

May 31, 2024

F&S STRATEGIC PLANNING COMMITTEE

Calendar Year 2024

Eric Smith, Chair, steering
Doni Walker, steering
Malikah Gordon, steering
Jeremy Neighbors, steering

Macie Sinn
Jim Sims
Bill Walsh
Mary Jane Gilly
Steve Bainbridge

Frank Colacicco
Maria Thompson
Brad Trankina
Cheryl Bicknell

Dear Colleagues:

Thank you for agreeing to serve on the Facilities & Services Strategic Planning Committee for the 2024 calendar year, and thank you for the work you have already initiated this spring. This committee will be the primary team developing the next F&S Strategic Plan. The draft prepared through this committee will be reviewed and finalized through the Executive Management Team (EMT), and it will ultimately be approved by the Associate Vice-Chancellor and Executive Director (AVCED) of F&S.

As the Planning Committee, you will be guided primarily by the Steering Committee, comprised of Eric, Malikah, Doni, and Jeremy. The goals in the plan will ultimately be the responsibility of the EMT to achieve, with support from all F&S employees. Five of the committee members on this team are also EMT members, and the rest of the EMT will be consistently engaged throughout the process.

This committee will be facilitated by Eric Smith, as the chairperson and director of F&S HR and Strategy. It will typically meet weekly each Wednesday from 9:30-10:30 a.m. via Teams through November 2024. This charge letter is being provided to confirm the scope of your responsibilities as the Strategic Planning Committee. The charge of this committee is to:

1. Review existing information available.
 - a. Review the last F&S Strategic Plan and current University plans and initiatives.
 - b. Review the existing F&S goals in the F&S annual report, such as increasing preventive maintenance.
2. Gather stakeholder input from employees, customers, and leadership.
 - a. Include input from employee satisfaction survey and stakeholder satisfaction survey.
 - b. Host focus groups and interviews throughout F&S.
 - c. Incorporate a strengths, weaknesses, opportunities, and threats (SWOT) analysis.
 - d. Share a summary of these findings to the EMT.
3. Prepare an agenda for a Strategic Planning Retreat, with the EMT members in summer 2024.
 - a. This should include recommended strategic goals for discussion and consideration.
 - b. The aim of the retreat should be to complete a draft/outline of the plan for review by the stakeholders.

4. Finalize the draft strategic plan.
 - a. Share the draft plan with stakeholders for review, comments, and clarifications.
 - b. Gather responses and recommend revisions to the plan for addressing the comments received.
 - c. Send the draft to the EMT for review and approval by the middle of October 2024.
5. Celebrate success!
 - a. The EMT will finalize the content of the F&S Strategic Plan.
 - b. The AVCED will ultimately approve the plan content.
 - c. The Customer Relations and Communications team will prepare the plan for printing.

Facilities & Services plays a pivotal role in providing our customers with a physical environment that is conducive to supporting learning, discovery, engagement, and economic development at the University of Illinois. We are also committed to ensuring that our employees work in a safe and diverse work environment that provides for their personal and professional development. As we chart our course, you must consider our customers' and employees' perspectives, needs, and aspirations.

- **Integration of Facilities & Services Impact:** Identify opportunities to align the work of Facilities & Services with the university's mission, goal, and strategic priorities. Explore how our efforts in infrastructure development, sustainability initiatives, and operational efficiency can directly contribute to supporting learning, discovery, engagement, and economic development both within the university community and beyond. **(Steering Committee and Planning Committee)**
- **Comprehensive Analysis:** Conduct a thorough analysis of internal and external factors that may impact our ability to provide and maintain a physical environment that supports learning, discovery, engagement, and economic development. This analysis may include considerations such as campus growth, technological advancements, sustainability goals, and stakeholder needs. **(Planning Committee)**
- **Vision Setting:** Collaborate with the Executive Management Team to articulate a clear and compelling vision for Facilities & Services, envisioning us as a responsive, reliable, and highly valued service provider. This vision should reflect our commitment to excellence and innovation in supporting the mission of the University of Illinois. **(Steering Committee and Planning Committee)**
- **Goal Identification:** Identify strategic goals and objectives with the Executive Management Team that align with our vision and mission, ensuring they are specific, measurable, achievable, relevant, and time-bound (SMART). These goals should encompass areas such as infrastructure development, sustainability initiatives, operational efficiency, and customer service excellence. **(Steering Committee and Planning Committee)**
- **Action Planning:** Develop actionable strategies and initiatives to achieve our strategic goals, outlining timelines, resource requirements, and key performance indicators (KPIs) to measure progress and success. These strategies should prioritize collaboration, innovation, and continuous improvement in all aspects of our operations. **(Steering Committee and Planning Committee)**
- **Risk Assessment:** Evaluate potential risks and uncertainties that may impact our ability to achieve our strategic objectives and develop contingency plans to mitigate these risks effectively. This

includes risks related to budgetary constraints, regulatory changes, technological disruptions, and unforeseen events. **(Steering Committee and Planning Committee)**

- **Stakeholder Engagement:** Engage with key stakeholders, which may include university leadership, faculty, Facilities & Services staff, students, and external partners, to solicit input, build consensus, and foster collaboration throughout the strategic planning process. Their perspectives and feedback are invaluable in shaping our strategic priorities and ensuring alignment with organizational goals. **(Planning Committee)**
- **Communication and Transparency:** Maintain open lines of communication with all stakeholders, providing regular updates on the progress of our strategic planning efforts and soliciting feedback to ensure alignment and accountability. Transparency and accountability are essential in fostering trust and confidence in our ability to deliver on its mission and vision. **(Planning Committee)**
- **Continuous Improvement:** Commit to a culture of continuous learning and improvement, regularly reviewing and refining our strategic plans in response to changing internal and external dynamics. This includes conducting periodic evaluations to assess the effectiveness of our strategies and initiatives and adjusting as needed to stay on course toward our goals. **(Steering Committee)**

This Strategic Planning Committee is charged for calendar year 2024, with the goal that the plan will be ready to be read on Reading Day, on December 12, 2024. (As my family would note, 12/12/24 is an auspicious day!) Again, thank you for your willingness to serve on this important collaborative committee.

Sincerely,



Morgan B. White
Interim Associate Vice Chancellor and Executive Director
Facilities & Services

CC: EMT