

Business Forum

Tuesday, August 2, 2016
10:00 AM – 12:00 PM

Baker 240



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Business Forum

- Sign-In sheet on back table



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Business Forum Agenda

Business Forum Agenda: Julie Allison

Partner Groups

- Facilities: Steve Wood, Kelly Broughton & Luanne Bowman
- Procure to Pay: Diane Cahill & Laura Nowicki
- Post Awards and Grants: Michael Finney, Mo Valentine & Cindy Perry
- Chart of Accounts: Rosanna Howard & Julie Allison

Key Announcements

- Self Service Benefits Qualifying Life Events: Greg Fialko
- Training: Amanda Davis



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Facilities Partner Group

Steve Wood, Executive Director
Facilities Management

Kelly Broughton, Assistant Dean for Research & Education Services
University Libraries

Luanne Bowman, Chief Financial & Administrative Office
Russ College of Engineering



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Agenda

- Charge
- Representation
- Accomplishments
- Items in Progress
- Future Items



Charge

The Facilities Partner Group is charged with developing solutions to improve processes and communications between planning units and the University's Facilities Management. The partner group will gather, review, and assist in the prioritization of issues related to custodial, grounds, and building maintenance and operations.



Representation

Steve Mack, Facilities
Management

Jay North, Facilities Management

Dan Harper, College of Fine Arts

John Gilliom, College of Arts and
Sciences

Dean Dupler, Heritage College of
Osteopathic Medicine

Jason Farmer, Intercollegiate
Athletic

Robin Krivesti, University
Libraries

Mark Ferguson, Campus
Recreation

Dustin Kilgour, Student Affairs

Kevin Witham, Admissions

Beth Lydic, Patton College of
Education

Peter Trentacoste, Residential
Housing

Tina Payne, Business Service
Center

Marjorie Mora, Business Service
Center



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Accomplishments

The group started monthly meetings last November

- Budget Growth in FY16
- Implementation of new service model for Custodial services
- Work Order Prioritization (Internal)
- Implementation of Automated Customer Satisfaction Survey
- Initiative to improve communications through “Tech comments” on Work Orders
- Discussed interaction of partner group with Academic Support Improvement Committee (ASIC)

Key Discussion Point – how can Facilities better communicate with the campus community?



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Items in Progress – Service Level Agreements

Group members identified desire to have service level agreement(s) to:

- Communication improvements – address failings in providing information to customer; resolution of issues
- Baseline vs. billable over multiple venues/locations
- Communication and responsibilities for shared or public-like spaces
- Foundation of accountability
- Clarification of some tensions (e.g. not a baseline service; can't do it ourselves; can't hire someone to do it)

Solicited service level agreements from other institutions



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Service Level Agreement(s)

Maintenance and Operations

- Obtained Committee reviewed multiple Service Level Agreements (SLAs) from other institutions
- Developing SLA for application to all departments/Colleges
 - Appendices will be functional specific

1	Maintenance and repair of plumbing systems, HVAC systems, electrical and lighting systems	Central Budget
2	Mechanical, electrical, or plumbing system modifications due to program changes	Chargeback
3	Preventative and predictive maintenance to building systems	Central Budget
4	Maintenance and repair of building automation controls, energy management systems, elevators	Central Budget
5	Maintenance, repair and replacement of back-up air conditioning units, and computer room air conditioning units	Chargeback
6	Modifications to building systems to accommodate space reconfiguration due to program or personnel changes	Chargeback
7	Modifications to building systems to accommodate new departmental equipment installation	Chargeback
8	Maintenance, repair, and replacement of department refrigerators, freezers, and autoclaves	Chargeback



Service Level Agreement(S)

