

Organizational Excellence Leadership Council Meeting Summary Thursday, August 20, 2015

Attendees: Council: Chair, Bob Pianta; Milton Adams, Peter Brunjes, Virginia Evans, Tamara Fleming, Rob Hoover, Arlene Keeling, Jim Matteo, Christina Morrell, Ex Officio: Sarah Collie, Lee Baszczewski; Mary Brackett; **Absent:** Chris Holstege, Len Schoppa; Nancy Rivers **Guests:** John McHugh, Dolores Hildebrand;

I. Welcome to New OELC Members and Review of Role

Rob Hoover, Associate Dean for Administration and Chief Financial Officer, McIntire School of Commerce, and Kathy Peck, Chief Operating Officer, School of Medicine are the newest members of the OELC—and they bring expertise and representation from additional areas of the University. The OELC reviewed its roles and responsibilities, and Bob commented on the council's successes helping shape initiatives, such as the benchmarking study, Research UVA, and the HR Strategic Design Initiative. The council has an opportunity to further assist with change management by advocating for and representing OE work throughout the University community.

II. Portfolio Priorities for Fall 2015

1. HR Strategic Design - Begin implementation according to roadmap
2. Research Admin /ResearchUVA - Monitor Phase 1, develop future phases
3. Travel Mgmt. & Expense Mgmt. Redesign - Complete pilot and soft-launch of travel solution
4. Internal Communications – Guide University Communications subgroup
5. IT Server/Data Center Centralization and Email Consolidation – Begin consolidation of identified candidates; Integrated Central ITS & Med Center Exchange calendar

III. Travel and Expense Project Update

The projected benefits of the project include 1) Process simplification through automation, 2) Mobile booking and expense solutions, 3) Flexible payment options, 4) Increased Export Controls compliance, 5) Enhanced Duty of Care capabilities (safety), 6) Better pricing through negotiated contracts.

The online booking tool and revised policies have been piloted with 6 areas from July 1-August 31, and the OELC saw a demonstration of the self-service booking tool. The feedback from these areas has provided critical feedback to inform improvements and ensure that the process and tools are designed with the end-user in mind.

The OELC expressed support for the project and affirmed that improvements would add value to the end-user traveler. The OELC was interested in the implementation schedule and suggested rolling this out as soon as possible. The plan is to have a soft launch of travel system Sept 1 through Spring 2016 and when the expense system is live, implement the fully integrated travel-expense solution in Spring 2016.

IV. HR Strategic Design Initiative

Significant work has been accomplished to set-up the project workstream teams and governance, complete a business case, identify key metrics and build a more unified HR community. The project structure includes seven teams: HR Governance, HR Service Delivery Design, HR Technology: HR Process, HR Services for HR, HR Community, and Change Management.

Team leads have been identified, and role responsibilities may take an estimated 20-40% of an individual's time. The council expressed some concern about the resource demands of the project. They also emphasized the importance of having discussions with each lead's manager to ensure clarity about the demands of the role. Each team has two leads, and they are to identify what specific work from their regular job they need help to complete—considering the project demands. An EY resource is partnered with each team, and a search for a UVA project director is underway.

V. OE Project Alliance

OE staff has established a Project Alliance effort intended to bring together major projects across the University (OE-sponsored and unit-led) for better alignment and coordination. The alliance is meeting every 6-8 weeks to review the relationship among projects in terms of resources, timelines, impact on stakeholders, communications, etc.