

**Organizational Excellence Leadership Council Meeting Summary  
Friday, March 25, 2016**

**Attendees:** Council: Chair, Bob Pianta, Peter Brunjes, Virginia Evans, Chris Holstege, Rob Hoover, Arlene Keeling, Nancy Rivers, Jim Matteo; Ex Officio: Sarah Collie; Lee Baszczewski, Mary Brackett **Absent:** Milton Adams, Rob Kelly, Christina Morell, Kathy Peck, Len Schoppa; Presenters: Dana German, Mike Higginbotham, Shawn Clouse

## **I. IT Project Update**

### **Email Consolidation**

CMS migration and retirement of the old system has gone smoothly. Adoption of the new exchange has been successful. The project is on-schedule, and the CMS will be retired in June. Benefits include:

- **Free/Busy Calendar** integration completed with Med. Center, Darden & McIntire
- Further consolidation will be incorporated during the **implementation of Office 365**

### **Server/Data Center Centralization**

- ITS met with schools to outline services and benefits they can provide
- Since Feb: **~4% increase** in
  - physical and virtual hosted contract servers, and
  - overall number of contract storage accounts.
- Moving to contracted ITS-managed servers eliminates the need for schools to build their own infrastructure.
- Schools seek:
  - Enhanced connectivity (working towards 10GbE uplinks in buildings)
  - low cost storage solutions
  - improved service/cost

## **II. Ufirst – Human Resources Strategic Design**

The initial waves of the **Early Service Improvement Plan** implementations begin in April of 2016 and continue through 2016. These early wins will bring near-term improvements to the current processes in parallel with the larger transformation. Incremental improvements demonstrate responsiveness to faculty and staff and set the stage for transformation.

In the future-state model, the **HR Service Partner** will focus on strategic planning/work for the school or unit, partner with school/unit leaders to identify business and HR needs, and guide/advise manager through:

- Talent acquisition and selection
- Workforce planning
- Succession planning
- Targeted talent development

The role of the Service Partner will be a point of contact with the unit/school and interact with the following **roles** within the HR service delivery:

- **Centers of Expertise:** deep technical expertise and direction—will drive program design in a focus area
- **Service Center:** the operational engine of HR across the organization—a comprehensive resource committed to best-in-class HR support across all employee groups
- **Specialists:** aligned to unit(s) they support and will receive guidance/direction from the CoE for *how* to best support their unit(s) in a focus area.

The OELC discussed **what is needed to ensure specialists meet the needs of customers:**

- Clarity on the Center for Expertise
- Managing the role and scope of activity
- Clarity on role of Service Provider vs. Specialist

### **III. Key Program Activities**

OE met with the **Associate Deans of the schools** to discuss “How can we engage for success?”

- Currently, a number of large-scale change initiatives are underway
- OE is anchored in serving and supporting the core mission
- The ADs provided valuable input on how they would like to be engaged
  - They expressed the willingness and the desire to SHAPE – CONNECT – CASCADE project direction and information within their schools.

OE created the OE Project Alliance to bring major projects under the broad umbrella of OE, and to help align and coordinate among the different efforts. OE is looking to create an engagement and feedback channel with the ADs to help shape initiatives, connect with appropriate school constituencies (faculty and staff) and cascade information within schools.

OE provided a summary of 2015-16 Quality CORE Network events and OE Project Alliance Showcases.