Ohio University Facilities Management - University Custodial Services Cleaning Service Levels									
TASK	ENTRANCES, LOBBIES, CORRIDORS	CLASSROOMS, SEMINAR ROOMS	RESEARCH LABS	OFFICES	CONFERENCE ROOMS, LOUNGES	RESTROOMS	STAIRWELLS	ELEVATORS	KITCHENETTES
PRIORITIZATION COLOR CODING	#1 PRIORITY			#2 PRIORITY			#3 PRIORITY		
GENERAL CLEANING									
Empty trash/replace liner	daily	daily	daily	3x/work week	daily	daily			daily
Remove recycling	daily	daily	3x/work week	3x/work week	daily				3x/work week
Dust horizontal surfaces/vents	daily	1x/work week	1x/work week or as needed	1x/work week	1x/work week	daily	1x/work week	1x/work week	1x/work week
Clean chalk/white boards		daily			as needed				
Clean classroom desktops	as needed	as needed	as needed	as needed	as needed				
Clean glass/partitions	1x/work week or as needed	as needed	as needed	as needed	as needed	daily	as needed		as needed
Clean drinking fountains	daily				daily				daily
Clean/disinfect all fixtures						daily			
Check/replenish dispensers						daily			
Spot clean walls/doors						daily			
FLOOR CARE									
Vacuum/sweep pedestrian traffic areas	daily	daily	daily	daily	daily		1x/work week	daily	daily
Vacuum/sweep complete room/corridor	1x/work week	1x/work week	1x/work week	1x/work week	1x/work week	daily	1x/work week	1x/work week	1x/work week
Autoscrub/mop	1x/work week	1x/work week	1x/work week	1x/work week	1x/work week	daily	1x/work week	1x/work week	1x/work week
Extract carpet/scrub & recoat floor	annual	annual	annual	upon vacancy	annual			annual	annual
The above services are provided during a Monday-Friday schedule in the frequencies indicated. Services will be performed only one-time per day on the scheduled days and frequencies indicated above unless otherwise noted. Additional service will be provided on a fee basis (all costs directly billed) and can be scheduled through the Facilities Management Work Center. Service delays may occur in cases of an emergency situation, such as a flood, as well as for snow removal.									



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**Grounds Maintenance to be addressed after
Maintenance & Operations and Custodial Services**

Service Level Agreement(s)

- Efforts to date highlighted:
 - Balance between general and specific functions performed by Facilities Management
 - Heating, Ventilation, and Air Conditioning System versus Air Handling Unit
 - Gaps in funding and service level associated with transition to Responsibility Centered Management
 - Installed lab equipment
 - Users/Occupants should involve FM early in the design discussions, especially when planning any new or renovated facility that may include non-routine custodial or M/O obligations
 - Ascertain future Custodial, Grounds, Maintenance & Operations and budgetary implications of new work



Future Items

- Building Manager, or similar, program
- Mechanism for information sharing outside of direct customer

Questions?

Contact Steve Wood
Executive Director
Facilities Management
740-593-2726



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Post Awards and Grants Partner Group

Co-Chairs

Michael Finney: Chief Financial and Administrative Officer, Voinovich School

Cindy Perry: Director, Grants Accounting

Mo Valentine: Assistant Vice President for Research, Research and Sponsored Programs



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Agenda

- Equipment Inventory – Cindy Perry
- Sponsor Equipment – Cindy Perry
- Fixed Asset Dashboard – Mike Finney
- Procurement – Micro-purchases – Mike Finney
- Sub-recipient Review Process – Mo Valentine
- Office of Research and Sponsored Programs
Reorganization – Mo Valentine



Equipment Inventory

- Equipment is moveable and not permanently fixed.
- Cost \$5,000 or greater (includes gifts appraised value).
- Useful life of one year or more.

University owns equipment (green tag on equipment)		Sponsor owns but University is in possession of equipment (red tag on equipment)	Sponsor owns and in possession of equipment or building a piece of equipment (see note below)
941000	948000	965000	960000
942000	950000		<p>Note: Equipment being built from items less than \$5,000 and once built will be \$5,000 or greater must be tagged if the University is in possession of the equipment. Contact finance.equipmentinventory@ohio.edu once the item is built so it may be tagged.</p>
943000	951000		
944000	952000		
945000	961000		
946000			



Sponsor Equipment

- Ohio University's Oracle Business Intelligence (OBI) system for the Finance Fixed Assets Dashboard now provides Sponsor Equipment (red tag).
- The Fixed Assets Dashboard provides the ability to display asset(s) by Contractor or Government Acquired, Asset Name, Date in Service, Cost, Department, Building, Room, Tag Number, Part Number, Grant/Contract Number, Employee and Sponsor.
- Contractor Acquired – purchased on grant using natural account 965000. Ohio University is using the equipment that is vested with sponsor.
- Government Acquired – sponsor provided equipment to Ohio University that is vested with sponsor.



