



## AGENDA REPORT TO BOARD OF DIRECTORS

### MEETING DATE:

Item:	COO Project Updates
Presenters:	Jeff Armour, COO
Purpose of Report:	For Information

### Recommendation:

The Board of Directors receives this report for information on the Projects underway for the COO.

### Background:

As part of the role of the COO position they are to undertake Board initiated projects to ensure the organization is moving in a direction intended. This report serves as a high level update for those projects. More information is always available directly from the COO at the monthly meetings or offline at any point.

### Projects:

**Performance Development and Review** – We can **close** this project as the system is now in effect and integrating with the rest of the Human Resource and organizational procedures. All outcomes are complete and working well.


**Balanced Scorecard** – Departmental Scorecards complete using the strategic plan as a backbone. Main KPI's have been bucketed and will be tracked to ensure the organization is adhering and tracking to them. Board will get a high level report that reflects those efforts as they relate to the Strategic Plan. Executive are “tagging” their platform points, advocacy efforts and initiatives with one of the 5 areas of focus. There is no time or need to build tactical as we are starting with the results and working backwards to the project charters and policy papers/advocacy efforts that will result.

**Process Mapping and Knowledge Management** – this is progressing very well with the departments slowly getting put through the process. IT has built transition systems to capture the information from executive to executive and we are also planning to bring online a knowledge management position which is in the budget for January 2018. This person will become the “librarian” for massive amount of data, communication and work that is done every year.

**Succession and Retention Strategies** – on track as per Karla’s report submitted to the board in April. Job descriptions and Role profiles are being examined and built. Gap analysis will come next. This project is on track with no foreseeable issues.

**Program and Service Review** - This is an output from Balanced Scorecard and will not be addressed until well into 2018 – perhaps at the summer Board meeting in 2018.

**Attachments:**

COO Review:	Jeff Armour	
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