



Department of Business Oversight

Strategic Plan 2016 – 2019

Vision: Be the leader of financial services oversight and consumer protection.

Mission: Serve Californians by effectively overseeing financial service providers, enforcing laws and regulations, promoting innovation, fair and honest business practices, enhancing consumer awareness, and protecting consumers by prevent potential marketplace risks, fraud and abuse.

<p>Goal 1</p>	<p>Leading financial services regulator, protecting consumers, supporting financial security.</p> <p><u>Activities Completed:</u></p> <ul style="list-style-type: none"> ✓ Defined Performance standards for core processes by programs ✓ Collected 2017 and 2018 core process performance results ✓ New DBO Website went live in Q2.2019 <p>Next up:</p> <ul style="list-style-type: none"> • <i>Q1.2020: Collect and publish 2019 core process performance results</i>
<p>Goal 2</p>	<p>Maximize resources effectively and efficiently in support of the Department’s mission.</p> <p><u>Activities Completed:</u></p> <ul style="list-style-type: none"> ✓ Since Q1.2017, HR publishes Monthly Staffing Report to Vault ✓ Gathered 2015-2017 retention data for all Examiner roles ✓ Finalized 2017-2019 DBO Workforce plan <p>Next up:</p> <ul style="list-style-type: none"> • <i>Analyze retention data for Examiner roles annually and monitor trends</i> • <i>Continue Workforce Plan actions; develop 2020 – 2022 Workforce Plan</i>
<p>Goal 3</p>	<p>Build an exceptional organization with outstanding leadership and highly engaged, collaborative workforce.</p> <p><u>Activities Completed:</u></p> <ul style="list-style-type: none"> ✓ Identified mission critical roles and key leadership positions ✓ Published DBO core competencies, help 23 classes on first competency, communication; 528 employees attended ✓ Conducted employee engagement survey, listening sessions, and formed employee engagement committee <p>Next up:</p> <ul style="list-style-type: none"> • <i>Continue competency training classes</i> • <i>Develop employee engagement survey actions</i>
<p>Goal 4</p>	<p>Increase efficiency and effectiveness through innovative use of technology and education.</p> <p><u>Activities Completed:</u></p> <ul style="list-style-type: none"> ✓ Documented all intake methods of exam materials across all programs ✓ Finalized new records retention periods; published record retention policy ✓ Programs are using MS OneDrive as secure, central intake point for exam materials <p>Next up:</p> <ul style="list-style-type: none"> • <i>Q4.2019: Complete implementation of the Learning Mgmt. System; start training records transfer</i>