FAS Managers’ Town Hall

11/7/2017
Agenda

- Welcome
  - Paul Jenny

- Guest Speaker
  - Rachel Nava, Chief Operating Officer, UC Office of the President

- SVC Update
  - Paul Jenny

Safety

- IT Security – Phishing Awareness
  - Patrick Phelan

- Perception of Safety and Security Report
  - Jason Heil

PRIDE Values

- Performance Evaluations, Recognition and Awards
  - Leanne Jenson & Ellen Loyd

Our People

- Welcome New FAS People
  - Mara Fellouris

- Announcements
  - Various
FAS True North represents our shared purpose, values and goals

OUR LEAN CONTINUOUS IMPROVEMENT SYSTEM
Respect People - Increase Value – Reduce Waste

TRUE NORTH PILLARS

VALUES
Professionalism – Respect – Integrity – Diversity - Excellence

VISION
Deliver outstanding support services, expertise and leadership to make UCSF a great place

MISSION
Build, support and sustain the workplace to advance UCSF’s mission

Five Strategic Priorities
• Advance culture of continuous improvement
• Prepare to improve Parnassus campus facilities
• Improve strategic asset visibility
• Achieve carbon neutrality
• Optimize resource allocation models

HOW?

WHAT?

WHY?

Customer Experience
Create an exceptional experience to support our customers in ways they value most

Safety
Deliver a safe and secure environment for the UCSF community

Our People
Create an organizational culture where FAS employees are engaged to do their best work

Resource Management & Stewardship
Proactively partner with campus to optimize University assets

Innovation
Develop FAS strategies to address emerging trends in collaboration with customers
## Five Strategic Priorities

- **Advance culture of continuous improvement**
- **Prepare to improve Parnassus campus facilities**
- **Improve strategic asset visibility**
- **Achieve carbon neutrality**
- **Optimize resource allocation models**

### FY18 Targets

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<td>Meet 70% culture of continuous improvement targets from A3</td>
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FAS True North metrics will measure our progress
In Q1, we moved from “Plan” into “Do-Check-Adjust”

Keep priorities visible

Establish a “check” discipline
Initial observations from Q1 strategy deployment:

1. It is challenging to set short-term performance targets for decades-long ambitions
2. We need to embrace yellows and reds as treasures to do effective problem solving
3. Defining the right tactical performance metrics is challenging
4. We need to get comfortable in a world of “influence without control”
5. Course corrections are an essential part of the process
What’s next: Defining leadership behaviors to achieve True North results

- True North
- Results
- Principles
- Driven Key Behaviors
- Tools
- Systems
FAS True North represents our shared purpose, values and goals

**MISSION**
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**TRUE NORTH PILLARS**

- **Customer Experience**
  - Create an exceptional experience to support our customers in ways they value most

- **Safety**
  - Deliver a safe and secure environment for the UCSF community

- **Our People**
  - Create an organizational culture where FAS employees are engaged to do their best work

- **Resource Management & Stewardship**
  - Proactively partner with campus to optimize University assets

- **Innovation**
  - Develop FAS strategies to address emerging trends in collaboration with customers

**OUR LEAN CONTINUOUS IMPROVEMENT SYSTEM**
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What is phishing?

- The use of fraudulent email messages designed to trick you into:
  - Downloading harmful attachments;
  - Clicking a link that leads to a harmful website;
  - Divulging sensitive information, such as passwords, bank account numbers, and Social Security numbers.

- **Spear phishing** and **whaling** are highly targeted forms of phishing aimed at a specific group or executive-level staff.
Some facts about phishing

- Phishing is up 41% in 2017 Q2 over Q1
- 1 in 10 people will respond to a phishing message
- 1 in 131 emails contain malware
- Fake invoices are the most popular tactic for tricking users into acting
- Phishers work around your schedule

![Graph showing threat arrival by day of the week](image)
Identifying a phishing message

- Watch for email messages that:
  - Create a sense of urgency
  - Invoke strong emotions, like greed or fear
  - Request sensitive data
  - Contain links that do not appear to match legitimate resources for the organization that is contacting you
  - Contain an attachment you were not expecting
Subject: Intuit Payroll Confirmation inquiry.
Date: Thursday, September 27, 2012 8:17:14 AM Pacific Daylight Time
From: Intuit PaymentNetwork <lotusq260@realliving.com>
To: [Redacted]@ucdavis.edu
Priority: High

Direct Deposit Service System information

Status update

Respective [Redacted]@ucdavis.edu
We received your payroll on September 27, 2012 at 1:14 AM EST.

- Funds will be withdrawn from the bank account number: 8 - 9513 on September 28, 2012.
- Amount to be withdrawn: $1,555.26
- Paychecks will be transferred to your employees’ accounts on: September 28, 2012
- Please review details of your payroll here.

Funds are typically processed before normal bank accessible by 12 AM EST on the date funds are
here.
http://kohimeka.hspps.net/wp-content/plugins/
zioroomocco/irqprrpc.html

Intuit must serve your payroll by 5 p.m. EST, two banking days before your paycheck date or your employees
will not be paid regarding your schedule. QuickBooks does not proceed payrolls on weekends & federal
banking holidays. A list of federal banking free days can be downloaded at the Federal Reserve non-working
days schedule).

