



# Unit Goals: Risk Services

Goal	Key Metrics/Milestones	Goal Drivers	Status
<p><b>Goal 1:</b> Expand engagement in the planning process for campus tours and campus events to mitigate risk, provide support, and properly align insurance coverage for high-risk events. (FY24 – FY27)</p> <p>P4 – DFA-B</p>	<ul style="list-style-type: none"> <li>• Number of regular standing meetings with 'new' departments.</li> <li>• Number of campus tours and events.</li> </ul>	<ul style="list-style-type: none"> <li>• Financial liability.</li> <li>• Reputational risk.</li> </ul>	<ul style="list-style-type: none"> <li>• Risk has created a 'Goals Implementation/Process Improvement' subcommittee that meets weekly to make progress towards this goal.</li> </ul> 
<p><b>Goal 2:</b> Develop a campuswide risk approved program for handling all fine art items that will assure the highest level of accuracy in inventory, consistency in documentation, and outline proper handling requirements. (FY24 – FY27)</p> <p>P4 – DFA-B</p>	<ul style="list-style-type: none"> <li>• Number of ServiceNow tickets concerning fine art Certificate of Insurance (COI) requests.</li> <li>• Number of cross-departmental meetings to foster further collaboration.</li> <li>• Reduction in insurance claims regarding fine art items.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate documentation of more than \$50M in Fine Arts.</li> </ul>	<ul style="list-style-type: none"> <li>• Corresponded with FM &amp; Counsel regarding their roles in moving and identifying present/future locations.</li> </ul> 
<p><b>Goal 3:</b> Develop a structure to assist in organizing both on and off campus interactions with minors, including a process to document 'registered' visitors, vetting of student and volunteer mentors/supervisors, and roper background check those with regular contact with minors. (FY24 – FY27)</p> <p>P4 – DFA-B</p>	<ul style="list-style-type: none"> <li>• Number of ServiceNow request tickets with Certificate of Insurance and Waiver of Liabilities inquiries, event requests, and initial contact tickets.</li> </ul>	<ul style="list-style-type: none"> <li>• Financial liability.</li> <li>• Reputational risk.</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinating and working with Praesidium to include group presentations with the goal of moving towards communication with all campus groups working with minors using a singular process.</li> </ul> 