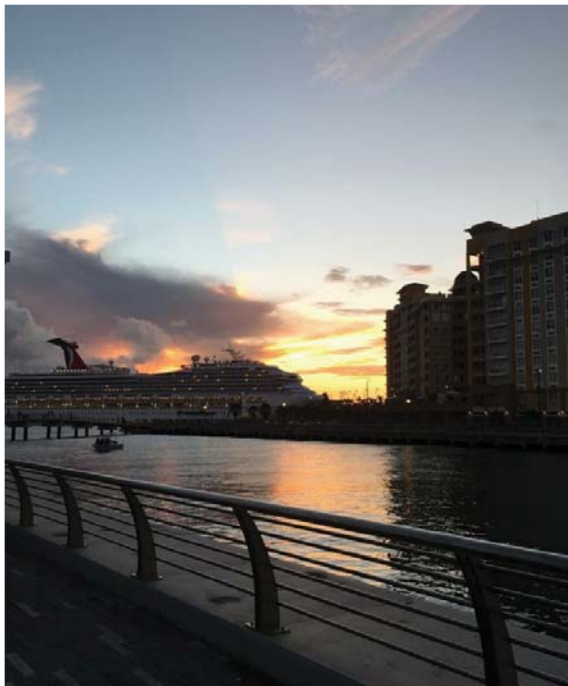


UNITED STATES BANKRUPTCY COURT FOR THE DISTRICT OF PUERTO RICO

2018  2020

STRATEGIC PLAN





COURT LOCATIONS

San Juan

Our main office is located at the José V. Toledo Federal Building & Courthouse, Recinto Sur Street in the Old San Juan, PR.

Ponce

Our southwestern divisional office is located at the MCS Building, Suite 222A, 880 Tito Castro Avenue in Ponce, PR.



ACKNOWLEDGMENT

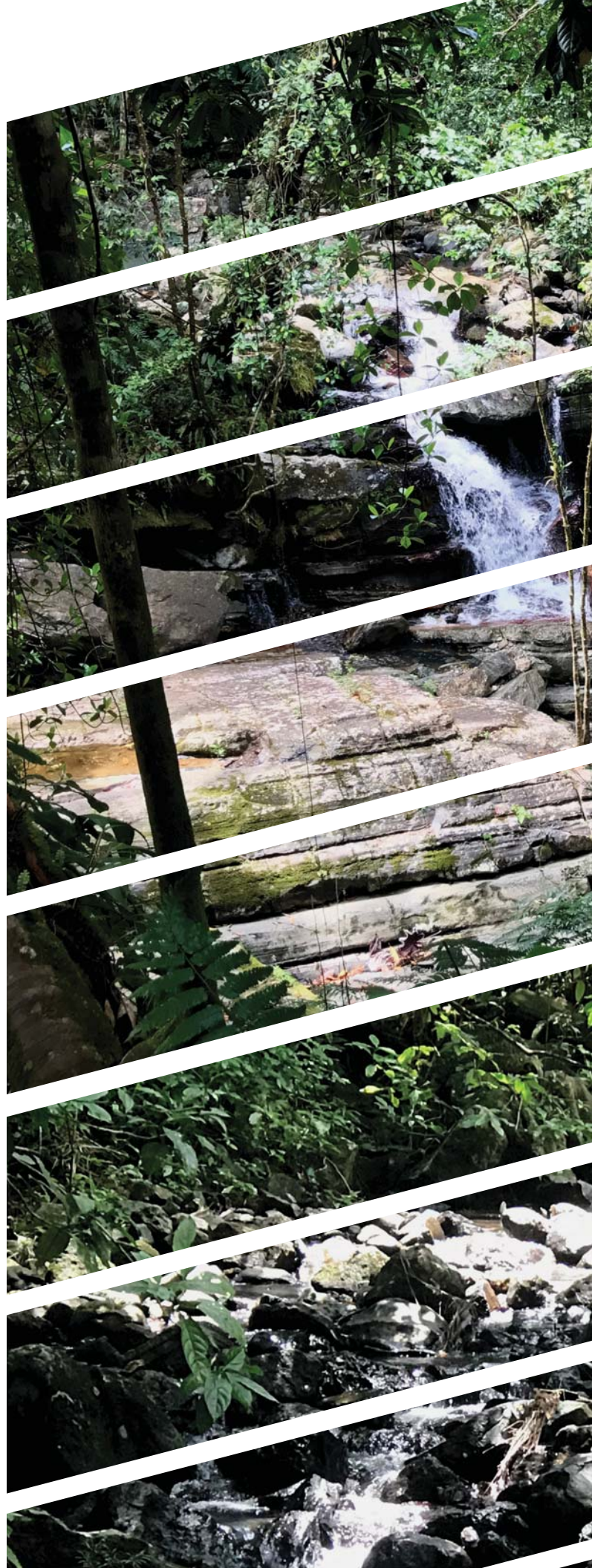
This plan has been developed by the Strategic Planning Committee composed of judges, executive, and management staff. The Committee identified fundamental long-term issues facing the court and formulated strategic directives to address these issues.