Fixed Assets Dashboard

- Log in to OBI using: <https://obiprd.oit.ohio.edu/> with OHIO ID and password
- Click Dashboards and navigate to Finance and Administration Dashboards and click on Finance and Administration.

Finance and Administration | Home | Catalog | Favorites | Dashboards | New | Open | Signed In As perry

Fixed Assets

Book Type
 FMS CORP BOOKS
 SPONSOR EQUIP

Organization --Select Value-- |
 Organization Name --Select Value-- |
 Org Lvl2 Planning Unit --Select Value-- |
 Building Name --Select Value-- |
 Room --Select Value--

Serial Number contains any --Select Value-- |
 Tag Number contains any --Select Value-- |
 Asset Number |
 PO Number contains any --Select Value-- |
 Cost >=

Employee Name contains any --Select Value-- |
 Category Description is equal to / is in --Select Value-- |
 Asset Description contains any --Select Value-- |
 Date Placed in Service Between - - [Apply] [Reset]

ASSET NUMBER	SE ASSET NAME	ASSET DESCRIPTION	CATEGORY SUB1	COST	EMPLOYEE NUMBER	SE UOM	CURRENT UNITS	PART NUMBER	LICENSE PLATE NUMBER	TAG NUMBER	SE GRANT/CONTRACT NO.	SE CFDA	SE AGENCY	DATE PLACED IN SERVICE	SE DATE ACQUIRE
120083	OEM4 L1/L2W RECEIVER	OEM4 L1/L2W RECEIVER	CONTRACTOR ACQUIRED EQUIPMENT	\$5,197.00	101575	N/A	1	NP202470006		880226	GM0011802/DTFA01-01-C-00071	20.XXX	FEDERAL AVIATION ADMINISTRATION	07/22/2003	07/22/2003



Procurement – Micro-purchases

- Uniform Guidance Procurement standards 2 CFR 200.320(a), *Procurement by micro-purchases* was extended to July 1, 2017 by Office of Management and Budget (OMB) and requires three quotes for purchasing items \$3,500 or more.
- Council on Governmental Relations (COGR) has advocated to OMB an increase in the micro-purchase threshold from \$3,500 to \$10,000 and extend the implementation of this standard to July 1, 2018.
- COGR has also requested that State institutions have the opportunity to request an exemption in accordance with 2 CFR Part 200.317-326 as afforded to States.
- Federal Register expected in September/October 2016 timeline.



Sub-recipient Review Process

- Uniform Guide requirements (2 CFR 200.330-332)
 - Sub-recipient and contractor determinations
 - Requirements for pass-through entities
 - Risk Assessment
 - FFATA Reporting
 - Monitoring Activities
 - Fixed amount Sub-awards
 - Allowed under certain circumstances (§200.201)



ORSP Reorganization

- Cradle to Grave Service
- New Service Center
 - orsp@ohio.edu or 740-597-ORSP (6777)
- Core Competency Training Program
- Announcement of Manager Assignments Planned for August 1
- Open House Planned for September



Questions?

Cindy Perry (perryc@ohio.edu)

Michael Finney (finney@ohio.edu)

Mo Valentine (valentip@ohio.edu)



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Partner Group Chart of Accounts

