



# Know Your Role

## *Strategic Update*

### Director's Corner

#### Service Support Program (SSP) Training & Development

The purpose of the PAIO training and development initiative is to provide front line supervisors the tools to effectively run an SSP Council meeting. The targeted audience is current SSP Council facilitators, and the intent is for those individuals to leave the training session with a clear understanding of the purpose of the SSP Council meeting, a standardized manner of documenting the meeting, and development of key SSP action plans.

Conducting SSP Council meetings allows Fort Meade to validate IMCOM CLS/SSP documentation which spells out the manner in which we, the Service providers, are being rated through the Installation Status Report (ISR-Services).

PAIO representatives will coordinate scheduling with POCs from each directorate.

In understanding the broad scope of IMCOM's Strategic Planning concept, which imbeds sustainability as its primary principle, it is imperative that we speak in one voice throughout the Installation. Strategic planning is a systematic process that identifies the current status of the Installation, including its mission, vision for the future, needs (strengths, weaknesses, opportunities, and threats), goals, action plans, and metrics. Strategic planning is the cornerstone of all successful Installations Army-wide for without strategic planning, the Installation would never know where it is going—much less know if it ever got there. Listed below are key terms for Fort Meade's workforce, stakeholders, and community.

**Mission**—Is a broad description of What We do, For Whom We Do It. It is foundational and states the purpose of the Installation's existence. It answers the question "why do we do what we do?"

**Vision**—Describes an image or description of the Installation we aspire to become in the future. Vision statements are the result of mission statements added to core beliefs and Installation/Directorate goals.

**Goals**—are the programs, projects, plans or activities, prioritized annually, which must be accomplished in order to achieve a stated initiative and/or mission.

**Action Plans**—specify the actions needed to address operational level activities that must occur to make it possible to achieve the performance targets.

**Objectives**—are specific, measurable statements of what will be done to achieve goals within a time frame of one year or less. The best objectives are SMART – specific, measurable, agreed upon, reasonable, and time-limited.

**Metrics**—are used to track the progress of action plans, which helps to document the achievement of the strategic plan provided by Higher Headquarters.

"Customers First, Excellence in Installation Support Always"

*Bernadette Baldeo, Director*

*Plans, Analysis & Integration Office (PAIO)*

### Fort George G. Meade - Mission & Vision

**Mission**—Enable critical national security mission by providing our customers and community the facilities and infrastructure they require, the quality of life they deserve, and safe, secure environment in which to work and live.

**Vision**—Our customers will recognize Fort Meade as the **Best in Class** for garrison-provided support. We will inspire our present and future customers with unrivaled enthusiasm and professionalism while striving to provide:

- Highly trained and motivated staff certified to standard and focused on customer service.
- Innovative programs and services developed in collaboration with our customers to help them achieve their goals.
- The finest infrastructure, well maintained, and rarely, if ever, out of service.
- An installation renowned for high quality in all areas, exceeding customer expectations.
- Dynamic partnerships, cooperation and teamwork with individuals, community groups, units and organizations inside and outside our gates.



COL Thomas taking a moment to address the Strategic Action Planning Symposium attendees and to explain his philosophy on the strategic process. The symposium was held on 19 August 2009 at the McGill Training Facility.

## Action Plans

An action plan is designed after the main goals and objectives have been set in order to attain the mission in a straightforward and measurable manner. The action plan allows for attainment of those goals.

In essence, an action plan consists of who is going to do what and by when and in what order for the organization to reach its strategic goals. These plans allow for the individual to see the linkage between their everyday activities and the organizations' mission.

An action plan should include: the goal(s) that are to be accomplished; how each goal contributes to the organization's overall strategic goals; what specific results (or objectives) must be accomplished; how those results will be achieved, and finally when the results will be achieved (or timelines for each objective).

Per the Installation Commander, activities with higher levels of complexity, risk, and levels of funding should be conducted with a more methodical decision making process and thus meet the need for development of an action plan. Please speak with your immediate supervisor or Director to ensure you are constructing your action plan in the required format.



*Action Plans are discussed and developed in group settings allowing for buy in and collaboration. Above image of Senior Leadership Conference where Fort Meade action plans were discussed and exercises conducted to stress importance of methodical decision making process.*

## Fort George G. Meade - Goals & Objectives

In order to successfully achieve the stated mission, specific goals have to be indentified. It is through the completion of these goals that the Installation will move closer to reaching its mission and making its vision a reality.

Goals are developed by the Installation's senior leaders and linked to IMCOM's Common Levels of Support (CLS) through objectives. As a workforce member, you should be able to identify which goal you belong to and understand how your daily actions support the greater good of the Installation. The below chart details the Installation's five goals and highlights the importance of knowing where you fit within the strategic plan.



### Where do YOU fit into the FGGM Strategic Plan?

#### Goal 1

Maintain and improve the quality of life for the Fort Meade customers and community.

#### Goal 2

Maintain and improve installation infrastructure, facilities, technology and environment.

#### Goal 3

Provide a safe and secure environment.



#### Goal 4

Maintain a mission-ready workforce that continuously improves and upgrades its capabilities.

#### Goal 5

C2 - Maintain and improve practices and processes to maximize efficiency and effectiveness.



**FORT GEORGE G. MEADE'S STRATEGIC NEWSLETTER**

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### Where do YOU fit into the FGGM Strategic Plan?