

MICHIGAN CIVIL SERVICE COMMISSION STRATEGIC PLAN

Mission

Provide an equitable, responsive employment system to effectively serve Michigan.



Vision

Deliver exceptional, innovative HR services.

Values

Innovative: Take a creative, strategic approach to change.

Effective: Deliver timely, accurate results.

Accountable: Take ownership of our work with integrity and diligence.

Collaborative: Work together respectfully, supportively, and inclusively.

Director's Message

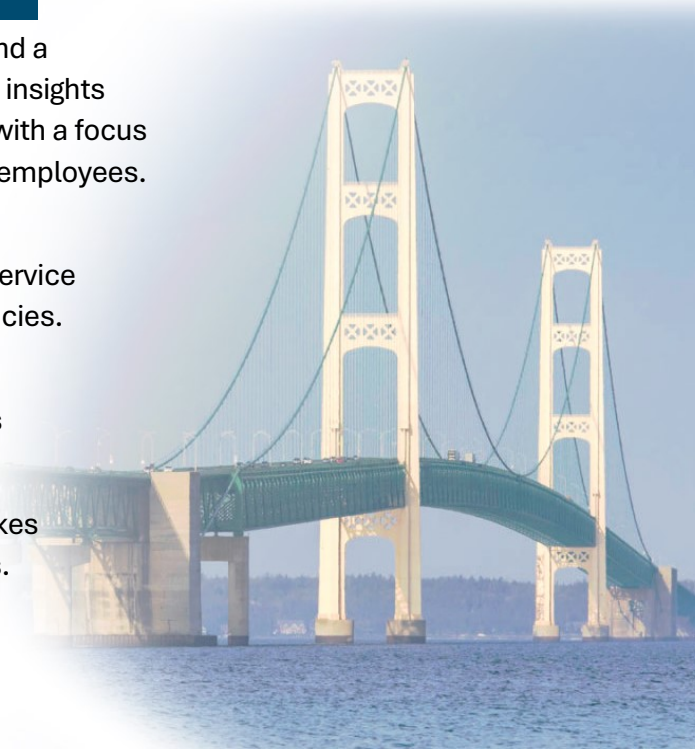
Our strategic plan sets a vision that reflects our high standards and a future path toward an even more effective civil service. Input and insights were gathered from across the agency to develop our new plan, with a focus on continuously improving our performance and engaging all our employees.

We are unique among state civil service agencies in that we are entrusted with both constitutional authority to regulate our civil service and the crucial duty of providing direct HR services for state agencies.

This plan focuses on finding ways to leverage the insights and expertise from both of these roles through ongoing conversations across the different work areas in our agency.

Our focused work under this plan can allow collaboration that takes civil service to new heights for the benefit of our state's residents.

A handwritten signature in black ink, appearing to read "John Smith", is positioned at the bottom left of the page. The signature is written in a cursive style with a long horizontal line extending to the right.



MICHIGAN CIVIL SERVICE COMMISSION

GOALS AND OBJECTIVES

Fourteen people from across the agency, from HR offices and central office, worked together over several months to build our new strategic plan. The group identified three broad goals and developed both strategic and tactical objectives for each goal to provide a framework for putting the goals into action. The team developed plans with individual steps for completing each objective. These plans assign responsibility and timelines to ensure that this strategic plan does not just go on a shelf, but rather is used to move our organization and state forward. A high-level snapshot of each goal and objective appears below.



Goal 1: Partner with Agencies

This goal is centered around establishing workgroups with members from both HR offices and central office to identify areas of concern and generate ideas and recommended changes to processes. We will implement the changes that we can and explain why for those we do not. To begin, teams will look at recruitment and retention, training, the classification plan, and IT projects. We will also re-examine the surveys we use to gather feedback from our customers to improve operations.

Goal 2: Attract and Retain Exceptional Employees

This goal involves establishing baselines for hiring and retention with a focus on identified difficult-to-recruit positions. We will develop ideas to address concerns with input from agencies and external partners. We will establish metrics to measure our success in attracting and keeping employees. The workgroup will re-examine our partnerships with outside entities, look at resources for employee training and development, and review vacancy postings to ensure more attractive language to attract prospective employees.

Goal 3: Optimize the Use of Technology

This goal focuses on our use of technology, including implementing new software for the MI HR Service Center, Disability Management Office, and Employee Benefits Division, to improve customer service. Upgrades to HRMN will be completed with input from users to improve efficiency for HR staff, and we will expand the use of technology in Content Manager to increase efficiencies and reduce the time needed to fill positions.