

Duplication of Effort

- Review functional responsibilities across all administrative units and identify areas of duplication in service delivery
- For each identified area of duplication, the team will provide:
 - A description of the duplicated service(s)
 - An organization chart depicting the affected areas
 - The personnel and operating resources allocated to these areas
 - The opportunity for cost reduction and service enhancement as a result of consolidation of delivery areas
 - Recommendation for realignment within the reporting structure as a result of consolidation
- Assess opportunities for service outsourcing, consortium or elimination
- Prioritize opportunities by magnitude of cost savings, ease of implementation, speed of implementation and impact on service delivery
- Potential areas to review: Copy Center, Marketing/Communications, Grant Administration, IT Support, Libraries

Team Members:

Lead: Denise Hogsett

Members: Glenna Racer, Ron Childress, Elizabeth Hanrahan, Tim Weingart, Marcia Harrison, Dan Hollis, Ginny Painter, Monica Brooks, Nina Barrett, Leah Payne

Support Staff: TBD

Steering Team Liaison: John Maher

Leveraging Technology

- Assess hardware and software standards, create standards as needed that can be implemented throughout the university, and analyze projected cost savings and service impacts
- Assess opportunities for service outsourcing, consortium or elimination (e.g. LMS, email, telecommunications)
- Evaluate current service delivery models and identification of cost savings (e.g. thin client computer clusters, desktop imaging, telecommunications, cycle for turnover of network, desktop and laptop hardware)
- Analyze current utilization of existing technology to determine opportunities for further technology leveraging that enhances services and/or increases efficiency, including enhanced implementation and utilization of Enterprise Reporting System (ERP)
- Prioritize opportunities by magnitude of cost savings, ease of implementation, speed of implementation and impact on service delivery
- Potential areas to review: Thin client computer clusters, desktop imaging, telecommunications, cycle for turnover of network, desktop and laptop hardware, replacement cycles, expansion of e-procurement

Team Members:

Lead: Brian Morgan

Members: Katrina Eskins, Amad Mirzakhani, Paula Kaplan, Josh Hagen, Emilee Miles, Karen Barker, Karen McComas, Bob Dorado, Holly Simpkins

Support Staff: TBD

Steering Team Liaison: Jan Fox

Facilities (Management and Utilization)

- Review of facilities management and maintenance requirements, with consideration of both personnel and operating allocation requirements
- Assess opportunities for service outsourcing, consortium or elimination
- Review of utilities consumption and commodity purchasing to identify opportunities for cost reduction or containment in the utilities budget (this analysis should include the opportunity for capital investment that will result in short-term and long-term energy savings that have a positive budgetary impact)
- Review of current scheduling practices for facilities to determine opportunities for increased utilization of current facilities, reduction in operating costs and reduction or elimination of future capital investments associated with currently projected facilities expansion
- Prioritize opportunities by magnitude of cost savings, ease of implementation, speed of implementation and impact on service delivery
- Potential Areas for Review: Utilization of facilities during break periods, reserved space within academic and administrative departments, underutilized instructional, research and administrative space, flex space to support pooled administrative support services

Team Members:

Lead: Joyce Harrah

Members: Jody Perry, Margie Phillips, Char McKenna, Linda Bowen, Travis Bailey, Sonja Cantrell, Scott Morehouse, Marty Newman, Randy Vaughn

Support Staff: TBD

Steering Team Liaison: Brandi Jacobs-Jones

Auxiliary Services

- Evaluate opportunities to increase net revenue through growth of existing revenue generating areas or through the identification of new revenue generating
- Identification of new revenue or outsourcing opportunities should include all necessary operating or capital investment so that the net revenue impact of these recommendations can be evaluated
- Establishment of clear net revenue expectations for each auxiliary area
- Assess opportunities for service outsourcing, consortium or elimination
- Prioritize opportunities by magnitude of cost savings, ease of implementation, speed of implementation and impact on service delivery
- Potential Areas for Review: Residence life, dining services, bookstore, athletics, recreation center

Team Members:

Lead: Karla Murphy

Members: Tootie Carter, Miriah Young, Scott Ballou, Andy Darling, Steve Hensley, Andrew Donovan, Alice Roberts, Michelle Ruppert

Support Staff:

Steering Team Liaison: Layton Cottrill

Vendors/Contracts

- Review of all current contracts for the purchase of goods and services and the creation of a matrix outlining date of last bid, current vendor, value of contract, contract expiration and provisions for terminating the contract
- Identification of contracts eligible for rebid and projected savings
- Analyze compliance with contract policy and procedure and assess need for policy and procedure adjustment or enforcement
- Review SciQuest (myBUY) product to determine whether we should continue use at the current level, enhance use or move to alternate options
- Assess opportunity for pooled equipment purchasing
- Evaluation of opportunities for strategic sourcing (e.g. printing and copying, supply, equipment, etc.) and projected savings
- Prioritize opportunities by magnitude of cost savings, ease of implementation, speed of implementation and impact on service delivery
- Potential Areas for Review: Office, lab, facilities and other supplies, print/copy

Team Members:

Lead: Allen Taylor

Members: Danny Holland, Melody Freeman, Stephanie Smith, Lisa Maynard, Mike Norton, John Schloss

Support Staff: TBD

Steering Team Liaison: Matt Turner

Purchase Card/Travel

- Evaluation of current purchase card processes to identify opportunities to improve services while being mindful of state process requirements
- Examination of interaction/conflict between purchase card procedures and procurement procedures
- Review of current policy and procedures within the context of federal, state and HEPC regulations related to travel
- Identification of “pain points” in travel procedures
- Identification of opportunities to further leverage technology to reduce cost and enhance services related to travel
- Evaluation of opportunities for strategic sourcing and/or building internal expertise related to travel
- Prioritize opportunities by magnitude of cost savings, ease of implementation, speed of implementation and impact on service delivery
- Potential Areas for Review: Travel reimbursement, fleet management, travel agent/agency option

Team Members:

Lead: Cammy Holley

Members: Teresa Bolt, Marty Laubach, Teresa Holschuh, Helen Bonham, Debra Smith, Carol Hurula, Carolyn O’Lynn, Juanita Parsons

Support Staff: TBD

Steering Team Liaison: Gayle Ormiston, Mary Ellen Heuton

Spans and Layers (Organizational Structure)

- Review of the current organization structure to assess span of control and opportunities for reorganization that would enhance communication, organizational alignment, and strategic execution.
- Evaluation of existing personnel vacancies and recommendation for position elimination, reallocation or recruitment
- Prioritize opportunities by magnitude of cost savings, ease of implementation, speed of implementation and impact on service delivery
- Potential Areas of Review: Number of direct reports to each managerial level position; signature/approval authority; budgetary control

Team Members: Steering Team