

BAS Strategic Direction 2003 – 2008

Business and Administrative Services

The mission of Business and Administrative Services (BAS) is to help create a more efficient, cost-effective and customer oriented environment in order to provide better service to the campus community.

Strategic Plan

This past year, the Leadership Team met to begin to develop the division's direction and strategic plan for the next five years. The review process included participation and involvement with each department manager and members of the staff to decide upon objectives for achieving the strategic goals. Building on the outcome of the division's strategic planning, the Leadership Team has established a sound basis for its long range goals and direction, including timelines and milestones.

To implement its mission, BAS will place a high priority on the strategic direction outlined as follows:

1. Search for service and process efficiencies that maximize allocated resources and integrate cost effective technology
2. Develop a division of knowledgeable, responsible and accountable employees

Attached is an overview of each department's objectives as they relate to the long range goals for 2003-2008.

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Vice President for Business and Administrative Services

Goals

Create effectiveness and strategic use of the leadership and manager meetings

Develop a process to evaluate the purpose and effectiveness of employee teams and redirect as needed. Ensure employee teams have clarity of purpose, expected outcomes, and agreed upon approach.

Objectives

Conduct meetings each month with the leadership team and managers team to discuss strategic issues, planning and information sharing. Agendas will be developed from input provided by the managers and the Vice President.

Periodically review effectiveness of the on-going leadership meetings

Develop with leadership team agendas or identify training needs for the managers meetings.

Work with teams on resolving obstacles and/or reassessing the continuation of their work.

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Facilities Planning, Development & Operations/Facilities Management

Goals

- Create effective seamless services for customers which also supports and increase staff efficiency
- Balance the use of special project and general fund dollars
- Ensure that new employees have essential orientation knowledge for starting their jobs

Objectives

- Implement effective on-line work order system
- Centralize customer requests for services
- Evaluate campus equipment needs and renewal schedules
- Evaluate management of ongoing campus construction projects
- Ensure campus understanding Facilities Management and responsibilities, i.e., services, chargeback system

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Human Resources

Goals

Integrate technology to increase effectiveness and efficiency while not losing personal touch where needed
Review and assess ways to provide on-going functional training and information for faculty and staff

Objectives

Assess, develop and utilize effective on-line employee forms
Introduce Peoplesoft capabilities to campus/determine modules
Assess ways to reduce paperwork utilizing computer technology
Maintain effective relationship with campus unions
Provide opportunities for staff training and development and develop employee appreciation program/certificate and management training

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Fiscal Services

Goals

Increase self-service for departments and students allowing Fiscal Services to focus on systemwide financial functions
Participate in evaluation and costing out of University strategic alternatives
Inform University employees of their role in maintaining fiscal integrity
Create a fiscal services that successfully implements PeopleSoft and other financial systems in order to provide ongoing accurate data
Develop an efficient and effective fiscal services department for the campus community

Objectives

Increase department use of electronic forms and processes
Work with campus to develop better use of portal technology capability
Refine business processes to reduce costs without disrupting services
Provide effective training program to new employees of financial processes
Educate campus as to effectiveness of PeopleSoft program
Ensure knowledgeable, creative and independent staff and management

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Safety and Risk Management

Goals

Assess current facilities utilization process and make recommendations that increase effectiveness and efficiency while minimizing risk to campus

Create and maintain a safe infrastructure

In coordination with Public Safety, review the University's emergency preparedness plan and update as appropriate

Objectives

Increase efficiency by reducing the number of hands that touch the process

Develop training program to prepare staff for better campus responsiveness

Conduct periodic safety audits

Plan for campus training in emergency preparedness and continue to update

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Public Safety

Goals

- Increase the level of customer service to the campus community
- Ensure proper level of response to emergencies
- Assess current parking and ticketing process and look for ways to streamline it
- Assess ways to conduct mandated training and job-specific training utilizing more cost effective means
- Evaluate organizational structure and reorganize as needed to meet demands of the University, State mandates, audit requirements, etc., and our goal of increasing customer service level

Objectives

- Continue to review and update Public Safety departmental policies and procedures
- Evaluate current safety programs
- Evaluate effectiveness of campus key policy and procedures
- Better utilization of student employees
- Evaluate overall operation and efficiency to meet campus mission within budget