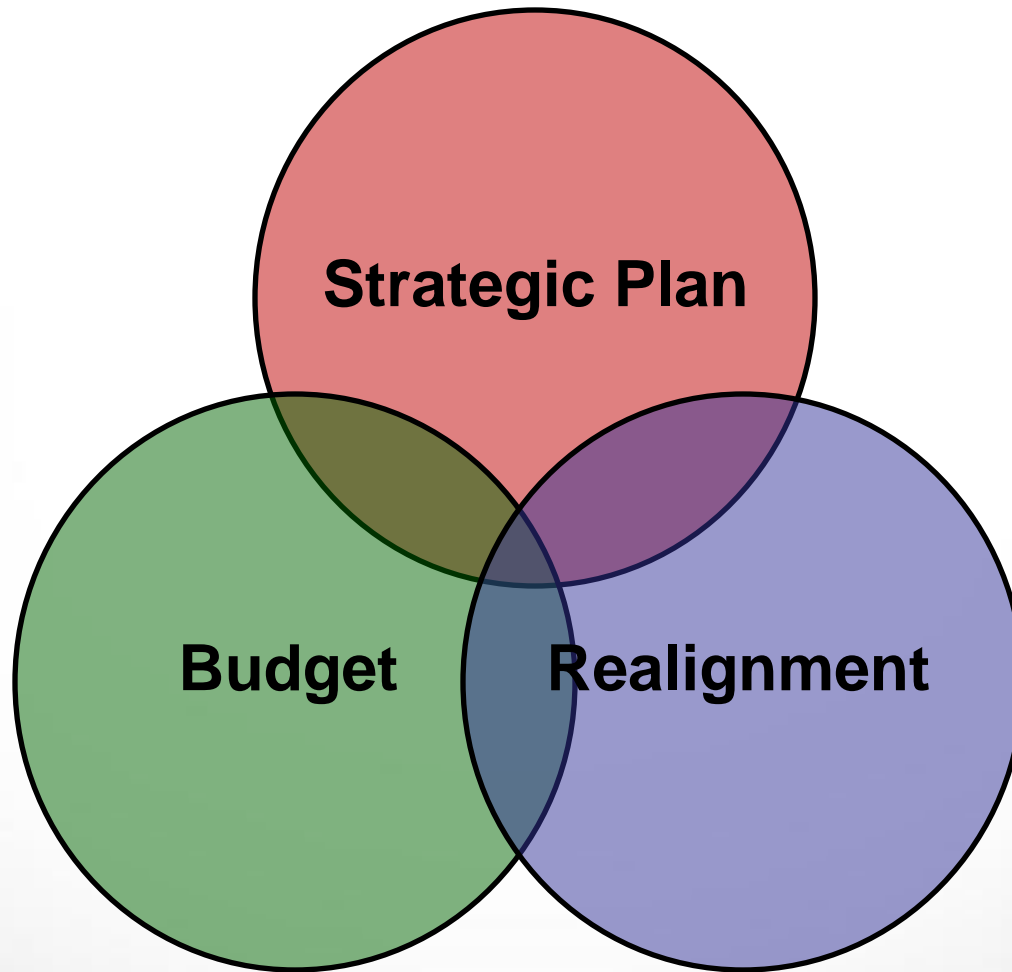


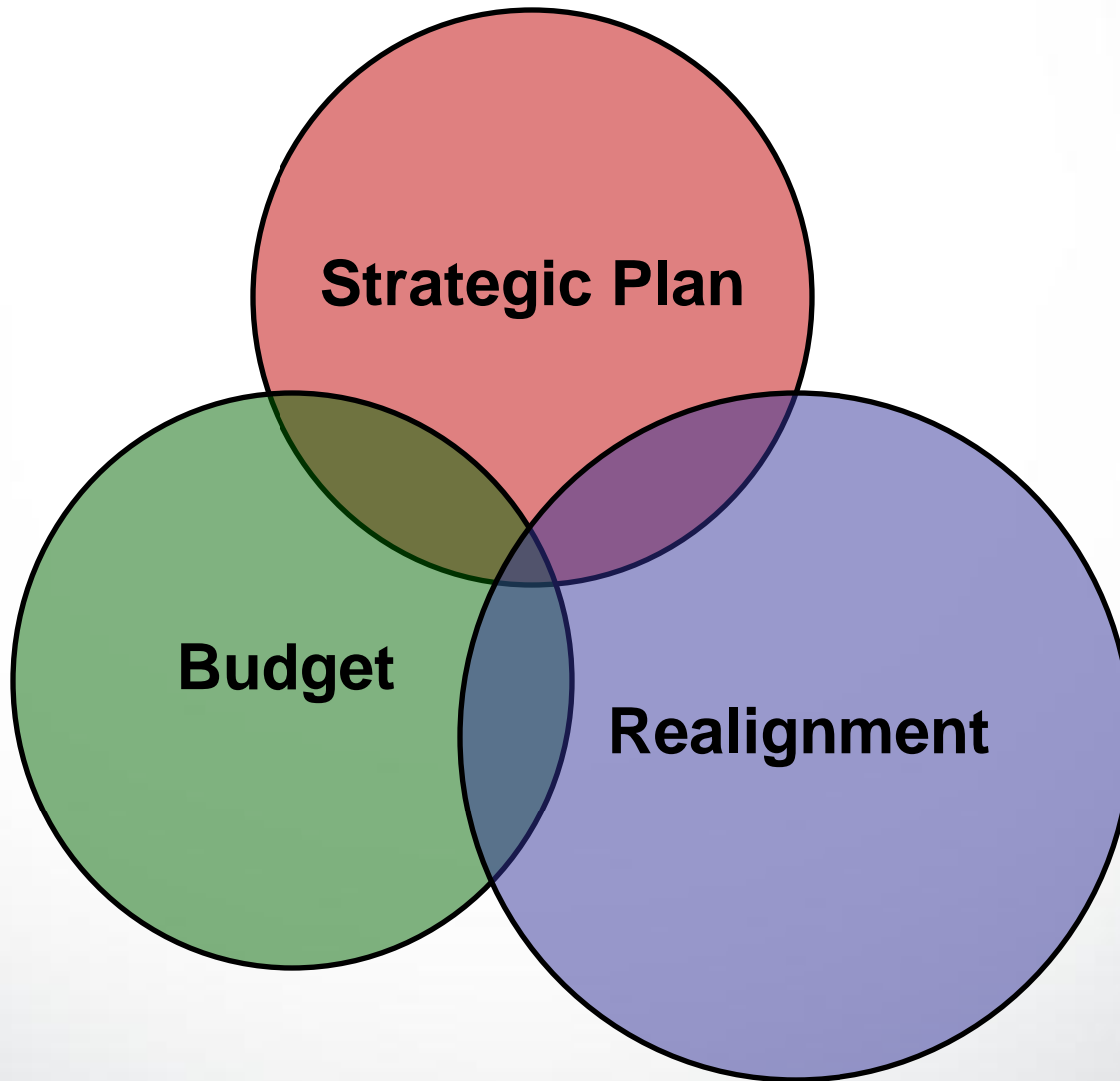


# **Business Operations Centers**

**Faculty Senate  
September 20, 2011**

# Planning Processes







# Strategic Realignment

# Realignment Initiatives

## 1. Administrative Consolidation

(a) Discontinue EEED

(December, 2011)

(b) Consolidate Student Programs

(July, 2012)

(c) Consolidate Equity and Diversity Offices

(Complete)

# Realignment Initiatives

## 2. Academic Programs

(a) Restructure academic science programs  
(December, 2011)

(b) Identify low-enrollment & low-productivity  
academic programs; recommend optimal  
resource allocation  
(May, 2012)

# Realignment Initiatives

## 2. Academic Programs (continued)

(c) Create a new structure for academic planning  
(May, 2012)

(d) Implement recommendations for Distance  
Education & Summer Education programs  
(Fall & Summer, 2012)

# Realignment Initiatives

## 3. Organizational Bureaucracy

**(a) Clarify, consolidate or eliminate Policies, Regulations, & Rules**

**(December, 2011)**

**(b) Re-constitute Administrative Process Review Committee**

**(Complete)**

# Administrative Process Review Committee

- **Will work collaboratively with central & unit-based personnel to identify & evaluate opportunities for efficiency improvement & cost reduction**
- **Will serve as primary conduit for faculty & staff to suggest changes in administrative processes**
- **Recommended changes may be small adjustments that simplify existing processes, or may involve major process or policy changes**
- **Will evaluate need for permanent “Efficiency Czar”**
- **Realignment of business operations will provide additional opportunities to review administrative processes; Executive Director of Business Operations will engage with committee**

