

Department/Unit: University Fiscal Services
Contact Name: Sommer Todd

Year: 2018
Contact Title: Interim Director of Fiscal Services

Unit Overview/Mission/Purpose

The Office of Budget Planning & Resource Analysis (BPRA) supports the university decision makers through development and management of data. The scope of managing data includes management of many survey instruments and effective assessment at all levels. The office is also responsible for the overall development of university budgets and the allocation and control of resources that are consistent with the University's strategic plan.

In fiscal year 2019, Business and Fiscal Officers (BFOs) were transitioned to a central reporting model. BFOs and BPRA are now part of University Fiscal Services. We will be working to add related KPIs and to make sure the additional budget and staff FTEs are included in the next reporting cycle.

Staffing

	FY16	FY17	FY18	FY19
# Full Time Staff	10	10	6	6
# Student Employee FTE	0	0	0	0

Success Outcome 1:

Preparation of the Board Approved Budget

KPI 1.0

Budget Timeline

We have a budget timeline that helps in the preparation of the University's budget. Preparation typically begins with the pro-forma and revenue projection in fall, followed by departmental expense budget development in winter, and concludes with Board approval in spring.

Result:

Multi-year budget planning has begun. Meetings have taken place to discuss enrollment projections and financial aid budgets. A budget template is underway to adjust as planning continues.

Response / Action Plan:

Multi-year budget planning is the number one priority for the department at this time and we fully anticipate meeting the related goals.

Success Outcome 2:

Year-long execution of the budget plan

KPI 2.0

Personnel Action Forms (PAFs)

Processing of PAFs is to be completed within 5 business days.

Result:

Unable to track at this time.

Response / Action Plan:

Continue to advocate for an electronic PAF. Short of that, we could request that all PAFs are delivered to an administrative assistant to be logged and distributed. After PAFs are processed, the administrative assistant would log the completion date and forward forms back to HR. The deficiency here, is that this resolution may delay delivery of forms for processing. While analysts will complete processing within 5 business days, the full procedure will likely slow turnaround.

KPI 2.1

Budget Transfers - Timing of approval/rejection of BT forms

From the moment an entry arrives in the budget queue for approval, to the time of its approval, should be no longer than 5 days.

Transfers will be rejected if budget rules are not adhered to.

Result:

Between July 1, 2018 and December 6, 2018, budget transfers have been approved within 4.75 days on average.

Response / Action Plan:

Continue to review and approve budget transfers as efficiently as possible and maintain or improve outcomes.

KPI 2.2

Organizational Hierarchy Changes

Requests to create, revise, or terminate orgs in Banner will be processed within 5 business days upon receipt of the Org Request Form.

Result:

Unable to track at this time.

Response / Action Plan:

We have worked with CaTS to incorporate Service Now for these requests. Service Now will be operational in January. This will provide reporting to indicate whether or not service level goals are being met going forward.

KPI 2.3**Reporting**

Ad hoc requests for reports/spreadsheets to management should be provided immediately where possible. The accuracy of information will reflect the credibility of our work. Surveys will be completed on time – there should be minimal or no request for extension.

Result:

Three new financial (budget) reports were developed for the Finance, Audit and Infrastructure (FAI) Committee and approved for use. The reports were submitted on time for the September, October and November FAI Committee meetings.

Response / Action Plan:

Internal department deadlines were established for the development, review and submission of Board level reports. Deadlines have been met for the fall semester.

KPI 2.4**Customer Service**

Provide successful communication of guidelines and adherence to guidelines.

Result:

No defined measure at this time. Interim Director of Fiscal Services has not received any complaints from the University community.

Response / Action Plan:

Discuss the possibility of an annual survey to monitor success in the area of customer service.