Co-Chairs

Rosanna Howard: Director of Operations & Budget, Regional Campus

Julie Allison: Assistant Vice President, Finance



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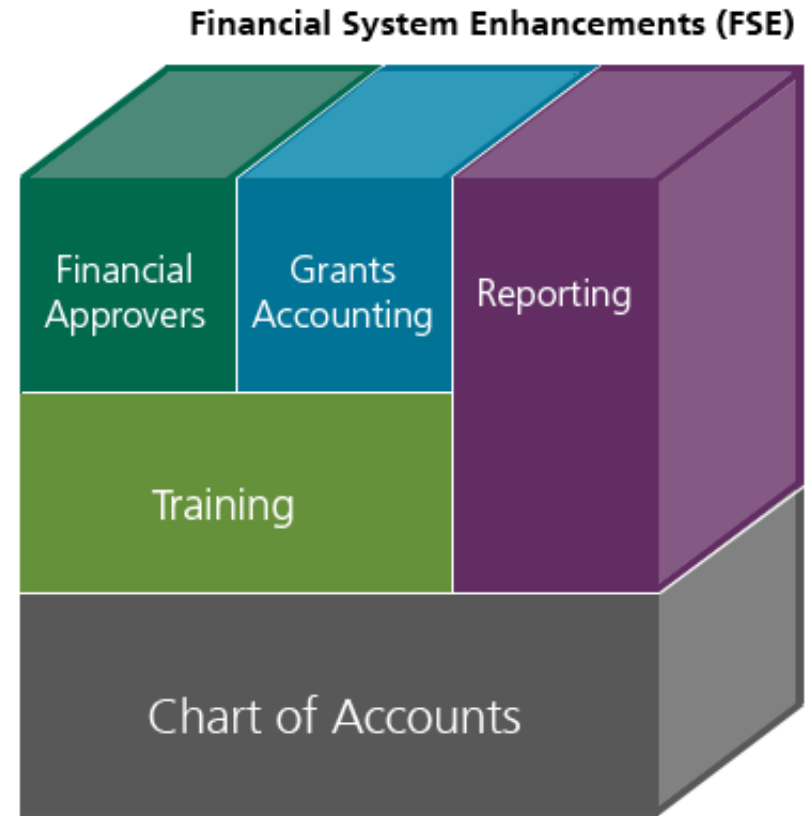
Agenda

- Financial System Enhancements
- Chart of Accounts (COA) & Grants Accounting Project Updates
- Change Management Activities
 - Change Network
 - Awareness Sessions
 - Training Approach
 - User Impact Analysis
 - Communication Strategy



Financial System Enhancements (FSE)

- What are “Financial System Enhancements”?
- Leveraging change management to support strategic projects



Financial System Enhancements *to empower you*

Increased Consistency

Robust accounting structure that gives you the flexibility to use consistently defined segments for improved data integrity while supporting user-defined needs



Enhanced Reporting

Reporting that allows you to sort, drill down and roll up accounting data at various levels through hierarchies and relationships



Informed Decision-Making

System capabilities that allow you to aggregate data to view historic trends, analyze current state and forecast for optimal financial efficiency across the University



Project Update

Chart of Accounts

Grants Accounting



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Mapping Update

- Mapping activities have been occurring since June with Planning Unit representatives
- Focus is on General Ledger Account Strings and Identification of Project-Task-Award Combinations that Units would like to use in Grants
- Every existing combination (account string) has to be mapped to a new account string.
 - A. Existing **Fund Type-Fund-Org-Project** will map to:
 - **GL: Entity.Source.Org.Activity.Function** or
 - **Grants: Project-Task-Award**
 - B. Existing **Natural Accounts** will map to:
 - **GL: Object Code** or
 - **Grants: Expenditure Type**
- Mapping is iterative as we add new values in existing chart



Mapping Timelines for Grants

Mapping	Mapping Period	Updates	Participants
Sponsored Projects	Fall 2016	Refresh through go live	Grants team
Capital Projects	Fall 2016	Refresh through go live	Capital Projects team
GL combos to map to Grants	Winter 2016		PU/Internal Award team



Segment Values Update

- Object Codes
 - 1st First Draft Object Codes – August
 - COA Partner Group Review
 - Distribution to Campus for Review
- Functions
 - Published – August
 - COA Partner Group Review
 - Distribution to Campus



COA Project Update

- General Ledger (GL) Prototype
 - Phase I – July
 - Phase II – August
- GL Conversion – based on mapping results – August



Grants Project Update

- Identifying processes and values
 - Sponsored
 - Capital
 - Internal Awards
- Conference Room Pilots (CRP) – August
 - Proof of Concept
 - Assessment of Options
- Grants Demo Sessions
 - RC Strategy, RC Technical, Post Award Partner Group



Reporting Strategy

- OBI Dashboards are central to our reporting strategy
- Each Dashboard can have multiple tabs for various inquiries and reports
- Dashboards will go live with new COA and Grants Accounting Module
- Campus Partner Groups – Developing and Reviewing Proposed Dashboards



Change Network



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To assist you in this process we have created a Change Network

Each member can assist you by:

1. Pointing you to resources on COA Website.
2. Supporting you in one on one training.
3. Cascading important communications.
4. Informing you about important changes and upcoming events.
5. Represent your feedback/interests to the Core Project Team



