Date: June 23, 2009

From: Donna Hobart

To: Service Centers for OAA Units Committee members

Re: Charge to the committee on Service Centers for OAA Units (SCOU)

History

OAA began the process of implementing a Service Center for OAA units in April of 2009. Three “centers” were established based on decisions that were made prior to my arrival at OAA. Those were the CIO, Research, and the OAA Center, which supported all other OAA units. The first functions that were centralized were travel and the purchasing card. These functions were selected for immediate implementation due to the potential “gain” in terms of reducing the risk of fraud, improving audit results, and providing subject experts to improve the quality and service associated with these transactions.

Since the inception of the service center, OAA has been reorganized and additional organizations now report through OAA. As a result of this restructuring of OAA, we need to revisit the decisions about what constitutes a service center. In addition, it is now time to develop a plan that identifies the next functions to be supported through these service centers.

Service Centers Committee

In order to develop a comprehensive plan for centralized service centers within OAA, a committee was formed of human resource and fiscal personnel from the various OAA units. I would like to thank those of you who volunteered to serve on that committee.

I will facilitate the initial sessions of the committee, which is charged with the following tasks:

- Develop a mission statement for the Service Centers for OAA Units
- Quantify the number of HR and Fiscal FTE (full time equivalent staff) across all OAA units
- Quantify the number of HR and fiscal transactions by type of transaction for each OAA unit
- Recommend the # of service centers required to meet the needs of the OAA units
- Identify which HR and fiscal functions should be centralized and which should not
- Assign OAA units to each service center taking into account an appropriate workload distribution and an alignment of units with similar transactions
• Develop a staffing strategy that distributes staff in an equitable manner to the various service centers based upon the number and type of transactions that will be processed
• Identify space needs for service centers
• Determine next steps for implementation and draft a schedule for implementing the remaining functions to be centralized
• Design a “scorecard” that will enable us to measure success of the service centers
• Assign two subgroups, one to address HR functions and processes, chaired by Bobbie Houser, and another for fiscal functions and processes, chaired by Rachel Cornell.

As we address these tasks, we need to keep in mind that other units across campus are also developing service centers and may be ahead of us in terms of their planning. Units that may be willing to assist us or give advice with these tasks include our own Student Life, the College of the Arts and Sciences, and Fisher College of Business.