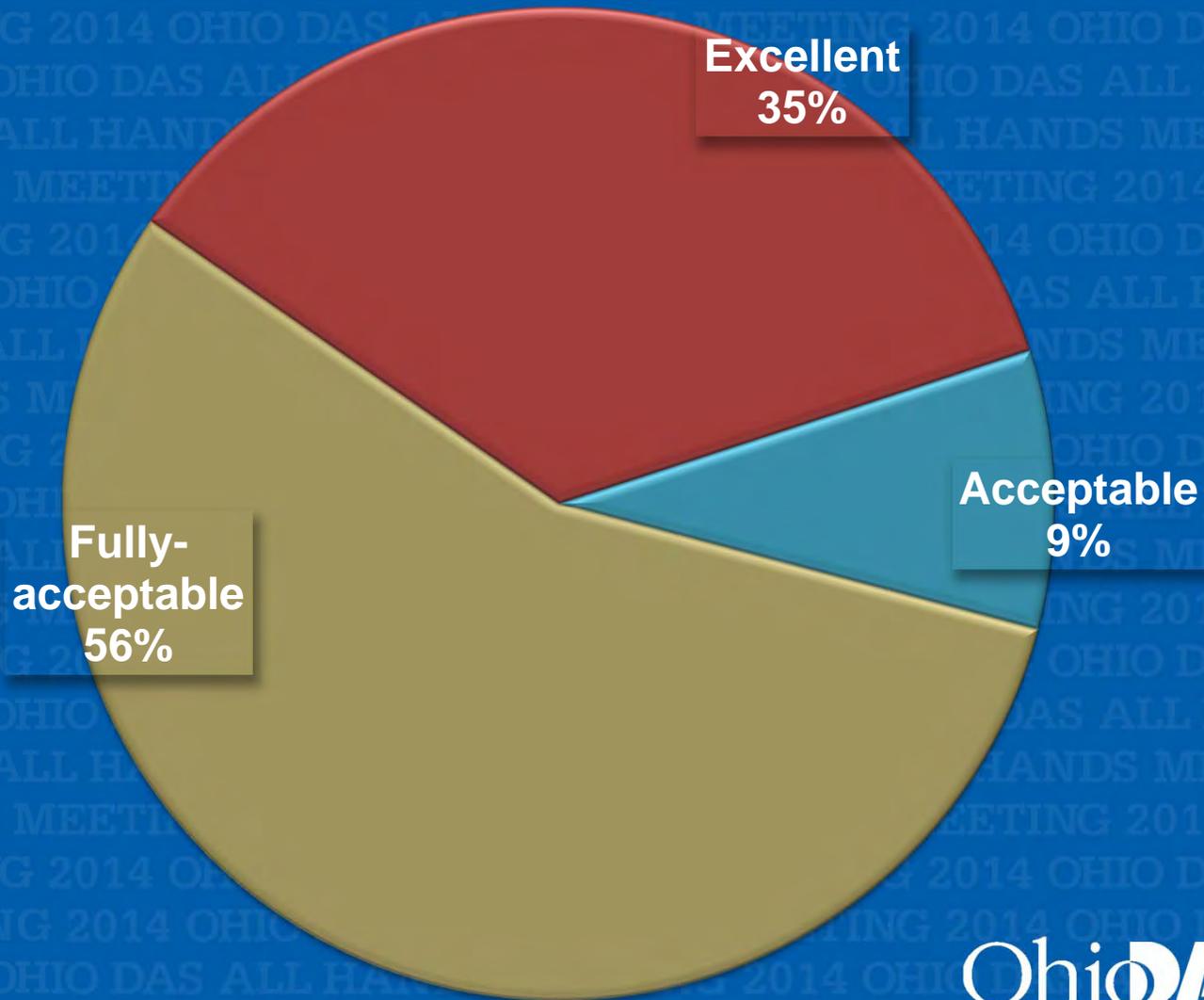
Division response



Our level of expertise



Quality of our work



OhioDAS

Team DAS

- Capable team of experts
- Can tackle complicated situations
- Deliver quality results
- We are one DAS

OhioDAS



“Keep taking on the impossible tasks, keep tossing aside the status quo and keep shaking things up.

