



# MISSOURI

## Department of Public Safety

### Missouri Gaming Commission

FY2021 Version 1.3



#### ASPIRATION

Collaborate to provide a proactive approach for the public safety of Missourians

#### THEMES

Workforce  
Efficiencies

Communication

Protection and  
Service

Recovery

#### INITIATIVES

Provide development opportunities to employees

- MissouriWay training
- LinkedIn Learning
- Other various training opportunities

Cross train to ensure continuity of operations and promote teamwork

Provide a more productive and creative workforce by increasing diversity

Improve internal communications

- Develop intranet site

Improve employee mobility and online collaboration

- Install VOIP phones and utilize Jabber and Webex functionalities within the system

Timely Delivery of Assets to Users

Respond timely to patron complaints and inquiries

Streamline the remote work process by creating a telecommuting policy. Also, create a training resource for employees needing to use VPN, docking stations, mobile Wi-Fi hotspots, and hold Zoom meetings during remote work.