Thank you for your business.
Sincerely,
Intuit Payroll Support

IMPORTANT NOTICE: This notification is being sent to inform you of transactions mentioned in your account. Please mind that if you agreed with terms of receiving marketing materials from Intuit Services you may continue to receive informational letters similar to this message that aim your service or software.
What is IT doing to combat phishing?

- Two layers of spam filtering
  - >85% of emails sent to UCSF addresses are blocked before you even see them
- Filter designed to test whether URLs in email are safe (in progress)
- Web proxy that blocks UCSF visits to known malicious sites
- Simulated phishing of employees (in progress)
- Responding to messages reported by you
  - Contact service desk or forward messages to security@ucsf.edu
- DUO two-factor authentication to keep bad actors out of our systems (December)
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Perceptions of Safety: UCSF Police Department Customer Satisfaction Survey

• UCSF PD issues quarterly surveys to members of the UCSF community who have received service from UCSF PD Field Services Division.

• Current measurement, as of November 1, 2017
  – 7.33 out of 10.0 (+2.1% year-over-year change)

• June 30, 2018 Target
  – 7.5 out of 10.0

• June 30, 2020 Target
  – 7.75 out of 10.0
What Drives Perceptions of Safety?

- Crime
- Workplace Environment
- Physical Security
- Visibility of and interactions with police and security officers
- Campus/local news and notifications
How Does UC PD Measure & Address Perceptions of Safety?

• Quarterly Customer Satisfaction Survey

• UCSF Annual Security Report & Clery Act Compliance
UCSF Annual Security Report

• A collection of UCSF safety policies and crime statistics distributed annually to the UCSF community.

• Produced and distributed in accordance with the Clery Act.
  – A consumer-protection law intended to inform current and prospective students, parents, faculty, and staff about crimes committed on campus and campus security procedures at UCSF.
What is the Clery Act?

• In 1986, Jeanne Clery was raped and murdered in her dorm room at Lehigh University.

• The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act) was enacted in her memory.

• The Clery Act requires institutions of higher education receiving federal financial aid to report crime statistics on campus and provide safety/crime information to members of the campus community.
What is the Clery Act?

• Collect, classify and disclose crime statistics

• **Issue Timely Warnings** for Clery Act crimes that represent an ongoing threat to the UCSF community

• **Issue Emergency Notifications** upon confirmation of significant emergency or dangerous situation that immediate threats health or safety

• **Publish Annual Security Report** – by October 1 each year

• **Submit Crime Statistics** to Department of Education

• **Maintain a publicly available daily crime & fire log**

• **Implement missing student notification procedures**

• **Maintain Fire Safety information** - including fire log, Annual Fire Safety Report
What is contained in the Annual Security Report?

• The ASR also includes:
  
  – **How to Report Crime/Emergencies**
    
    Sexual assault/sexual violence
    Confidential and anonymous reporting
  
  – **Emergency Evacuation Procedures**
  
  – **Safety Awareness/Crime Prevention**
  
  – **Sexual Violence/Harassment Policies and Procedures**
    
    Prevention Guidance
    Reporting Processes
    Resources, Rights & Options
    Disciplinary Procedures
What do Clery Act Statistics Tell Us About Safety at UCSF?

- **Primary Clery Crimes (UCR)**
  - Criminal Homicide
  - Robbery
  - Burglary
  - Arson
  - Sex Offenses (rape, fondling, incest, statutory rape)
  - Aggravated Assault
  - Motor Vehicle Theft

- **Arrests and disciplinary action/referrals**
  Weapons, drugs and liquor law violations

- **Hate Crimes**

- **VAWA Crimes** – dating violence, domestic violence & stalking
What do Clery Act Statistics Tell Us About Safety at UCSF?

- **Key Takeaways 2014-2016: Example #1**
  - 2015 to 2016: Increase from three to 19 burglaries at the Parnassus campus
  - UCSF PD addressed burglary and theft activity at MSB, HSW and HSE
  - Increased patrols and community outreach; conducted security surveys for all of HSE and HSW, and provided recommendations for building-wide security improvements; and increased security presence
What do Clery Act Statistics Tell Us About Safety at UCSF?

- **Key Takeaways 2014-2016: Example #2**
  - 2015 to 2016: Decrease from 15 to five burglaries at Mission Bay campus
  - Validated increased patrol/security presence, bicycle safety awareness campaigns, installation of License Plate Readers, and physical security improvements to Mission Bay garage bike cages
How Has UCSF PD Responded?

• **Directed Patrols**: 4,536 foot patrols in 2016 (23% increase)

• **COPPS**: 930 Community Oriented Policing and Problem Solving (COPPS) presentations/activities in 2016

• Increased community outreach:
  - Coffee with COPS/Town Halls - scheduled monthly
  - Social Media Division added in 2016

• Crime Prevention/Security Surveys/Design Review

• Safe route to 16th St/Mission St BART station

• Improved collaboration with Medical Center Security
What UCSF PD Trainings and Resources Are Available to the UCSF community?

