Organizational Excellence

Organizational Excellence (OE) drives high-quality and value-added service delivery and promotes a culture of excellence. Measurable benefits include increased performance, reduced complexity, standardization, automation, enhanced stakeholder satisfaction, and strategic reinvestment of time and savings to support core mission activities.

KEY PROJECTS

- Ufirst
- Managerial Reporting
- