



MISSOURI

Department of Public Safety

Missouri Gaming Commission

FY2021 Version 1.0



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

- Improve internal communications
 - Develop intranet site
- Improve employee mobility and online collaboration
 - Install VOIP phones and utilize Jabber and Webex functionalities within the system

- Reduce the number of cybersecurity incidents
- 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 virtual meetings during remote work.