



BUSINESS SERVICES OPERATIONAL PLAN 2023-2027

Our Mission

As a community of multi-disciplined professionals, we are committed to providing exceptional services contributing to learning through a collaborative, supportive, and inclusive working-learning environment.

Our Community

- Accommodation Planning
- Facilities and Construction
- Financial Services
- Information Technology
- Procurement and Risk Management
- Student Transportation

Operational Excellence

INITIATIVES THAT SUPPORT THIS PRIORITY

- Data strategy and framework
- Review of legacy systems
- Alignment of policies and procedures
- Business-specific leadership program
- Enterprise Risk Management
- Adaptive and innovative processes
- Business support to schools
- Focus on equity, diversity, and inclusion

Community Experiences

INITIATIVES THAT SUPPORT THIS PRIORITY

- School-System Support Committee
- Enhanced communication
- Expansion of ticketing system
- Service level agreements
- Review of onboarding practices
- Satisfaction and pulse surveys
- Training and professional development

Stewardship of Resources

INITIATIVES THAT SUPPORT THIS PRIORITY

- BHN Cares and ECO Schools
- Project Management Framework
- Data-driven decision making
- Financial reporting process
- IT Governance Council
- Enterprise security practices
- Facility and bell time review
- Long-Term Accommodation Plan