

## **20/20 Posting on Service Portfolio Review**

### **4a –Service Portfolio Review-Original Statement**

Create a process and analyze the entire services portfolio and processes of the University to determine their contribution(s) to the mission, their value proposition for MU and process improvement opportunities. This undertaking would outline the process, criteria, timelines, stakeholders, service beneficiaries and key questions to be addressed on a continuing quality improvement basis.

Expanded to the following

### **4a -Services Portfolio Review Development- Clarified Based on Discussion**

Propose an approach to analyze the components of the services portfolio of the University and the associated processes to determine their contribution(s) to the mission, their cost/benefit to MU and identify process improvement opportunities to improve service, avoid cost or reduce cost.

The output recommendations will outline:

- the key elements of the process, including charter, organization, methodology and facilitation
- the criteria for the analysis,
- the criteria for developing and prioritizing process improvement opportunities
- the timeline, key deliverables and milestones,
- the participants stakeholders and service beneficiaries
- key questions to be addressed on a continuing quality improvement basis, e.g.
  - Cost reduction targets
  - Cost avoidance targets
  - Service improvement targets

### **Definitions:**

Services Portfolio- Non-faculty activity in support of students, faculty, staff, teaching, research and athletics

Scope: MURC, Academic Affairs, IT, Finance, Administration, HR, Security, Marshall Health, (other elements of SOM?) Athletics

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