If we do, we’ll create the stronger, better Ohio that we all want.”

Governor John R. Kasich

Recap: Operations



- We're listening
- Project success
- Value
- LeanOhio training
- Let's focus
- Deliver quality results

2014 DAS All Hands Meeting

Stephanie Loucka

Chief of
Human Resources



Ohio**DAS**

What is employee engagement and satisfaction?

- Employee engagement is the emotional commitment the employee has to an organization and its goals.
- When employees care and are engaged, they use discretionary effort.

Why is it important?

Engaged employees have:

- Increases in level of service, quality, and productivity.
- Strong employee/manager/co-worker relationships.
- Higher standards of personal accountability.
- Higher levels of innovation.
- An overall sense of well-being.

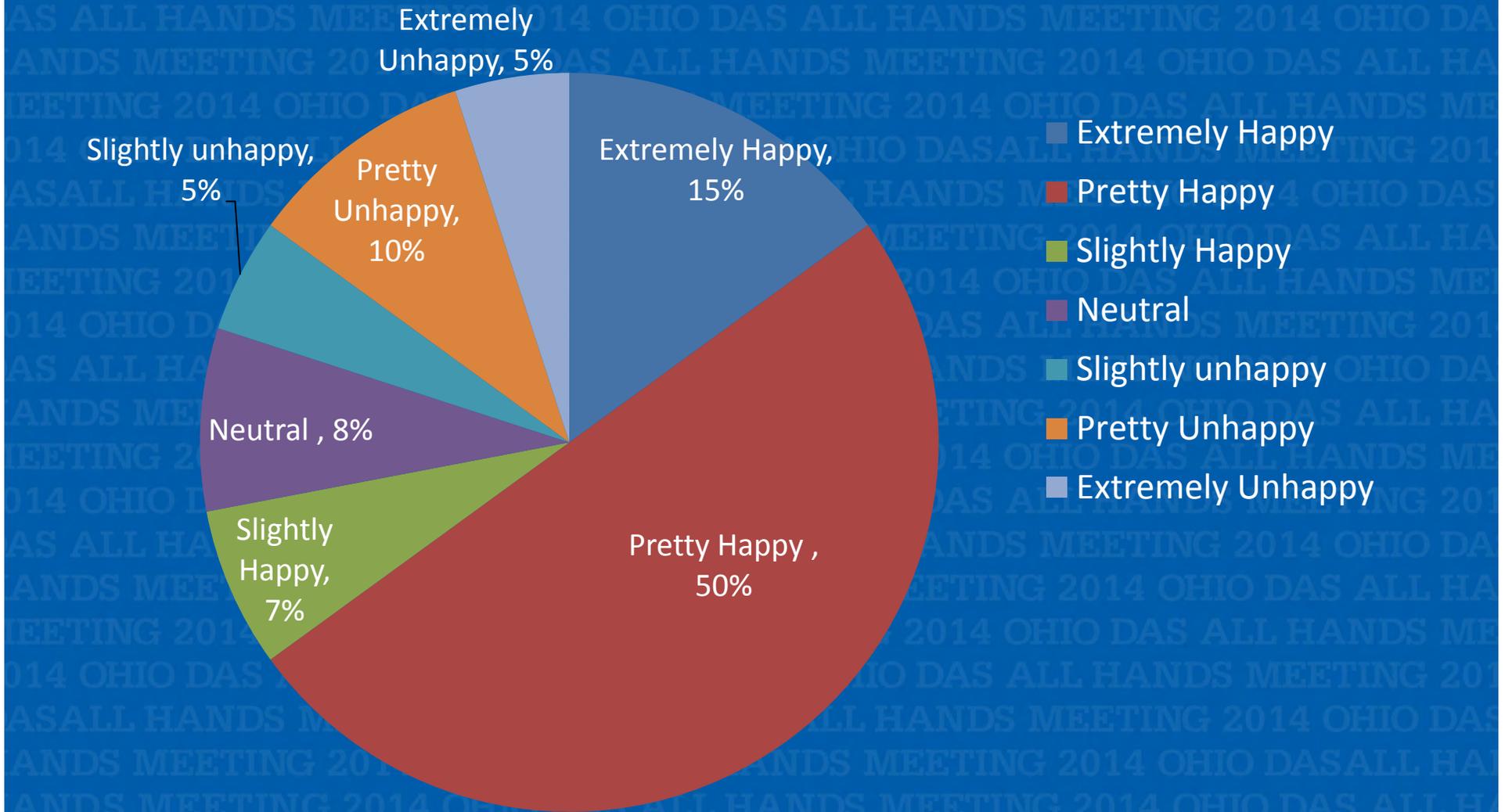
What drives employee engagement

1. Organizational commitment – the attachment an employee has to the organization.
2. Service commitment – shared attitude of meeting customer needs.
3. Work & career commitment – importance of individual work and the commitment to career development.
4. Job satisfaction – the direct impact of the day to day work you do.

