



Division of Finance and Administration

DFA Strategy Map 2012 - 2017

Mission

We support CI's academic mission by transforming the delivery of services through continuous improvements, providing a foundation that is knowledge driven, flexible in approach, and entrepreneurial in spirit.

Vision

We are the recognized leader for delivery of outstanding services to our campus community.

Values

People---Centric: Teamwork, Collaboration, Relationship
Excellence: Efficiency, Accountability, Conscientious
Spirit: Fun, Magic, Pride, Integrity
 ~ Timeliness ~ Safety and Quality ~ Compassion ~ Trust and Respect ~ Dedication and Willingness ~ Sustainability

Our Value to Our Customers

We provide responsive, flexible and dependable services that reflect value

We ensure the safety of our community and the application of regulations and rules

We help solve complex problems by providing a range of operational expertise

Goals

Achieve Operational Excellence

- Prepare for growth
- Improve customer service
- Share expertise and services
- Succession planning

Recruit and Retain a Diverse and Talented Staff

- Create training and procedures manuals
- Foster entrepreneurship
- Offer robust development opportunities
- Community building

Enhance Resources

- Document processes
- Implement online, web-based, self-service solutions
- Streamline processes to be timely and efficient
- Eliminate signatures
- Improve reporting

Enrich Communication

- Improve websites.
- Add more communication tools (For example: Online hub, blog, newsletter, FAQ's, annual disclosures, online collaboration tool, contract and MOU repository)