

STRATEGIC FRAMEWORK

MISSION

We strengthen the business of government

VISION

We take an enterprise view of government operations and provide shared services, policy and governance for our customers so they can focus on their core missions

VALUES

Respect
Integrity
Excellence
Diversity, Equity & Inclusion

GOALS & OBJECTIVES



FACILITIES & CAPITOL GROUNDS

Provide workplace solutions that enhance our customers' ability to fulfill their missions

Objectives

- Deliver quality services and cost savings through strategic asset management
- Ensure workspaces provided to customers are safe, healthy and sustainable
- Provide care and custody of the Capitol Campus



ACQUISITIONS

Help government get the best deal for mission-support services

Objectives

- Help agencies access effective commercial solutions
- Use our buying power to improve the value of every dollar spent
- Make it easy to do business with government



TRAINING & SUPPORT

Support agencies in meeting their modern workforce needs

Objectives

- Curate and deliver meaningful training opportunities
- Provide a robust employee assistance program
- Ensure agencies have access to human resource and finance solutions that help meet their operational needs



SHARED SERVICES

Reduce government risk and add value through our stewardship and services

Objectives

- Mitigate financial, legal, safety and security risks for our customers
- Provide valuable business solutions and services



EMPLOYER OF CHOICE

Develop DES into the employer of choice

Objectives

- Operate as an equity-driven and antiracist organization
- Attract and retain the best workforce
- Continuously develop our people, processes and technology

STRATEGIC DRIVERS

CUSTOMER SATISFACTION

Customer expectations
Listening to understand
Performance measures

FINANCIAL HEALTH

Financial responsibility
Resource stewardship
Best value

TEAM HEALTH

Agency culture
Continuous improvement
Change management capabilities

OPERATIONS & AGENCYWIDE PORTFOLIO

AGENCY VALUES



RESPECT

We treat others as we expect to be treated



INTEGRITY

We do what we say



EXCELLENCE

We are continuously improving



DIVERSITY, EQUITY & INCLUSION

*We are committed to being an equity-driven
and antiracist organization*