Agenda

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Administration Team

The goal of the Administration is to support our mission by leading, supporting, improving, and maintaining infrastructure in the following 6 areas:

I. Support prudent operational business infrastructure
II. Create and maintain evolving, productive, engaging work environments
III. Create, develop and support *quality service teams
IV. Develop and maintain internal business operations documentation
V. Develop and maintain safety and security of physical offices
VI. Provide quality Travel services for staff and community

*Quality = relevant, innovative, accountable, nimble, creative, technical, scalable
Support Staff
(12)

# = support Staff
Recent Backfills

Karen Zwicker
Travel Coordinator
Req #: 216

Marti Johnson
Project Coordinator
Req #: 58

Janet Renteria
Office Coordinator
Req #: 59

Open Req #: 56
Prepare for conversion - M. Niesler
Engineering Support

Open Req #: 111
Prepare for conversion - J. Kim
Legal, Comms, FR Support
What we said
# 2014 - 2015 Admin priorities

<table>
<thead>
<tr>
<th>Annual priorities</th>
<th>Serves what team Purpose?</th>
</tr>
</thead>
<tbody>
<tr>
<td>5th Floor expansion and redesign</td>
<td>II. Create and maintain evolving, productive, engaging work environments</td>
</tr>
<tr>
<td>Create more robust orientation for dept support staff (ambassadors, trainers)</td>
<td>III. Create, develop and support *quality service teams</td>
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<tr>
<td>Refinement of documentation on Admin wiki</td>
<td>IV. Develop and maintain internal business operations documentation</td>
</tr>
<tr>
<td>Continue to streamline and centralize Travel services to meet increased demand</td>
<td>VI. Provide quality Travel services for staff and community</td>
</tr>
<tr>
<td>Increase security of physical office and partner with HR on Safety team</td>
<td>V. Develop and maintain safety and security of physical offices</td>
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<tr>
<td>ED transition</td>
<td>III. Create, develop and support *quality service teams</td>
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</tbody>
</table>

*Quality = relevant, innovative, accountable, nimble, creative, technical, scalable*
What we did
<table>
<thead>
<tr>
<th>Objective</th>
<th>Measure of success</th>
<th>Dependency</th>
<th>ETA</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>5th Floor Project Launch and SOW identified, approved and communicated to org on wiki</td>
<td>Scope, Timeline and budget needs communicated, adjusted and met accordingly</td>
<td>Scope, Vendor changes, availability. Contract discussion and approvals.</td>
<td>12/15</td>
<td>Delayed by one month due to dependencies On target to do by January 15</td>
</tr>
<tr>
<td>Recruit and Hire for open Req positions (3)</td>
<td>Teamwork, retained morale, services provision while finding the right match.</td>
<td>Competing priorities, recruiting team support.</td>
<td>12/1</td>
<td>1 req hired 2 req conversions planned for Jan</td>
</tr>
<tr>
<td>Volunteer as internal Partner on Office Wiki revision launch, coordinate SOW for project with contractor, Erik and Philippe</td>
<td>Relevant SOW outlined and endorsed by leadership. Support Productive deliverables and coordination with WMF - bridge with Contractor.</td>
<td>Alignment and communication of leadership. Contractor support.</td>
<td>11/28</td>
<td>Bringing in HR and orientation effort to project. Contractor coming on site in January <a href="#">SOW for internal wiki support</a></td>
</tr>
<tr>
<td>Develop Engineering support team; complete inventory of services and assignments together.</td>
<td>Increased ownership, teamwork and morale of team members. Take before and after surveys of members.</td>
<td>Fill open position No changes in current support team of 3.</td>
<td>11/1</td>
<td>Deferred to January due to late hire. sub-Team well positioned for planned development</td>
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Callouts and Metrics
Callouts and Metrics

- Two Staff recruited (promoted) from team:
- 1 Staff separation (GLEE - Q1)
- Resourced Recruiting scheduler for team when needed (Q1)
- Resourced data entry staff for FLUXX migration of grants (Q2)
- OIT Management shifted back to Garfield (July Q1)
- Current and relevant needs with C-levels and Directors receiving support

**July - December 2014-2015**

- 65 new users* added
top hit: 14 Engineering new users
- 31 users* separated from organization top hit: (11 Engineering separations)
- Hosted 31 after hours, events and meetings with outside quests
- Travel 435 flights, $470K
- Approx 209 of 232 total org contracts shepherded by Admin staff

users = employees, contractors, interns, volunteers
What we learned
A few things we learned:

Work more directly with CFA to understand his priorities and break into smaller operational improvement/refinement working groups (ie, Tony, Lynette, Luis - PO/Contracts)

Through modeling and direct communication we are learning to work better together, hold each other accountable and begin risking more for refinement and consistencies.

Pushed support team to limits being down multiple staff for almost too long. November morale low.

Partnership, alignment and agreements are key at leadership levels to move agendas and facilitate refinements.
What’s next
<table>
<thead>
<tr>
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<th>Measure of success</th>
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<th>Status</th>
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</thead>
<tbody>
<tr>
<td>5th Floor Implementation</td>
<td>Goals of Project met 5th Floor Goals</td>
<td>Change orders, variables with trades, equip/material lead times.</td>
<td>3/15</td>
<td></td>
</tr>
<tr>
<td>Partner with CFA on Business</td>
<td>Goals for identified systems outlined with requested</td>
<td>Communication and assigned facilitation and leadership support</td>
<td>3/30</td>
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<tr>
<td>Operations improvements efforts</td>
<td>engagement from HR, Admin, Legal, Finance outlined</td>
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<tr>
<td>Partner on Office Wiki revision</td>
<td>On wiki outline of work communicated and additional</td>
<td>Alignment and communication of leadership. Contractor support.</td>
<td>3/1</td>
<td></td>
</tr>
<tr>
<td>launch. Phased implementation</td>
<td>leadership engaged on purpose and next steps</td>
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<tr>
<td>Develop Admin wide inventory of</td>
<td>Increased accountability and engagement of team. Include</td>
<td>Competing priorities, staffing in implementation team consistent</td>
<td>3/1</td>
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<tr>
<td>services and wiki training</td>
<td>development elements of team members. Deliver iterative</td>
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<td>performed by all Admin members.</td>
<td>product. Increase knowledge in team members.</td>
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<td>Create experts</td>
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Asks
Asks:

- Questions for me?
- What do you appreciate?
- What do you think we do really well?
- What do you think needs attention?
- What do you have more questions about?
- What do you think is the most critical thing we/I can do to support WMF as we evolve and mature as an organization?
- Facility questions if have the time:

Thank you for this time and your support.