Change Network Members

Planning Unit	Representative(s)
Advancement	Mark Willis
Arts & Sciences	April Ritchie Diane Lucas
Athletics	Tim Knavel
College of Business	Evelyn Blake Jill Nice Phillip Taylor
College of Communication	Emily Chapman Sue Cyran
College of Education	Beth Lydic
College of Fine Arts	Elizabeth Braun
College of Engineering	Becky Maccombs
Research & Graduate College	Keith Leffler
College of Medicine (HCOM)	Kelly Coates Kelly Gorscak
Health Sciences & Professions	Beth Tragert Erin Fraunfelter
Honors Tutorial	Kathy White

Planning Unit	Representative(s)
Instructional Innovation	Sheila Schultz
Global Affairs & International Studies	Kell Morton
President and Provost Office	Claire Carson Sheila Schultz
Regional Campuses	Rosanna Howard
Student Affairs	April Crabtree
University College	Wendy Merb-Brown
University Libraries	Deborah Daniels
Voinovich School	Gina Johnthony Mike Finney
VPFA: Custodial, Design & Construction, Facilities, Grounds, Maintenance, Risk Management, Real Estate,	Marjorie Mora
VPFA: Airport, Culinary, Logistics, Printing, Regional Retail, & OUPD	Mindy Colburn
VPFA: Parking & Transportation, Human Resources, & OIT	Moriah Hudspeth
VPFA Non-Finance	Tina Payne
VPFA: Budget, Bursar, Capital Projects, Controller, FAST, Foundation, Grants, Internal Audit, Payroll, P2P, Tax, Treasury	Leigh Casal



Regional Change Network Members

Planning Unit	Representative(s)
Central – RHE Executive Dean’s Office	Rosanna Howard Kim Hayden
Eastern, Zanesville & Cambridge	Angela Richcreek
Lancaster	Gwen Whitehead Janet Becker
Southern	Kim Addis
Chillicothe	Jonna Depugh

This is available on the Campus Involvement page of the COA website.
www.ohio.edu/finance/coa



Awareness Sessions

- August 1 – August 18: 20 sessions
 - 2 via OULN for Regionals, 3 streamed via AdobeConnect for satellite campuses
- Compass, *Business Matters*, Direct Email
- Agenda
 - Financial System Enhancements
 - Chart of Accounts Structure
 - Grants Accounting Module
 - System Impacts
 - Training Overview
 - Communication Strategy
 - Intro of Change Network
 - Project Timeline



Training Approach

- Awareness: August
- Central Finance Readiness: September & December
- Leader Readiness: September
- User Readiness: October/November
- High Level Training Plan: January - March
 - Fundamentals
 - Excel, COA, Report, OBI, Grants Accounting
 - Series of Advanced Reporting Courses
 - Grants Accounting Advanced
 - Financial Approvers



User Impact Analysis

- Will begin in August with all Planning Units CFAO & Change Network Member
- End Result: Map users to training courses & identify training gaps



Communication strategy

Change Management

User Impact Analysis

Change Network

Awareness & Readiness Sessions

Pulse Surveys

Communication

Business Forum, RC Strategy, Partner Groups, Awareness & Readiness

Direct Email to Impacted Users

Monthly articles in Compass Points & Business Matters

COA Website (ohio.edu/finance/coa)
Financial Systems Website (upcoming)

Alternative Communication Vehicles



COA Resources

COA Website:

<https://www.ohio.edu/finance/coa/>

All COA information posted on website

- Utilize site to check on COA project news and updates.
- FAQs

Any questions?

- Email COA@ohio.edu



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Procure to Pay Partner Group

Co-Chairs: Laura Nowicki, Director, Procurement Services
and Diane Cahill, Director of Operations, Office of Global Affairs
and International Studies

Presenting: Diana McGrew, Assistant Director, Procurement
Services



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Agenda

- Policy Updates
- P2P Business Manual
- Proposed New Direct Payment List
- P2P Paper Forms review



Policy Updates

- Procurement Policy
 - Complete
 - In final review with Legal, Internal Audit, and final reviewers
 - Impact: No major impact. Process removed and tied to regulatory requirements.
- PCard Policy
 - Complete
 - In final review with Legal, Internal Audit, and final reviewers
 - Impact: High for compliance. Consequences for policy violations. Process removed.
- Next Steps
 - Final review/approval by ESPC
 - Release to campus for comment and final approval



Policy Updates

- Travel Policy
 - Subcommittee to convene in September
 - Begin work based on new Procurement and PCard policies



P2P Business Manual

- Reflects process removed from policy
- Additions include all aspects of P2P operations
 - Accounts Payable
 - Contract Services
 - Finance Customer Care (PCard, supplier entry, etc.)
 - Procurement
 - Travel
- Updated Purchasing Grid



Direct Payment Policy

- Direct Payment Policy
 - Folded in with other policies into the updated Procurement Policy.
- The Need
 - Move away from after the fact payments in areas that are not regulated or benefit from Terms and Conditions, insurance, etc. that must be in place prior to the order and/or service.



