Q3 METRICS PROGRESS 2018

How are we doing?

5 metrics with current data are on track to meet FY18 targets

How can you help?

FAS FOCUS: Data Security
Every employee has a responsibility to keep data secure. Here are three ways you can help:

1. Stay current on cyber security training compliance: currently 92% satisfied in FAS

2. Be vigilant about phishing – in phishing campaign, 10% FAS staff clicked risky links, which increased to 25% when retested.

3. Update passwords (12 characters with 3 degrees of complexity - upper, lower, number, symbol). Campaign coming over summer and fall in groups; more details coming soon.

More on data security: https://it.ucsf.edu/security
FAS
True North 
metrics measure our progress

**Metrics**

- **Customer Experience**
  - Metric 1: Establish FAS customer satisfaction index baseline and target

- **Safety**
  - Metric 2: 3% reduction in lost work days

- **Our People**
  - Metric 4: Progress toward 50th percentile FAS staff engagement
  - Metric 5: Maintain 5.9% FAS voluntary turnover rate

- **Resource Management & Stewardship**
  - Metric 6: $-140.7M UCSF change net position
  - Metric 7: FAS expense <6% of UCSF expense
  - Metric 8: Reduce CO2 to 113K metric tons

- **Innovation**
  - Metric 9: Increase % FAS units tracking KPIs

- **Values**
  - Professionalism
  - Respect
  - Integrity
  - Diversity
  - Excellence

- **True North Pillars**
  - Customer Experience
  - Safety
  - Our People
  - Resource Management & Stewardship
  - Innovation

- **Vision**
  - An environment where people can do their best

- **Mission**
  - Caring
  - Healing
  - Teaching
  - Discovering