STRATEGIC PLANNING COMMITTEE

Hon. Mildred Cabán, Chief, US Bankruptcy Judge
Hon. Enrique S. Lamoutte, US Bankruptcy Judge
Hon. Brian K. Tester, US Bankruptcy Judge
Hon. Edward Godoy, US Bankruptcy Judge
María de los A. González, Clerk of Court
Wilma Jaime, Chief Deputy Clerk
Félix Martínez, Systems Manager
Lizette Torres, Operations Manager
Claribel Burgos, Financial & Procurement Specialist
Yolanda Lee Benítez, HR & Training Specialist
Pablo Vega, Property & Procurement Specialist

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MESSAGE FROM THE CHIEF JUDGE



Excellence and continued success derive from preparation and planning at an institutional level and at a personal level.

With common purposes and values, much may be achieved through strategic planning. By a deliberate process, we will accomplish our vision and mission.

MESSAGE FROM THE CLERK OF COURT



It is with great pleasure that I present to you the 2018-2020 Strategic Plan for the US Bankruptcy Court for the District of Puerto Rico.

Our organization's strategic planning culture began in 2014. With the collaboration of all the judges and the staff we drafted mission and vision statements and determined

our core values. In the Strategic Plan of 2016-2018 we set out to work with five main strategic priorities upon which we achieved specific goals. Projects and initiatives were incorporated into each of priorities. Among the projects completed during this period are the external audit, the judgeship survey visit, employee hiring,

instituting DeBN Electronic Noticing and ePOC, improving our Website, developing a Quality Control program including a review visit of the Administrative Office of the courts, reviewing the Quick Reference Guide, establishing a wellness program for staff including nutrition, exercise and mindfulness, improving our Intranet, reconfiguring our Systems space, building a multi-purpose room and expanding our gym.

The 2018-2020 Strategic Plan comes at a defining period in the life of our organization. It sets forth the next chapter in its continued growth and development. It is designed to build upon past achievements and take us to an even higher level of excellence giving emphasis to continuous innovation, strengthening communication with our stakeholders, reaching out to our community and ensuring our staff and our visitors' safety.

I wish to thank all who helped turn the vision and mission of the US Bankruptcy Court into a reality; to our Chief Judge Mildred Cabán and to our former Chief Judge Enrique Lamoutte for their vision, leadership and unwavering commitment to our continuous improvement; to our consultants Dr. Manuel Morales and Dr. Manuel Maldonado for all their tremendous help and support throughout the years; to our Strategic Planning Committee who have worked tirelessly to prepare this document. To all the individuals who work in our organization, thank you for implementing our mission everyday serving our stakeholders with excellence, through teamwork and commitment, always striving to provide equal justice under the law.

VISION

A model bankruptcy court that provides diverse, optimal and reliable services to society, and heightens its institutional reputation of sustained excellence.





MISSION

Impart, upon all of our
stakeholders, service,
dedication and integrity by
delivering impartial justice
under the Bankruptcy System.

VALUES

SERVICE

Responding to the needs of our stakeholders..

COMMITMENT

The state or quality of being fully dedicated to a task.

EQUAL JUSTICE UNDER THE LAW

Justice without concessions of special treatment.

EXCELLENCE

The quality of being outstanding while conforming to requirements.

TEAMWORK

Working together toward a vision, mission, purpose and goals with transparency, openness, respect and collaboration.





