

## Organizational Excellence Leadership Council Meeting Summary Tuesday, January 20, 2015

**Attendees** Council: Chair, Bob Pianta; Peter Brunjes, Hossein Haj-Hariri, Chris Holstege, Arlene Keeling, Rich Kovatch, Christina Morrell, Nancy Rivers, Tamara Sole; Ex Officio: Milton Adams, Sarah Collie, Lee Baszczewski, Mary Brackett; **Participants**: Alex Rebhorn, Allan Stam, Susan Carkeek; **Absent**: Virginia Evans, Jim Matteo, Len Schoppa, Rick Myers

### I. Internal Communications Project

The OE Internal Communications working group has assessed current state by collecting input from faculty, staff and content-providers. The group reviewed best practices at other institutions and organizations, and conducted a high-level survey to inform design recommendations.

The group recommended a centralized internal communications function to develop a strategy that responds to the needs of internal communicators and content providers. This function would oversee an internal communications portfolio including, but not limited to:

- managing mass emails
- creating a single location or distribution for employee news
- promoting in-person communications and feedback opportunities

#### The survey showed that faculty and staff:

- Rely heavily upon email for information today
- Express a need for simpler, shorter messaging
- Want information to be available more quickly
- Aggregated content accessible in one place

#### Content providers cited the following challenges:

- Reduced resources for content production and sharing
- Difficulty coordinating messages across grounds
- A need for tools that allow metrics and assessment of effective communications

The OELC endorsed these improvements and recommended a review of the project with the OE Executive Sponsors to gain their support before moving forward. Next steps will include:

- Ownership of internal communications
- Governance
- Coordinating the next phase of design work

### II. HR Strategic Design Initiative

Allan Stam, the chair for the Design Advisory Council for the HR initiative, stated that conversations had begun with the Design Advisory Council (DAC) to understand the current state analysis work that has already been performed by OE and HR initiatives. The DAC is comprised of widely-respected and diverse members of the University community, and is getting up to speed on best practices and gaining an awareness of emerging trends in HR.

Ernst & Young, our consultant partner, is conducting representative stakeholder interviews and focus groups to obtain an understanding of future state needs. To help DAC members understand

the scope of the HR activities and different delivery models, the team is also sorting and categorizing HR activities and methods. This step serves to educate the DAC about HR and provides initial insight into potential designs. The outcome of the design is a five-year strategic roadmap that will address changes to policy and governance. The DAC will discuss the strategic HR delivery and design in February.

### **III. Review of OE Portfolio**

**Managerial Reporting** is a project that is aligned with the portfolio, but has its own project infrastructure.

**Research Administration**—ResearchUVA, the electronic proposal and imaging system, is being revised and will be released soon for testing/faculty review. The School of Nursing and the School of Medicine completed focus groups, and opportunities for improvement have been identified.

**Travel and Expense Management**—The team is evaluating vendors and systems.

**Strategic Sourcing**—The additional nine commodities for strategic sourcing are being explored. Procurement will have initial performance statistics on the office supplies contract for the OELC at an upcoming meeting.