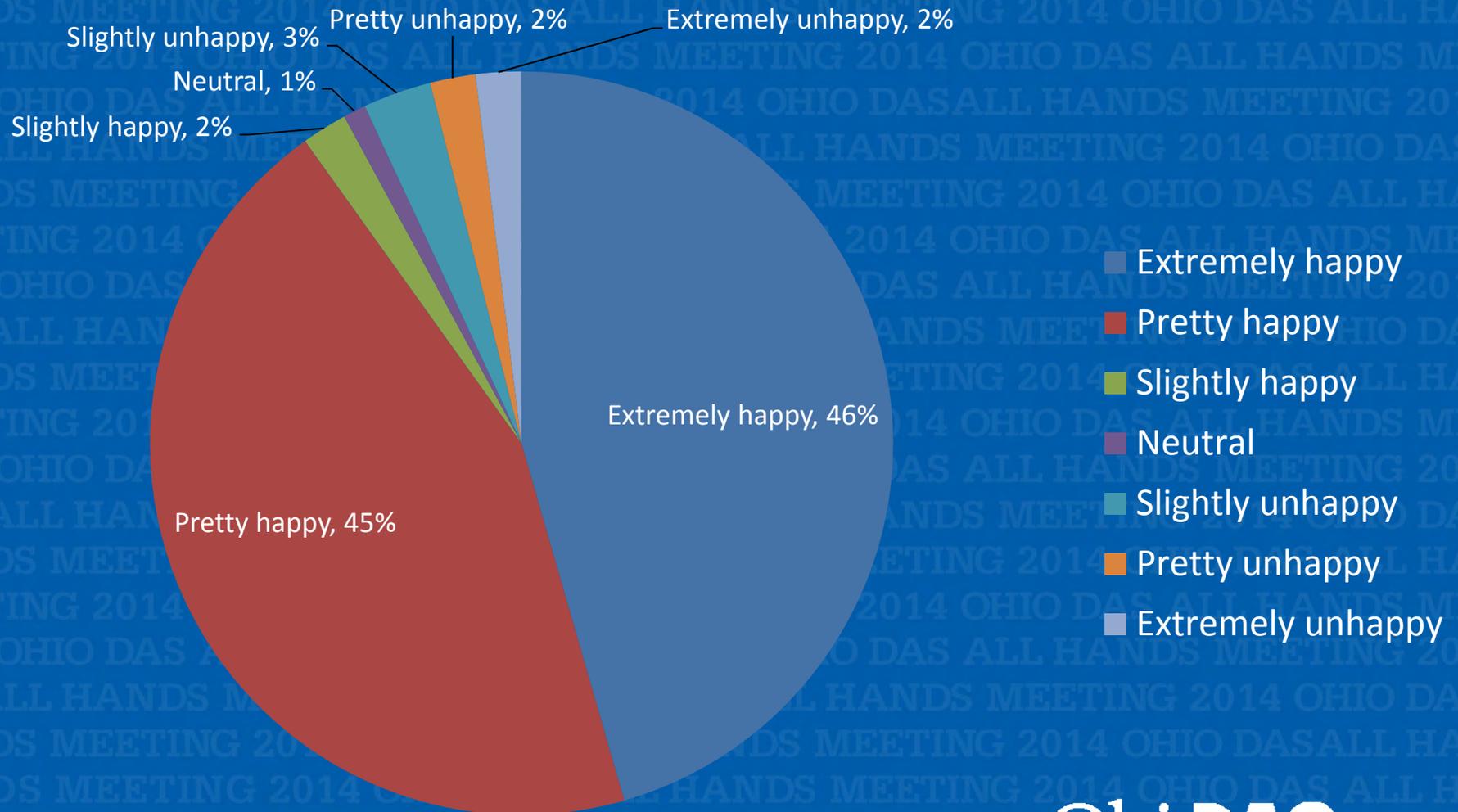
DAS
Happiness
At
Work
Survey



How happy are you at work?



How happy are you personally?



Job satisfaction

Most Satisfied with...

1. Nature of the work you perform
2. Relationships with your peers
3. Your benefits
4. Relationship with your supervisor
5. Level of challenge

Least Satisfied with...

1. Mentoring
2. Advancement and promotion opportunities
3. Communication within the organization
4. Your pay
5. Alternative work arrangements

How do we increase engagement and satisfaction?

Managers

- Communicate clear goals and expectations
- Create a strong and positive team environment
- Share information
- Endorse employee feedback
- Take an active role in your employees success and development
- Take a personal interest in employees

Employees

- Provide honest feedback about goals and expectations to you managers
- Commit to being a team player
- Celebrate team achievements
- Collaborate on problem solving
- Take a personal interest in fellow team members

How is DAS committed to improving happiness at work?

- Lead Ohio - In depth training for all levels of managers across the board
- Performance evaluations for all employees
- Ongoing webinars to offer further analysis of the survey results
- Engagement Committee
- Review and revise agency policies based on comments
- Review current staffing assignments to ensure better allotment of staff time

Ohio**DAS**

Recap: Employee Happiness



- Job satisfaction
- Happiness survey-results
- Upcoming DAS initiatives:
 - Lead Ohio training
 - Performance evaluations
 - Engagement committee
 - Webinar
 - Update agency policies