STRATEGIC DIRECTIVES

This plan defines a strategic direction for the United States Bankruptcy Court for the District of Puerto Rico over the next two years. Identified in the plan are five directives on which the court will focus to achieve specific and measurable results.

STRATEGIC DIRECTIVE 1

Focus efforts on organizational strengthening and development.

STRATEGIC DIRECTIVE 2

Enhance the bankruptcy court's brand and reputation.

STRATEGIC DIRECTIVE 3

Ensure continuous improvement of processes.

STRATEGIC DIRECTIVE 4

Nurture the court's culture and internal environment.

STRATEGIC DIRECTIVE 5

Promote world-class secured facilities and technological infrastructure.



"THE ACHIEVEMENTS OF AN
ORGANIZATION ARE THE
RESULTS OF THE COMBINED
EFFORT OF EACH INDIVIDUAL."

VINCE LOMBARDI

STRATEGIC DIRECTIVE 1

Focus Efforts on Organizational
Strengthening and
Development

Budget Scenarios Analysis
Chats with the Clerk
Continuity of Operations (COOP)
Review
Enhance the Reliability of
Statistical Data
IT Security Assessment Plan of
Action and Milestones
Internal Control Manual Review
Occupant Emergency (OEP)
Review
Succession Planning
Training Program Book Club
Update Finance Common
Electronic Records



"THE WAY TO GAIN A
GOOD REPUTATION IS TO
ENDEAVOR TO BE WHAT
YOU DESIRE TO APPEAR."

SOCRATES



STRATEGIC DIRECTIVE 2

Enhance the Bankruptcy
Court's Brand and Reputation.

Attorneys' Seminar
Changes to the Federal Rules of
Bankruptcy Procedures
Community Outreach Program
PROMESA Cases: Operations &
Technical Support
Unclaimed Funds New Local Rule
(Form AO 213) Implementation





"WHAT PEOPLE HAVE THE
CAPACITY TO CHOOSE,
THEY HAVE THE ABILITY
TO CHANGE.."

MADELINE ALBRIGHT

STRATEGIC DIRECTIVE 3

Ensure Continuous
Improvement of Processes

Compensation Report Review
Implementation of Credit Card
Service for the Southwestern
Divisional Office
Cyclical Procurement
Finance Documents Disposition
Furniture Disposition
IT Security Assessment Plan of
Action High Risk Vulnerabilities
IT Security Assessment Plan of
Action for Involuntary Termination
Process
IT Security Assessment Plan of
Action for Patch Management
Procedures
Internal Control Assessment
Reviews
Internal Control Manual Update
Judicial Electronic Travel System
Implementation
Local Rules Revision
Lotus Notes: Archiving Option
Change

