

# 1999 Planning Summary for Publishing, Document & Distribution Services

Goal	Indicators	Evidence
1. Evaluate all positions within the PDDS organization to determine appropriate classification and rank.	<ul style="list-style-type: none"> <li>• Document of adjusted position rankings for all PDDS positions</li> </ul>	<ul style="list-style-type: none"> <li>• Document of rankings on file and all employees were informed of results.</li> </ul>
2. Assess the financial management needs of PDDS and recruit, hire, and train a Financial Manager/Controller/Officer.	<ul style="list-style-type: none"> <li>• Recruitment, interviewing, and selection of successful candidate.</li> </ul>	<ul style="list-style-type: none"> <li>• Recruited, interviewed, and selected candidate.</li> </ul>
3. Implement a Y2K reparation plan.	<ul style="list-style-type: none"> <li>• Documented plan on file.</li> </ul>	<ul style="list-style-type: none"> <li>• A series of solutions, hardware, and software replacements and upgrades was initiated. No problems were experienced on 1-1-00.</li> </ul>
4. Implement a plan to replace older photocopiers in the Campus Duplicating Centers with technologically advanced copiers and printers. This includes establishing a digital network which allows us to electronically send jobs back and forth from each Duplicating Center, as well as, to and from the DocuTech 6135 located at CS#4.	<ul style="list-style-type: none"> <li>• Increased productivity.</li> <li>• Better adherence to deadlines.</li> <li>• Better sharing of work load.</li> </ul>	<ul style="list-style-type: none"> <li>• All three duplicating centers are equipped with a high speed printing device and Xerox DigiPath.</li> <li>• PDDS now has the capability in place to scan documents at any location and send them over the network to be produced at any other facility.</li> </ul>
5. Strengthen our products and services sales efforts and increase our presence on campus.	<ul style="list-style-type: none"> <li>• Plan initiated to promote our services.</li> <li>• Increased customer awareness and satisfaction.</li> </ul>	<ul style="list-style-type: none"> <li>• F.R.E.S.H. Start program initiated with customers. F.R.E.S.H. stands for Formulating or Renewing Expectations for Service Harmony.</li> </ul>