

Administration

Quarterly review

Q3 - 2015/16

Team size during this quarter: 12

Time spent: strengthen 40%, focus 30%, experiment 30%

See slides for metrics

Q3 - Administration - Travel Highlights



Airfare spend for Jan-Mar is **\$220,390**, **290** airline tickets issued

Hotels spend for Jan-Mar is **\$71,237**, **77** hotel stays/rooms booked,

What's in these numbers and kept the Travel team busy?

- Education Collab. Stockholm, (20 staff/volunteers + hotel)
- Reading Off- site in Colorado (24 staff + hotel)
- "New Readers" Research project - Mexico (6 staff + hotel)
- Hackathon Jerusalem (36 staff + hotel)
- WMCON16 Berlin (46 staff/volunteers + hotel)
- WMCON16 Berlin scholarship recipients with T&T (100 volunteers)
- Analytics team Offsite in Berlin (7 staff)
- Editing team Offsite in Vancouver (10 staff + hotel)
- FDC meeting in Warsaw (13 staff/board/volunteers + hotel)
- Reconciliation and planning hours:
 - a. JPMorgan/Concur reconciliations totaling \$263,895 (18 hrs)
 - b. WEX (hotel payments) reconciliations totalling \$19,402 (6 hrs)
 - c. Wikimania prep with Ellie - outlining roles for clarity, risk and work-load balance with CE.

Q3 - Administration

Highlights

FY 2015-16 Q3 (Jan, Feb, March, 2016)

In addition to core work and goals within travel, facilities, front office, dept admins, internal communication, & safety:

- Managed eight week contract and transition of EA, supported logistics of ED transition.
- Support onboarding of new CFO
- Reorganized EA positions to support interim ED, Board and C-level team.
- Facilities managed disruptive elevator repair with landlord.
- Pilot team and power users for Cobblestone contract s/w
- Develop annual budget for real estate and HOA, cut where possible by 10 - 20%

- **# Contracts processed: 86**
 - (53 vendor/service, 33 personnel)
- **# Events managed: 41**
 - Off hours events (eve & weekends) : 9
 - On hour events (8:00am - 5:00pm): 32
- **# Onboard users: 28** (staff, interns, contractors)
- **# Offboard users: 32** (staff, interns, contractors)
- **# Local team offsites : 6**
 - (3 Engineering 3 CE)
- **# Global team offsites: 5** (see slide 2 for detail)
- **# Global org wide events: 4** (see slide 2 for detail)
- **# Office visitors: 191**
- **Budget: Administration (HOA)**
 - \$3.1M under management
 - reduce current year forecasts and budget by 5-8%

Q3 - Administration

Objective: Deliver All hands and evaluation



Objective	Measure of success	Status
<p>Deliver successful org wide All hands event Jan 7 -8, 2016. Post evaluation.</p> <p><i>Team members directly involved: 5</i> <i>Cross org team members: 7</i></p> <p>(Experiment)</p>	<p>Evaluation feedback and expense records.</p>	<p>Completed event. Feedback and lessons learned posted on office wiki.</p>

Key Learnings:

Should it be annual?

Early January not an ideal time for event.

A large cross org team came together to design purpose, develop content, and manage logistics within budget to meet the connection and engagement needs of 260 staff for successful internal event. The event received very positive feedback. Detail for lessons learned and evaluation of event found on office wiki.

Q3 - Administration

Objective: Real Estate



Objective	Measure of success	Status
Develop report of findings for real estate options based on best practices and needs of WMF offices	Rev.1 Budget forecasts developed, productivity options developed for office needs profile. Leave room for creative and opportunistic options to be researched.	Rev 1 Budget and office space scenarios developed as well as draft scorecard to measure options as they become available.

Key Learnings & Information:

Timeline shifts and slight delay due to WMF Transitions; 4 exec. partners on project in 8 mos.

Need to be mindful and transparent about staff expectations

Re-engaging the working group

We will continue to focus on improved remote engagement, almost 40% of our teammates are virtual. Launch cross org working group to help socialize new behaviors needed for consolidated space; This group will do more over the next two quarters. Forecasting figures are conservative with uncertainties. Continue to review historical building option. CBRE and VITAL continue to work well with WMF to bring different strengths and vantage to this important project and decision.

Q3 - Administration

Objective: Time for Admin team building



Objective	Measure of success	Status
Deliver team development workshop that creates bonding time together, and more understanding of each team mates' style and behavior.	Administration team participation is high and evaluation reflects positive impact in self and team learning.	Completed training on Jan 28 2016. Used a tool to better understand and categorize team members own personal style and behavior in both easy and challenging times. According evaluation and feedback, Team found time and information valuable.

Key Learnings:

Admin stays stronger as a team with development time together.

The Personal Values Inventory tool that we used created a great conversation about how we solve and work together within our different styles. It is a tool that I can also use with the team members at an individual level for better understanding and clarity on their styles and needs. It was a cost effective, easy to learn concept about how we each work differently, and provided a road map and glossary of tendencies that help us understand each other better individually and within a team in both challenging and comfortable circumstances.