

Critical Success Factors (CSF's) Summary

| Area | CSF's (Abbreviated Descriptions) | Totals | Link to CGCS | Yr 0: 2019/20 | Yr 1: 2020/21 | Yr 2: 2021/22 | Yr 3: 2022/23 |
|-------|--|--------|--------------|---------------|---------------|---------------|---------------|
| 1 PR | Enforced processes and SOP's | 3 | | | X | | |
| 2 S | Aligned budget source and funding plan | 4 | 2, 5 | | | | X |
| 3 S | Coordinated short and long-range goals | 3 | 7, 13 | | X | | |
| 4 P | Streamlined recruiting, onboarding and training | 2 | 8 | | X | | |
| 5 P | Ability to measure employee productivity | 2 | 11 | | | X | |
| 6 ST | Leveraged computer maint mngmt system (CMMS) | 4 | 6 | | | | X |
| 7 ST | Streamlined work order process/system | 2 | | | X | | |
| 8 P | Incremental org structure and staffing | 3 | 3, 16 | | | X | |
| 9 PR | Investment analysis and discipline | 2 | 4, | | X | | |
| 10 PR | Improve whse & distrib performance | 2 | 7 | | | X | |
| 11 P | Address critical needs vacancies | 2 | 8 | | X | | |
| 12 QW | Monitor ongoing customer satisfaction | 2 | 10 | X | | | |
| 13 PR | Assess safety & security prioritization productivity | 1 | | | | X | |
| 14 ST | Rebuild the planning and scheduling function | 3 | | | X | | |
| 15 PR | Monitor workflow and manage work backlogs | 2 | | | X | | |
| 16 PR | Quality control activities | 1 | | | | X | |
| 17 S | Increase preventive maintenance activity | 3 | 7 | | | X | |
| 18 PR | Establish decision-making protocols; prioritization | 3 | | | X | | |
| 19 S | Capital construction resource specialists | 2 | | | | X | |

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|------|----|---|--------|--------------|--|--|------------------|------------------|------------------|------------------|
| 20 | PR | Analyze electrical, roofing and building turnaround times | 1 | | | | | | X | |
| 21 | PR | Categorical expense analysis; by zone | 3 | 11 | | | | X | | |
| 22 | PR | Accountability via perf-based KPIs/Metrics | 4 | 15 | | | | X | | |
| 23 | ST | Enterprise Risk Management; Planning | 2 | | | | X | | | |
| 24 | S | Benchmark of staffing models for other large K-12 districts | 2 | 3 | | | | | X | |
| 25 | S | Optimize org structure | 3 | 7, 16 | | | | | | X |
| 26 | PR | Identify "transitions"; facilities, PPO, safety | 4 | | | | | | X | |
| 27 | ST | Relationships with trades/workers; Council | 2 | | | | | X | | |
| 28 | ST | Integrated reporting; data mining and analytics | 3 | | | | | | X | |
| 29 | S | Goals: short, medium and long-term | 2 | | | | | X | | |
| 30 | ST | Inventory of assets at all schools; database | 2 | | | | | | | X |
| 31 | PR | Improve procurement and contract management | 1 | | | | | X | | |
| 32 | PR | Analyze usage of clearing accounts, charge-backs, pass-thru's | 2 | | | | | X | | |
| 33 | PR | Leverage PPO support services; central and zones | 1 | | | | | X | | |
| 34 | QW | Manage and partner with unions | 1 | | | | X | | | |
| 35 | QW | Relationships with production staff/council | 1 | | | | X | | | |
| 36 | QW | Align PPO and District strategies | 1 | | | | X | | | |
| 37 | QW | Create website, improve communications | 1 | | | | X | | | |
| 38 | QW | Service directory; call list for stakeholders | 1 | | | | X | | | |

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| 39 QW | Analyze and expedite current work order backlog; forecast resource requirements | 1 | | X | | | |
| 40 QW | Address Maximo implementation | 2 | 6 | X | | | |
| 41 P | Develop long-term recruitment plan | 1 | 8 | | | X | |
| 42 QW | Formal, recurring facilities & PPO meetings | 2 | | X | | | |
| 43 PR | Consolidate data sources used for tracking and reporting | 1 | | | X | | |
| 44 S | Assess large-scale Needs Assessment | 2 | 17 | | | | X |
| 45 PR | Master plan for "major repairs" | 1 | | | | X | |
| 46 PR | Create training and cross-training opportunities | 3 | 12, 14 | | | X | |
| 47 QW | Recurring PPO/Finance meetings | 1 | | X | | | |
| 48 ST | Automated, user-friendly maintenance reporting | 1 | | | X | | |
| 49 PR | Automated time-keeping across multiple locations | 1 | | | | X | |
| 50 P | Professionalism and consistency across trades | 1 | | | | X | |
| 51 QW | Update security protocols | 1 | | X | | | |
| 52 QW | Develop simple dashboard | 2 | | X | | | |
| 53 QW | Cross-divisional governance cmte; Cabinet-level | 1 | | X | | | |
| 54 | | | | | | | |
| 55 | | | | | | | |
| 56 | | | | | | | |
| TOTALS | | | | 14 | 18 | 16 | 5 |

Legend:

S = Strategy

P = People

PR = Process

ST = System

QW = Quick Win