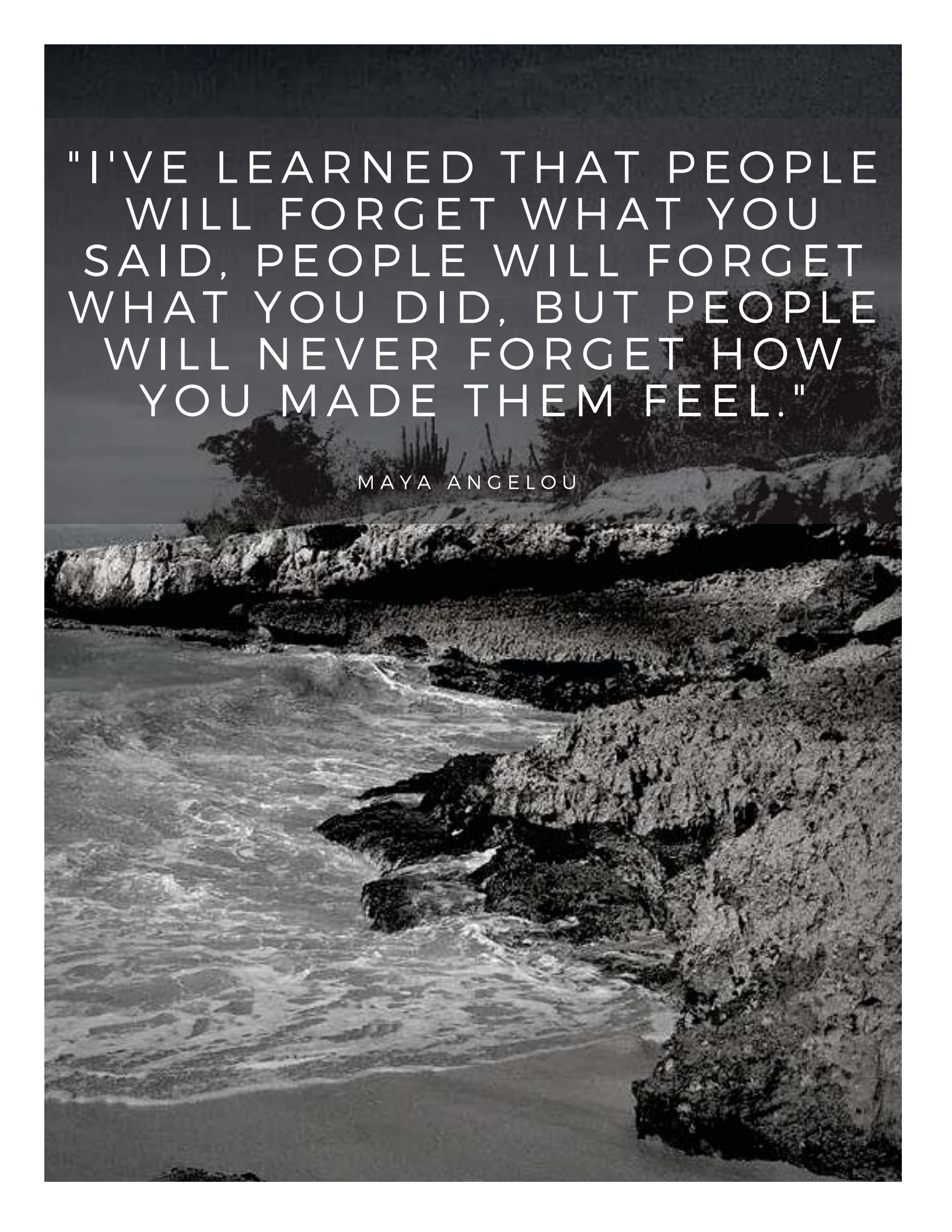


STRATEGIC DIRECTIVE 3

Ensure Continuous
Improvement of Processes

CAOS Conversion
Negative Certification Online Service
Development
Conversion to NextGen
Property Disposition
QC Program: Operations
Procedures Manual Digitalization
Project
QC Program: Program Design and
Implementation
Registry JFinsys New Module
Integration
Security Awareness Month Program
Development
Annual IT Security Scorecard
Compliance
Unclaimed Funds Trustee's
Electronic Deposit Process Change
Unify Project: Office 365 Installation
Unify Project: Conversion from
Lotus Notes to Outlook





"I'VE LEARNED THAT PEOPLE
WILL FORGET WHAT YOU
SAID, PEOPLE WILL FORGET
WHAT YOU DID, BUT PEOPLE
WILL NEVER FORGET HOW
YOU MADE THEM FEEL."