• **Crime Prevention Presentations** - upon request
• **R.A.D. – Rape Aggression Defense** - monthly as of Nov. 2017
• **Active Shooter Training** - quarterly and upon request
• **CPR/First Aid/AED Training** - quarterly and upon request

More information at: [http://police.ucsf.edu/](http://police.ucsf.edu/)

• Including the 2017-2018 UCSF Annual Security Report
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PRIDE Values & Recognition

Leeane Jensen – Executive Director, Wellbeing, CLS
Ellen Loyd – Manager, HR Service Center
Foundation - Focus for year 1

All key parts of culture, connected

Values

Community
OneUCSF

Communication

Recognition
PRIDE Values

Year 1: raising awareness and socializing

Professionalism
Respect
Integrity
Diversity
Excellence

94%
Employees strongly/somewhat agree that they are familiar with our values.

Edelman communications survey, 2017
First, include in performance evaluations

*Why?*

Accountability to modeling our values is important

*How?*

- Formed a taskforce
- Every member brought their own drafted vision
- Realized it was time to update the entire form
- Also realized that a scoring rubric could help
- Final review conducted by HR and control points
Changes to the new Performance Evaluation form

- The new form contains an additional Performance Factor section to assess an employee’s demonstration of the PRIDE values
  - All of the Performance Factors from the prior form are now consolidated into the new section
    - The following are key examples:
      - **Diversity** now has an expanded definition
      - Initiative & Innovation and Leadership are now defined in **Excellence**
      - Cooperation/Teamwork are defined in **Professionalism** and **Respect**
      - Customer Service and Dependability are now defined in the **Professionalism**
Changes for 2017

- New Form

**Note**: The new form is located in the Campus Performance Evaluation Tookit on the HR website (My Access Login Required).
Changes for 2017

- Ratings Guide

Microsoft Word
17 - 2003 Documer
Other areas of focus with PRIDE Values:

**Accomplishments!**
- Campus events and communications
- STAR award criteria

**Coming soon!**
- New Employee Orientation ‘welcome’ video
- Possible job descriptions addendum
- Explore as interview questions
- Formal award criteria for Chancellor’s awards
PRIDE Values resources:

Created a BOX tool kit with key messages, FAQ, art work, templates, etc. to ensure ease, consistency of use across UCSF.

New performance evaluation forms here, too!
Forms also on HR website.
Foundation - Focus for year 1

All key parts of culture, connected

Values

Community
OneUCSF

Communication

Recognition
Recognition

Current state

Gallup:

*In the last seven days, I have received recognition or praise for doing good work.*

3.53

Grand Mean

48% National Ranking

Only up 0.07 from last year

1 in 4

23%

Do not feel valued as an employee

*Edelman communications survey, 2017*
Recognition

*Comes in many forms*

Formal
- Chancellor’s award

Financial
- STAR/incentive

Personal
- Mentions in 1:1 or small team meetings
- Hand written card

Acknowledgement
- Visual boards
- Quick hit “thank you”
New recognition platform

Send recognitions to anyone at UCSF
What does the platform do?

- Allows for flexibility in how users want to recognize:
  - ✓ Create a digital card
  - ✓ Send an email
  - ✓ Upload a card or picture
  - ✓ Download a printable card to be hand delivered
  - ✓ Receive patient recognition

- Copies of all recognitions are sent to supervisors
- Tracks all recognitions given and received by users
- Showcases awards and honors within UCSF community
- Houses Leader Toolkit and Best Practices
- Public recognition
Participate

Give it a try!

Recognize.ucsf.edu

1. Enter URL into browser
2. Log into MyAccess as prompted
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Welcome People New to FAS

• UCSF Information Technology
  – John Von Eichhorn, Associate Director of the IT Service Desk

• UCSF Finance
  – Peter Franco, Director Construction Contracts
Back by popular demand!

UCSF step it up! Challenge

November 13th to December 15th
Online challenge is open to UCSF faculty and staff

The Holiday Edition
take the stairs and stay active!

Earn points for chances to win prizes -
We're giving away 10 gift cards every week!

enroll at:
stepitup.ucsf.edu
Holiday Toy Drive

Benefiting UCSF Benioff Children’s Hospital

The UCSF Police Department in collaboration with The Los Carnales Motorcycle Club are collecting unwrapped toys through Sunday Dec. 3, 2017

Please drop off your toy donations to any UCSF Security Guard Station.

Contact Ailene Estalilla at ailene.estalilla@ucsf.edu with any questions.
PeopleConnect User & Case Snapshot
A brief review of first month of phase 1 soft launch

Unique Log-ins (# of people who have logged in at least once):
- 1,202 faculty & staff outside HR
- + 200 HR users

Inquiry Case Status as of 11/3 Count
- Closed – Cancelled by Employee: 5
- Closed – Completed / Resolved: 54
- Closed – Deferred: 10
- In Process – HR Generalist: 1
- New: 2
- Total: 72

Our ask to FAS Leaders:
- Encourage your teams to explore PeopleConnect and try the Ask a Question feature when they need HR support
  - Welcome/Intro Video
  - Training Tile: User Resources