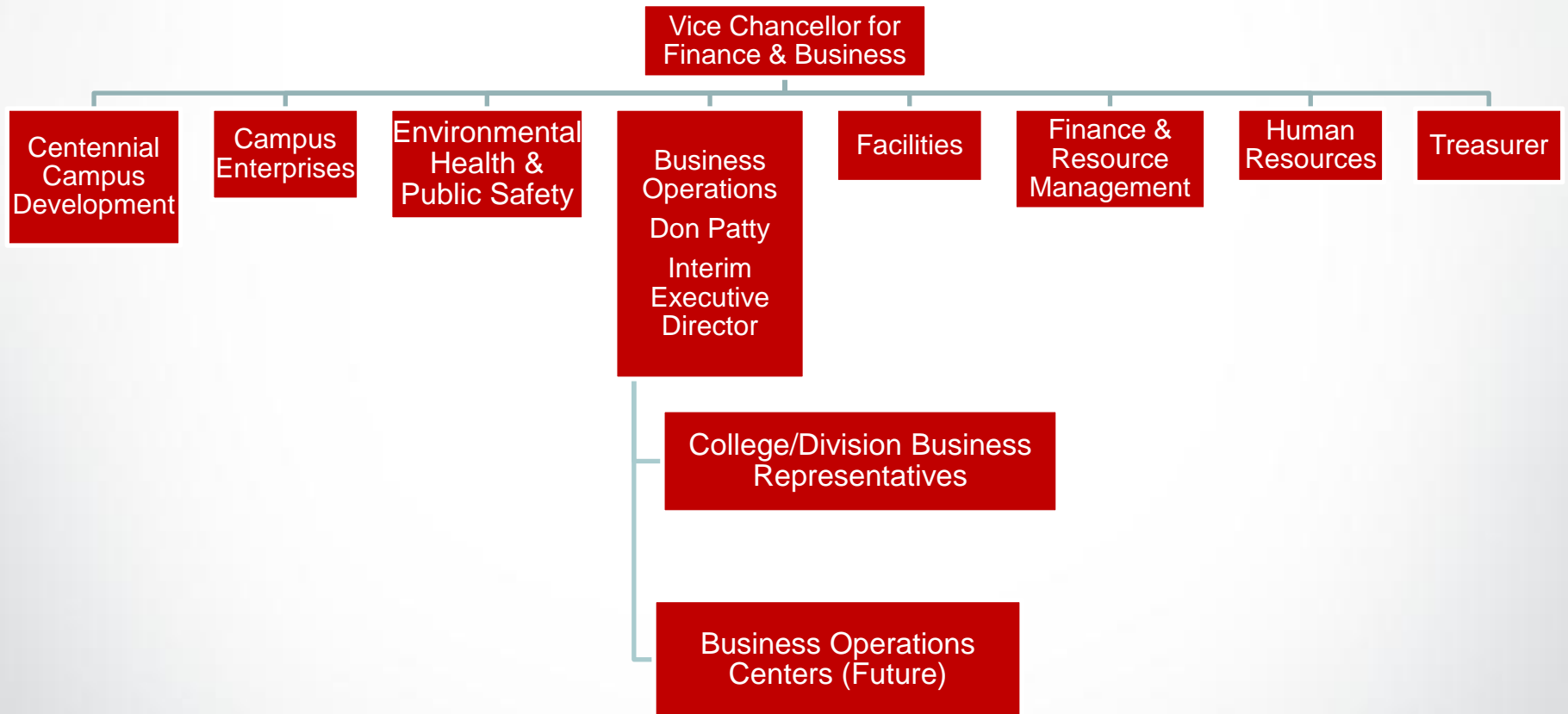
# Realignment Initiatives

## 4. Business Services

- (a) **Realign lead college/division representatives with dual reporting lines to Finance & Business (Complete)**
  
- (b) **Implement Business Operations Centers (July, 2012)**

# Finance and Business

*effective July 1, 2011*



# College / Division Business Representatives

Betty Byrum,  
CHASS

Pat Cellini,  
DUAP

Lilia Collazo,  
COEd

Arnette Ejire,  
PCOM

Dottie Haynes,  
COD

Karen Horne,  
OIT

Taylor Jeffreys,  
Advancement

Greta Johansen,  
CVM

Sandy Jones,  
Student Affairs

Rick Liston,  
RIED

Joy Martin,  
CALs

Ralph McLester,  
F&B

Diane Moose,  
Athletics

Vicki Pennington,  
Provost

Connie Reno,  
COE

Carlos Rivera,  
PAMS

Christy Scheid,  
Athletics

Virginia Teachey,  
COE

Karen Turner,  
EEED

Michael Walker,  
COT

# Realignment Initiatives

## 4. Business Services

- (a) Realign lead college/division representatives with dual reporting lines to Finance & Business  
(Complete)
  
- (b) Implement Business Operations Centers  
(July, 2012)

# Business Operations Center Model

**Is intended to:**

- **Maintain & improve customer service as primary focus**
- **Offer enhanced depth & breadth of expertise**
- **Offer continuity of service**
- **Provide services more cost-effectively by reducing cost of errors & re-work**
- **Increase efficiency (reduce processing time & meet UNC key performance indicators)**
- **Reduce total number of personnel involved in processing financial & HR transactions**

# **Business Operations Realignment Steering Team**

- **Jeff Braden, Dean, CHASS**
- **Julie Brasfield, Director, Office of Contracts & Grants**
- **John Fountain, Professor, MEAS**
- **Gwen Hazlehurst, Director, EAS**
- **Jim Klingler, Director, Facilities Budget Office**
- **Nikki Kurdys, Payroll Coordinator, CALS**
- **Barbara Moses, University Budget Officer**
- **Vicki Pennington, Assistant Vice Provost**
- **Roby Sawyers, Professor, PCOM**
- **Barbara Sherry, Professor, CVM**
- **Brian Simet, Director, HRIM**
- **Virginia Teachey, Assistant Dean for Finance & Business, COE**

# **Business Operations Realignment Steering Team Tasks**

- **Research shared business services elsewhere**
- **Select permanent Executive Director of BOCs**
- **Receive input from faculty & staff & educate campus**
- **Evaluate current operating environment**
- **Define initial scope of services & goals**
- **Develop metrics for determining success & develop an ongoing review process**
- **Work with central administration & OIT to improve processes**
- **Recommend optimal number of BOCs & structure**
- **Identify additional functions**
- **Recommend phased implementation plan**



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