Leadership and Vision
Key Performance Indicator (KPI) Strategic Alignment

DIP Goal Linkage	KPI #	Key Performance Indicator	Goal and Measurement	Associated Goal Definition
DIP-4	L&V-1	Customer Satisfaction	Achieve excellent customer satisfaction levels of at least 95% as measured by customer follow-up surveys for all service requests.	Customer satisfaction is a measurement of the degree to which customers perceive their expectations were met.
DIP-4	L&V-2	Employee Well-Being	Achieve employee well-being levels of at least 90% as measured by monthly employee satisfaction surveys	Employee well-being is the level of contentment employees feel about their work including impact and appreciation for their contributions, having the tools needed to do their jobs, overall level of satisfaction, and the degree of passion they have for their work.
DIP-4	L&V-3	Transformation and Vision	Achieve 100% goal as measured by each team leader conducting a weekly transformation vision meeting that includes an agenda, a leadership topic focused on transformation and innovation, and a review of operational progress	Technology Transformation Team meetings are regularly scheduled meetings with planned agendas and notes taken that involve all team members. The meeting includes a time to pause and take time to focus on high-level, visionary, technology transformation, leadership, and team-building opportunities.
DIP-4	L&V-4	Instructional Focus	Assess and verify educational and instructional systems using emerging technologies are effective by spending 25% of time with key customers and staff members.	Assessing how emerging technologies are being used in the classrooms to promote student learning is key in education transformation. Verifying that emerging technology are creating opportunities for instructional transformation is our highest priority. Translating findings into improvement opportunities will be addressed as high priority initiatives.
DIP-1	L&V-5	Technology Leadership and Communication	Achieve 100% goal as measured by posting each team's progress, plans, recognitions, reflections, innovations, and transformations by Monday at 2:00 p.m.	Technology Leadership and Communication is an online web-based method of communicating team achievements and department progress, recognizing staff, organizing team initiatives, and providing help, resources, and contacts. It also includes social media communication such as tweeting.
DIP-1	L&V-6	Strategic Planning and Goal Alignment	Achieve 100% goal of strategically aligning the District Improvement Plan with department goals, team goals, and employee goals.	Strategic planning and goal alignment is a state of consistency among plans, processes, information, resource decisions, workforce capability and capacity, actions, results, and analyses that are aligned with key organization-wide goals.
DIP-2	L&V-7	Measurement and Analysis	Achieve 100% goal as measured by all teams using KPIs with quantifiable measurements to manage their performance with target goals and results posted on the website.	Team Key Performance Indicators (KPIs) are the measurements of how a team performs against their goals. KPIs guage the effectiveness of the various functions and processes important to achieving the district's strategic plans.
DIP-1	L&V-8	Workforce Capability and Capacity	Achieve 100% goal of all teams having the capability and capacity to provide services assigned to their team resulting in a quarterly review with each team.	Capability and capacity is measured by critically analyzing service needs, performance plans, workforce capability and future needs, resulting in developing annual performance goals and conducting quarterly reviews with each team.

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DIP-2	L&V-9	Process Documentation	Achieve 100% goal by having all teams document at least 3 formal key processes each year and post on the website.	Process documenation are key documents that outline in writting in a web-accessible, standard format, the steps necessary to complete a task or process. It is an internal, ongoing documentation of the process while it is occurring. Documentation cares more about the "how" of implementation rather than the "what."
DIP-1	L&V-10	Cross Training and Career Succession Planning	Maintain plans for cross training, career planning and succession planning for 100% of all staff.	Maintaining cross training for staff in all areas of the organization, as well as mission critical systems, is an effective method for preparing other employees to provide coverage in key areas. It positions the team for sustainability and creates a more agile workforce. Teams that cross-train are better equiped to deliver seamless service, even in times of disruption. It also forces teams to refine their processes for greater efficiency. Career-Succession planning is the identification, prediction, and development of potential successors for key positions in the organization, through a systematic evaluation process and training. This inreases the availability of experienced and capable employees that are prepared to assume these roles as they become available. Effective succession planning is building a series of feeder groups up and down the entire leadership progression of staff.
DIP-4	L&V 11	Recognition	Achieve 100% goal with each team leader recognizing at least one person from their team, each week, based on the organizational core values, and post the recognition on the website by 2:00 on Mondays.	Each team builds organizational capacity using the core values as guiding principles for how staff provides service to the district, and recognizes staff members for their performance.
DIP-3	L&V 12	2014 Bond Technology Infrastructure Upgrade	Achieve 100% completion of the 2014 Bond Technology Infrastructure upgrade by meeting scheduled milestones within the allocated budget for each project.	The 2014 Bond Technology Infrastructure upgrade includes a budget allocation of $217,256,055 for 14 projects in 20 technology categories.