## **SPOL Planning – Unit Plans – Unit Objectives**

## Programs/Service Areas

**Unit Objectives** 

which are assessed by

Measures

which we evaluate using

Targets/Intended Results

at a particular place and time, which is an

**Benchmark** 

Target

**Actual Result** 

Unit objectives include wide-ranging actionable items to be achieved during the planning year.

Specific - specific project or specific area for improvement

Measurable - progress can be quantified

Aggressive yet Achievable - not out of reach or beyond the capacity of the institution

Results-driven - guided by and created with the purpose of yielding results

Time-limited - is grounded within a specific time frame

Survey | Project | Revenue | Assigned Goals | Tickets

What number is receiving focus?

What should this number be?

Target

Measure

"80% of tickets have an initial response time of 48 hours or less."

Benchmark