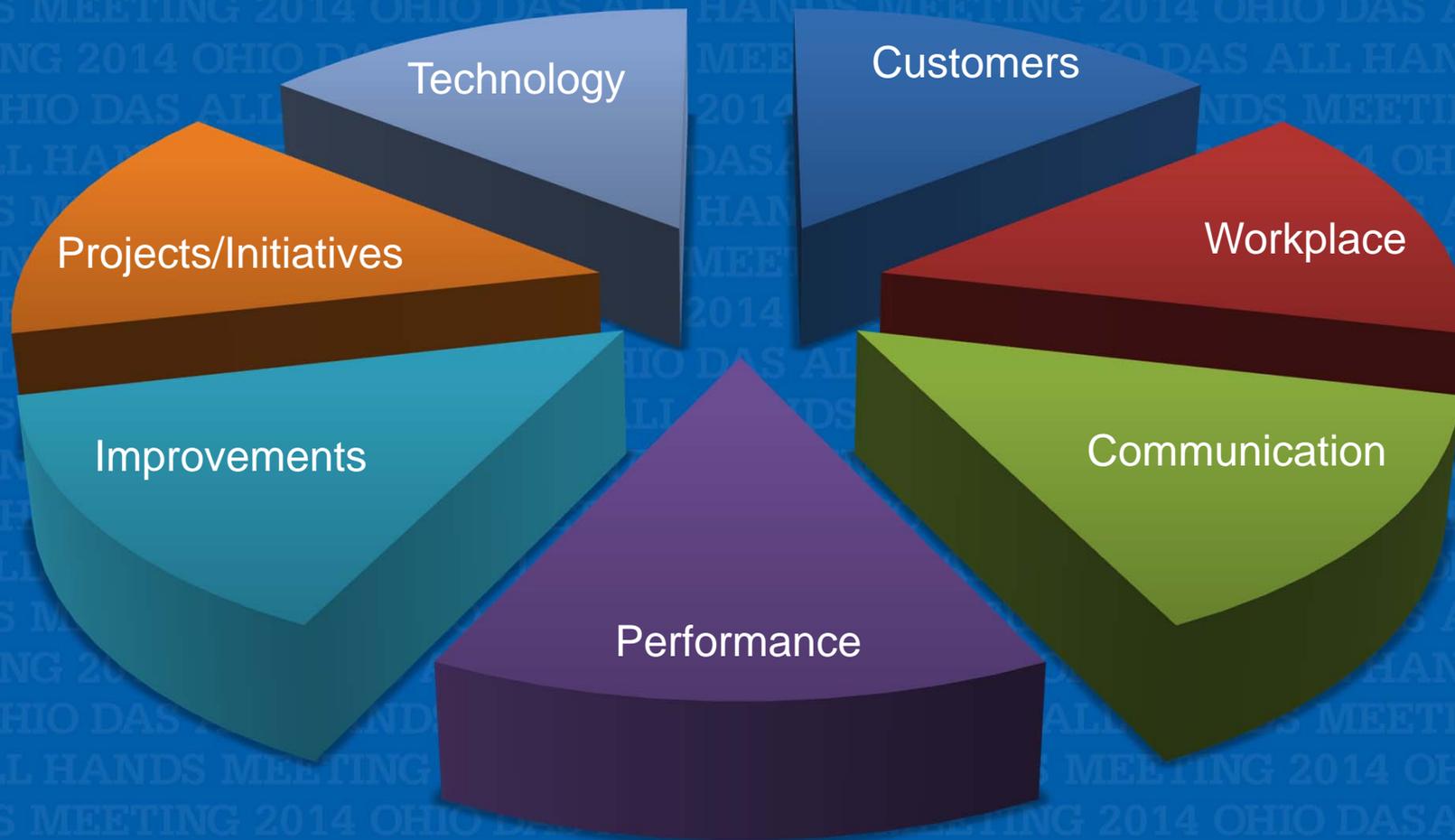
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What gets measured gets managed.

- Peter Drucker

OhioDAS

DAS Measures



Our Efforts

- Focus on aligning your goals
- Self-monitor your progress
- Strengthen your office cultures
- Put your customer service training to work
- Use your Lean Foundations skills for good
- Believe that we are the difference
- Believe in the importance of your job

Ohio**DAS**

Our Mission

To provide
quality service,
specialized support and
innovative solutions
for the effective operation
of Ohio government.

Ohio**DAS**

DAS Goals - 2015

- Improve DAS culture, teamwork and communications
- Provide administrative functions and customer service
- Enhance processes and eliminate red tape
- Cut costs and invest in Ohio's economy and future

Our Action Plan - 2015

- Improve our customers' experiences
- Enhance our workplace environments
- Proactively and effectively communicate
- Align workforce performance and growth
- Make improvements that enhance services
- Strengthen standards for project success

Results of our meeting

- Celebrated select accomplishments
- Shared plans for 2015:
 - Focus on our big priorities and initiatives
 - Focus on making our great services even greater
 - Focus on our value for customers
 - Make our workplaces the best they can be
 - Watch for:
 - Happiness at Work Survey webinar announcement
 - Customer Service training announcement
 - Lean training announcement
 - Communicate with customers and with one another

Ohio**DAS**



Happy
Holidays!

Thanks for
coming!