



Corporate Work Plan

December 1, 2020

Corporate Work Plan

The Corporate Work Plan outlines the initiatives that we will undertake as an organization in the next couple of years. Criteria considered for an initiative being listed on the Corporate Work Plan vs a Family or Business Unit Work Plan includes:

- Alignment with Corporate Strategic Plan
- Risk to the organization
- Public impact
- Political impact – municipal and other levels of government
- Financial impact
- Cross-corporate impact
- Resources required

In addition to the Corporate Work Plan, we will also be supporting initiatives in the Council Work Plan and continuing with the KPMG recommendations.

	Initiative	Timeline
People Excellence		
	Implement Talent Management Employee Performance Program	Q2 2019 - Q2 2021
	Implement Talent Management Learning & Development system	Q2 2019 - Q2 2021
	Implement Organizational Health program	Q2 2019 - Q4 2021
	Conduct COR Audit	Q3 2020 - Q3 2021
	Implement Health & Safety Virtual Training	Q3 2020 - End of COVID Pandemic
	Diversity & Inclusion	Q1- Q4 of 2021
Performance Excellence		
	Train, Roll Out & Implement Performance Excellence Framework to organization	Q4 2020 - Q2 2021
	Prepare for new Council Strategic Plan	Q3 2021
	Prepare 2022 Council Strategy & Work Plan	Q4 2021
	Prepare 2022 Corporate, Family & BU Work Plans	Q3 -Q4 2021
	Implement Integrated Information Management System	Q3 2021 - Q4 2022
	Implement Financial Information Portal	Q2 2021 - Q4 2021
Customer Service Excellence		
	Develop & implement Customer Service Philosophy & Standards via Customer Experience Committee	Q1 - Q4 2021
	Centralize Customer Service at City Hall	Q1 - Q2 2021

Expand online customer services:
Omni Channel 311 & Online Chat
resource Q3 2021

Reimagine Lethbridge.ca with a
citizen centric lens. By Q4 2021

Launch Corporate Branding By Q3 2021

Partnership Excellence

Establish C of L Community
Partnership Strategy Q2 - Q4 2021

Establish Two-way Partnership
Assessment tool Q1 - Q2 2021

Strengthen relationships with First
Nations & urban Indigenous
groups Q2 - Q4 2021

Other Corporate Initiatives

EMS Dispatch transition to AHS &
impact to Fire/PSCC Q3 2020 - Q1 2021

Develop Implementation Plan for
Procure-to-Pay (P2P)
Transformation Initiative Q3 2020 - Q4 2022

Implement e-Commerce Strategy 2022

Complete Digital Transformation
Master Plan 2021 - 2025

Corporate Sustainability Q4 2020 - Q4 2021

Review & Revise CIP Process Q3 2020 - Q4 2020

Community Engagement Q1 2021 - Q4 2021