



OMES MISSION: Supporting our partners through unified business services.

OMES VISION: OMES is a trusted, credible partner that empowers employees to provide valued business expertise allowing customers to focus on their missions across state government.

STRATEGIC GOALS

INTERNAL AND EXTERNAL COMMUNICATION

The goal of communication is to educate and empower stakeholders to build relationships, and inform customers and employees to ensure clear expectations.



CUSTOMER SERVICE

The goal of customer service is to empower, educate and train OMES employees in order to effectively satisfy customer needs.



CONTINUOUS IMPROVEMENT IN EXPERTISE AND INNOVATION

The goal of continuous improvement in expertise and innovation is to establish a culture of continuous learning and process improvement in such a way that streamlined processes, professional credibility and innovation are achieved by 2019.



UNIFIED AND PRODUCTIVE CULTURE

The goal of achieving a unified and productive culture is to educate, develop and communicate through all stages of employment and hierarchy in such a way that employees and customers recognize and acknowledge the value of the OMES team.



FISCAL RESPONSIBILITY

The goal of fiscal responsibility is to increase the understanding of the fiscal impact of divisions within OMES and to increase fiscal responsibility throughout the state through clear, concise and enforceable policy and guidance.

