

The background is a deep green forest scene. A large, detailed pinecone is positioned at the top center. Various types of leaves and smaller pinecones are scattered throughout the scene. In the lower center, there is a faint silhouette of a bison. The words "NATIONAL PARK SERVICE" are faintly visible in the background, overlaid on the forest scene.

# Strategic Plan

for the

## Denver Service Center Planning Division





## MISSION STATEMENT

Collaboratively, the Denver Service Center Planning Division advances the stewardship of resources and visitor experiences by providing servicewide planning expertise and products for parks and programs.

## VISION STATEMENT

A thriving future for the National Park Service and our partners through state-of-the-art planning.

## GOALS AND OBJECTIVES

### Goal 1



#### Goal 1: Staff Expertise

Invest in staff, including NPS employees and contractors, to perpetuate a diverse set of knowledge, skills, and experiences consistent with current and future products, services, and individual professional development and interests.

##### Objectives:

1. Invest in training that aligns with our planning portfolio, emerging trends, and individual goals.
2. Develop an orientation and mentorship program.
3. Identify a range of ideas and opportunities for employees to make connections to parks and other NPS offices and programs.
4. Engage staff in an open dialogue to enhance alignment between expertise and new and ongoing work.

### Goal 2



#### Goal 2: External Partnerships and Relationships

Initiate and sustain strong relationships to achieve common goals associated with innovation, effectiveness, and relevancy.

##### Objectives:

1. Expand our collaborative network with NPS programs and offices (WASO, regions) to accomplish planning and identify emerging trends.
2. Promote an understanding of our mission and vision and the support we can provide through a collaborative planning framework.



# Goal 3



## Goal 3: Working Environment

Empower a diverse workforce to pursue optimal work-life balance that fosters professional and personal growth, well-being, and organizational excellence.

### Objectives:

1. Foster a culture between supervisors and employees where a work-life balance is embraced and supported to promote professional, personal, and organizational success.
2. Create a physical office environment that enhances information sharing, collaboration, and well-being.
3. Develop and implement a staffing strategy that provides the skills and experience to support organizational needs, promotes diversity, and sets realistic expectations.
4. Provide time and opportunities for innovation and creativity to support professional development.
5. Enhance opportunities for employee recognition in all roles that emphasize successes throughout the year.

# Goal 4



## Goal 4: Products and Services

Apply and leverage NPS's collective expertise to cultivate a dynamic, integrated planning portfolio that is responsive to parks' and programs' top priority needs as well as agencywide programs and initiatives.

### Objectives:

1. Maintain a staff catalog of skills and interests for internal skill alignment with project assignments, external communication for project proposals, and gap analysis (with assessment of planning needs) to ensure skill sets and capacity are available to meet park and program priorities.
2. Institute and maintain electronic outreach efforts with parks, regions, programs, and DSC divisions to describe DSC Planning Division products and services (update catalog and template for DSC proposals).
3. Advocate for an NPS initiative to update and support the results of the assessment of planning needs database, which recognizes and communicates key issues for parks and programs, to actively and systematically ensure relevancy of park planning.
4. Develop, communicate and implement a transparent DSC Planning Division process for the acceptance and prioritization of new projects.
5. Ensure quality in all products and services.



# Goal 5



## Goal 5: Internal Operational Efficiencies

Better serve parks and programs by improving the efficiency and quality of our communications, project tracking, organizational structure, and business practices.

### Objectives:

1. Assess, revise, and implement staffing alignments in consideration of regional and program relationships, discipline, project types, and balance of supervision.
2. Modernize tracking systems through consolidation and streamlining, including maximizing efficient use of software solution(s).
3. Develop and implement efficient workloading processes that ensure accuracy, transparency, and inclusiveness across all levels of the organization.
4. Organize technical data and information, such as the planning libraries, to ensure they are easily accessible to all division staff.
5. Develop and implement best practices for communicating the provision and prioritization of internal services by project teams and the publications team.

# Goal 6



## Goal 6: Financial Sustainability

Achieve the long-term financial sustainability of park planning by meeting the priority needs of parks and programs.

### Objectives:

1. Provide division staff with training and references on NPS budget processes, fund sources, DSC budget and fund processes, and the division's annual revenue and budget to facilitate understanding and increase transparency within the division, WASO, parks, and regions.
2. Evaluate, communicate, and strategize about the amount and use of flexible staffing choices (intern, contractor, SCA interns, planning technicians, etc.) and flexible funding options to cover changing operations.
3. Secure reliable and diverse revenue sources throughout the year.
4. Review potential cost savings of office practices related to printing, travel, and cost-sharing activities. Implement cost-saving measures.



**On the cover:** Pine cones are recognized around the world. They are one of nature's most efficient producers; some of the smallest seeds grow into the largest trees. They are ecologically significant, organic, and biodegradable.