



# BUSINESS SERVICES

## Operational Plan 2019-2023

### Our Mission

As a community of multi-disciplined professionals, we are committed to providing exceptional business services contributing to teaching and learning through a collaborative, supportive and positive working-learning environment.

### Our Community

The Business Services community includes:

- Facility and Construction Services
  - Financial and Payroll Services
  - Human Resource Services
  - Information Technology Services
  - Procurement Services
  - Transportation Services
- We also work closely with and support Communication Services*

### Our Commitment

Business Services provides ...

- Integrated and data-driven decision making and support
- Leadership development
- A service-focused culture
- Accountability and transparency
- Innovative and efficient processes
- Easy access to our programs and services

### Our Priorities

#### EXCELLENCE IN BUSINESS SERVICE



*To lead and model best practices in business services.*

- Align policies, administrative procedures and forms with current practices and other requirements
- Establish and communicate service level standards for each department
- Clarify the roles and responsibilities of Business Services
- Provide users with training and resources to better understand and utilize business services
- Continuously evaluate and adapt innovative and efficient processes aligning with the needs of the system
- Develop and implement a continuous feedback mechanism

#### TEACHING AND LEARNING



*To support the needs of our students and staff in achieving life-long learning.*

- Provide staff/students with training and resources to better utilize technology and services relevant to their learning needs
- Ensure staff/students have the appropriate resources required to support their learning within the available budgets
- Provide leadership opportunities that focus on preparing staff for future roles (Administrators, Managers)
- Continuously evaluate and adapt innovative and efficient processes aligning with the needs of the system

#### STEWARDSHIP OF RESOURCES



*To establish integrated decision-making structures and processes to support the responsible allocation of resources.*

- Provide a value-driven procurement process
- Strengthen the connection between the strategic plan, budget, and other processes
- Enhance the Board's financial reporting, monitoring, and forecasting models
- Advance sustainability programs and environmental initiatives
- Enhance and promote the use of research, data, and evidence to guide decision making and actions in teaching, administration, and governance

#### COMMUNITY AND ENGAGEMENT



*To enhance our learning/working environment that supports innovation, cooperation and collaboration.*

- Work collaboratively with our Catholic Education and Community Partners
- Create opportunities and participate in meaningful dialogue, feedback and input from a variety of stakeholders
- Nurture the well-being of all students and staff