William Ditto, Dean
FINANCE
Lee Ann DeRita
Finance Assessment

- Continue to identify business operations processes and procedures to review, improve and document best practices through the development of SOPs

- SOP development – establish a workgroup to review current process, identify opportunities for improvement, create new process and document SOP

- Engage representatives from impacted units at all levels of the organization: department, college and university
Past project: additional comp summer salary actions – identified by university as best practice

Current project: additional comp summer salary action changes

Fall projects: account reconciliation and position control

Non L-5 accounting technician network meeting 3rd Tuesday of the month 10:30 – 11:30 am, SAS 4201. Kickoff meeting September 19th.
Research Administration Assessment

- Continue conducting training and having joint meetings with the pre-award and post-award staff to facilitate a broader knowledge base of research administration function.

- Develop standard operational procedures for the research administration function to promote clarity and consistency throughout the College.

- The Director should assume a stronger leadership role in the development of strategic goals, strategic planning, and collaboration with associated University offices (e.g. Contracts and Grants, Controller's Office, and Budget Office).
Identify the close outs which have not been completed and develop a plan of action with a timeline and projected target date for the project’s completion.

Ensure that a SOP is developed to specifically address the need for improved communication between all parties involved and ensure a fluid workflow throughout the college for research administration activities.
- Develop SOPS around the new structure and the changes in the processes and procedures. Ensure that roles are accurately defined and understood at every level in the college.
Human Resources Assessment

- Recruit for a HR Partner in Physics in July 2017.

- Perform a skills gap analysis of all partners and business officers to determine actual training needs and develop a personal training plan for each supervisor to implement.
- Develop SOP Working groups.
- Potentially hire a lead in the COS HR office.

- Continue monthly HR Partner Meetings.
- Six times a year, the Business Officers will join the HR Partner meetings for specialized topics/training.
In partnership with the business officers, develop an Academic HR training manual that can be utilized as a resource for business officers to train their HR staff.

During the quarterly meeting with heads (business officers will be invited) discuss metrics, performance gaps, and successes.
INFORMATION TECHNOLOGY
Debbie Carraway
There is an opportunity for the Director of IT to strategically establish a stronger customer relationship with OIT and assess the customer service provided to the college, establishing a formal service level agreement with OIT.

If possible, identify funds that could be centralized and used for lifecycle replacement in labs and classrooms.

- This effort could be a part of a phased approach in the development and standardization of a replacement cycle for computers in the college.
- The college IT department could be responsible for coordinating a replacement cycle across all departments and centers as guided by the Dean’s leadership team.
Centralize the reporting relationship of all IT employees to the college level, reporting to the Director of IT.

- Includes professional IT staff whose duties are entirely IT, not those with split assignments
- Biological Sciences, BRC, Math, Physics, SCO, Statistics
- IT staff remain embedded in their departments
- College level IT works closely with department’s designated liaison
- Some resource sharing (e.g., cross-training, vacation/sick backups, joint projects, emergency help, peer assistance, etc.)
In order to determine the skill sets of IT staff in the college, the Director should conduct a skills gap analysis.

- Based on the skills analysis and the identified business needs of Sciences as a whole, develop/assign areas of specialty and invest in training to develop those areas of expertise further.
Roadmap How Do We Get There?

**Assessment**
- Campus external review
- Peer institutions
- Competitive environment

**Standards**
- Service levels
- Objective standards
- Expectations

**Processes**
- Communication
- Management
- Continuous Improvement

**Change**
- Change management
- Implement processes
- Assess success