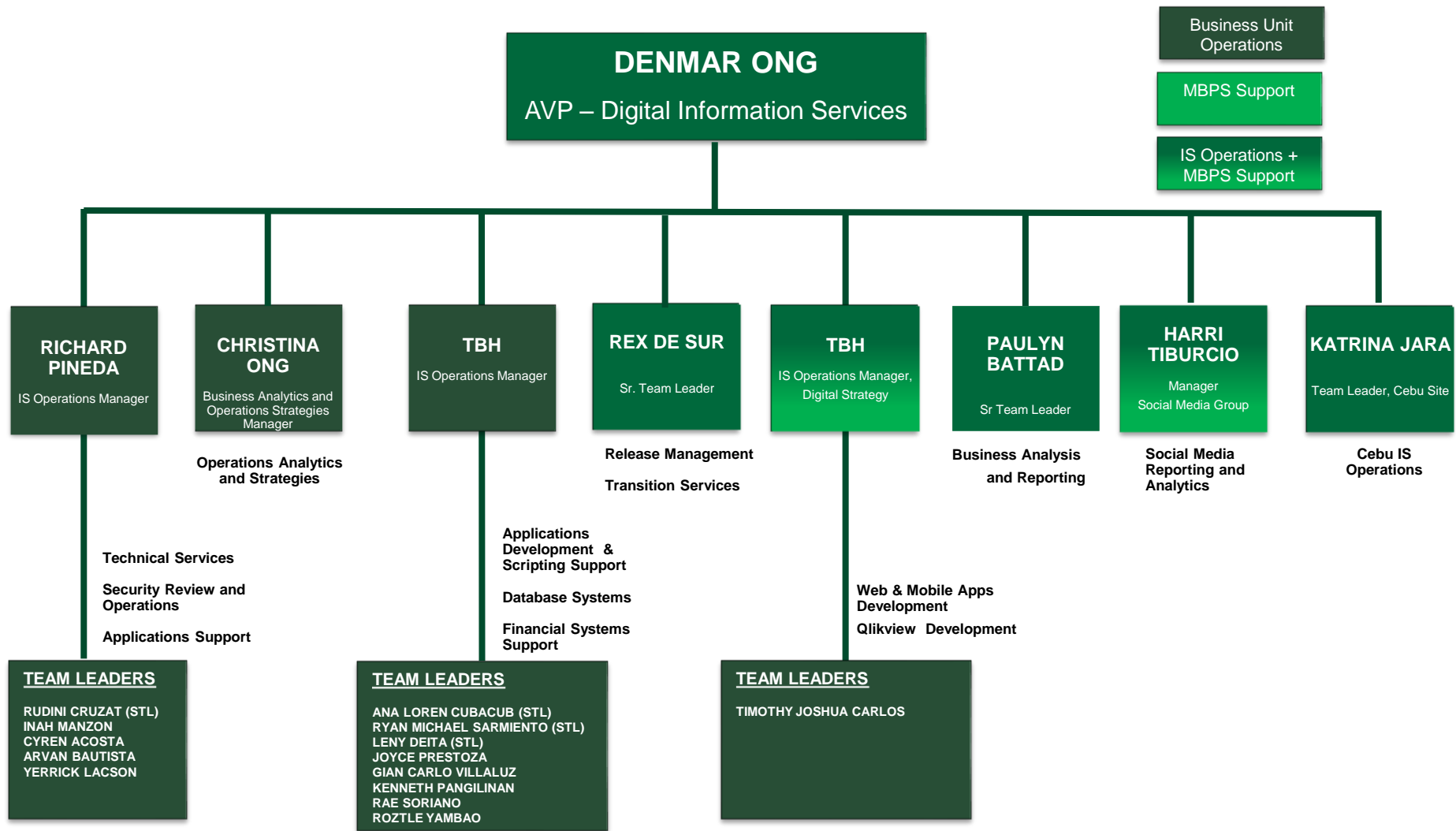


ORGANIZATIONAL STRUCTURE

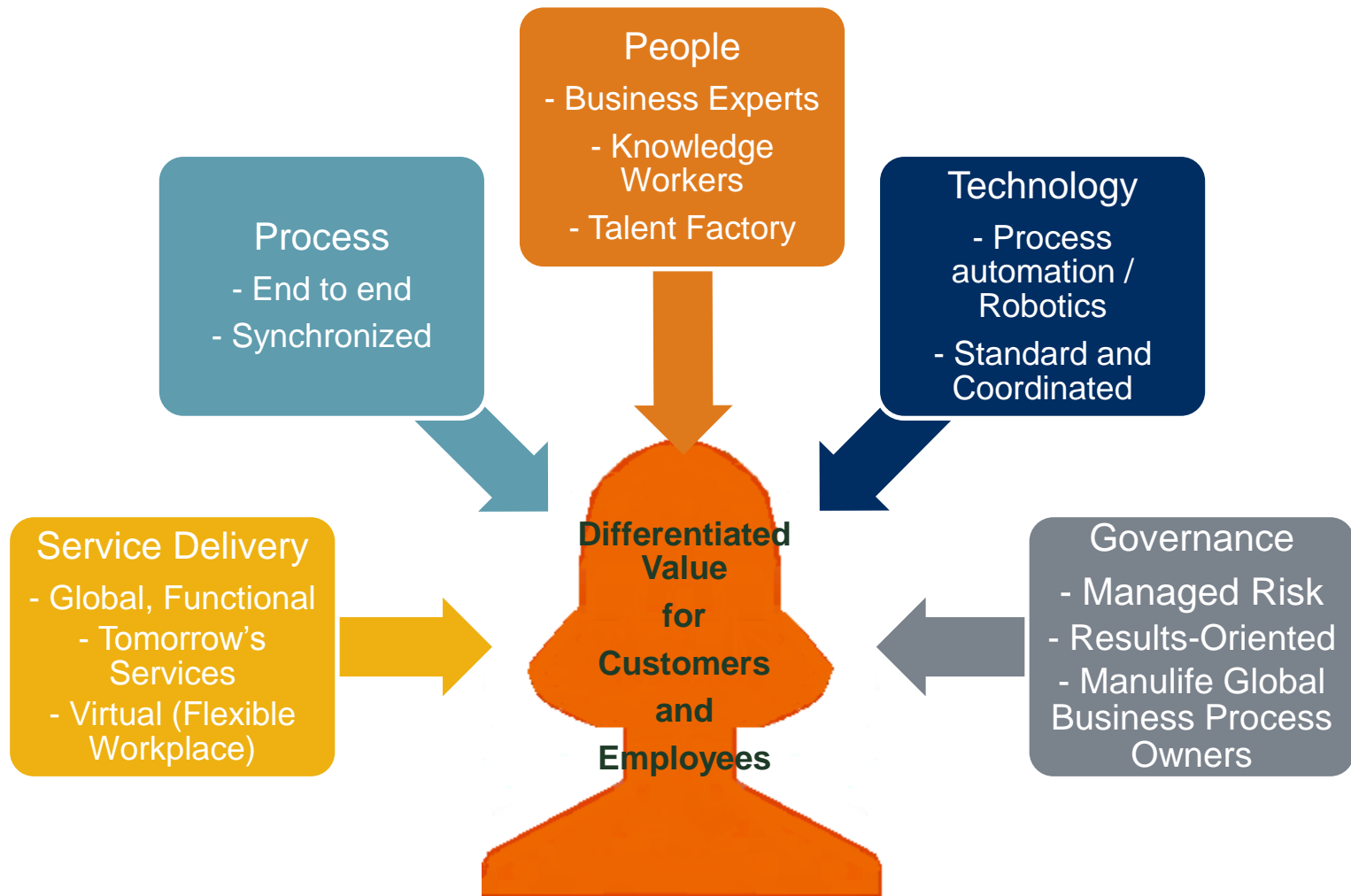


Mission/Vision



“Digital Information Services will Develop and Empower the MBPS Community through Digital Applications and Devices that will Expand Business Services and Build a Productive Digital Work Environment; Learn and Develop New Capabilities in Business Analytics and Explore More Digital Capabilities.”

2017 Strategies



2017 Aspirations & Inspirations

PERFORMANCE

1. Performance Metrics & Service Level Agreement
2. MBPS Operations Standards
3. Project Management
4. Staff & Leadership Competencies.

PROCESS

1. BPMN Workflow Documentation Updates & Enhancements
2. Business Services & Process Workflow Improvement
3. MBPS DIS Operations Standards
4. Results Oriented Governance
5. Operations Risk Management
6. Digerati, Digital NEST (New & Emerging Systems and Technologies)

COST EFFICIENCIES

1. Cost Savings – Travel, Training, FTE
2. Technology & Cost Efficiencies on the use of Mobile Phones, DSL, etc.
3. Financial Prudence Concepts

CUSTOMER/EMPLOYEE EXPERIENCE

1. Business Unit / Onshore Contact Relationship Management
1. Staff & Leader Career Management
2. Quarterly Leadership Effectiveness Survey
3. AON Hewitt Survey for DIS
4. Value Added Service / WOW our Customers