MAYA ANGELOU

STRATEGIC DIRECTIVE 4

Nurture the Court's Culture and
Internal Environment

Employee Recognition Program
Review

Human Resources Manual Update

Performance Management Review

Retreats or Annual Training and

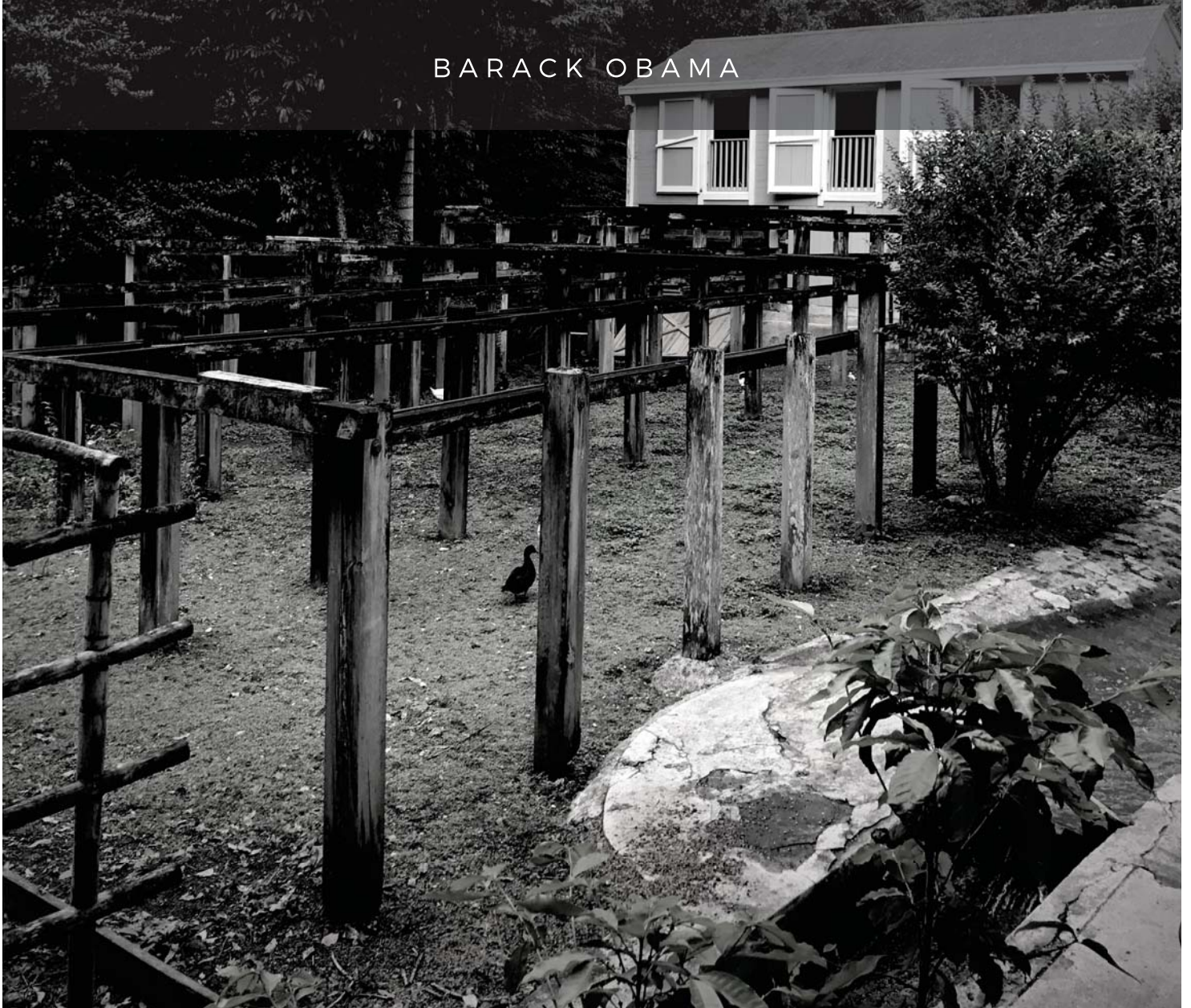
Award Ceremonies Coordination

Wellness Program Development



"WE SEE THE FUTURE NOT
AS SOMETHING OUT OF
CONTROL, BUT AS
SOMETHING WE CAN SHAPE
FOR THE BETTER THROUGH
CONCERTED AND
COLLECTIVE EFFORT."

BARACK OBAMA



STRATEGIC DIRECTIVE 5

Promote world-class secured facilities and technological infrastructure.

Automatized Reports & Process

Furniture for MCF Reception Area Replacement

Furniture for Systems 225 and Attorney Conference Room Replacement

Installation of CCTV Cameras for Remote Entry Monitoring

Integrate Courtroom A/V Equipment to Millwork and Walls

Ponce Furniture Design, Purchase and Installation

Procurement of Audio Visual Equipment for Courtrooms and Ponce Training Room

Replacement of Flooring at Corridor 308 and 604

Retrofit Workstations to Height Adjustable Surfaces

Replacement of Power and Floor Boxes Modules

Ponce Mailing System Change

Procurement of Cyclical

Replacement Items and/or Services





WE THANK ALL OUR EMPLOYEES
FOR THEIR CONTINUED SUPPORT,
ENTHUSIASM, DEDICATION
AND HARD WORK.