Direct Payment Modifications

New Direct Payment List - Proposed

1. Airport charges - Payments to airports for landing, parking, and refueling of University-owned aircraft
2. Awards and Prizes to non-university employees
3. Certification - Required certification, inspection, and/or licensing fees*
4. Exhibit-fees without a contract
5. Government - All payments to county, state and federal government agencies without a contract
6. INS Fees/Visas
7. License and Inspection Fees (non-software) that do not include a contract
8. Legal settlements and associated costs (authorized for the Office of Legal Affairs, Legal Counsel, Special Legal Items, and VP for Finance area only)
9. Lists, including mailing lists/labels and Graduate Student Locator Service List
10. Memberships. (No personal memberships or donations)
11. Notary Public fees that do not include a contract
12. Postage - Payments made to the Postmaster for postage, stamps, metered mail, box rental, or stamped envelopes
13. Publication submission fees
14. Published materials - Books, texts, publications, periodicals, directories, and interlibrary loan fees
15. Refunds of monies previously paid to the University (including monies paid to grantors)
16. Research subjects and simulated patients unless recurring payments exist.
17. Stipends
18. For Reimbursement for non-OU employees only (examples: guest lecturer, job applicant): All travel, entertainment, and related expenses, including per diem
29. Gifts per approved polices (May be taxable under some circumstances and unallowable on certain funding sources)
30. Gasoline (OU vehicles)



P2P Paper Forms review

- Reviewing Opportunities to:
 - Review current paper forms for standardization
 - Review current paper forms and processes for technology enhancements
 - Streamline forms and processes
 - Remove unnecessary information fields



Questions?

- Please contact Finance Customer Care at:
 - financecustomercare@ohio.edu
 - 740-597-OHIO (6446)



BENEFITS – OAB2

Greg Fialko, Director – HR Benefits



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Self-Service Benefits Project

- Convert from paper enrollment forms to using Oracle Self-Service Benefits for new hire and existing employee qualifying event benefit enrollments
- Goal: September 2016 implementation
- Self-Service Benefits is the system used for Open Enrollment
- Further information will be provided closer to implementation date



Questions?

University Human Resources

740-593-1636

Benefits@ohio.edu



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Training

Amanda Davis, Director of Strategic Change Integration



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Training Advisory Council

- Co-Chairs: Amanda Davis (VPFA Communication & Training) and Lewis Mangen (HR Organizational Development & Talent Development)
- Kick-off this fall
- Equal representation from Administrative Senate, Classified Senate, and RC Strategy
- Collaborative effort to identify and fulfill staff training needs
- Questions? Email Amanda Davis: davisa6@ohio.edu



Customer service training

Customer service was identified as one of the top campus training needs through various Training Needs Assessments conducted by UHR Organizational Development and VPFA Communication & Training departments.

- Creating a Customer Culture training will cover customer service basics and best practices at Ohio University
- Training consists of two two-hour sessions
- Training scheduled September 12-30
- Registration information will be available in the August *Business Matters* and *Compass Points*
- Questions? Email Jewell Barlow: barlowj1@ohio.edu



Microsoft Excel training

Based on an extensive research and vetting process, the following training plan addresses **90%** of OHIO Employees' Excel training needs.

Excel Training Topics:

- Basic Formulas
- Advanced Formulas
- General Formatting
- Conditional Formatting
- Pivot Tables
- Visual Presentation Skills



Microsoft Excel training cont.

- Each session lasts two hours and combined instructor-led training and open lab to allow real-time learning within the context of specific tasks
- Two training series were offered this year at Alden Library
- Both series ran at full capacity
- One final series will follow this fall and registration information will be available in *Business Matters* and *Compass Points*
- Questions? Email Adam Lewis: lewisa2@ohio.edu



Next Business Forum

Tuesday, November 8, 2016

2:00 pm - 4:00 pm

Baker University Center 240



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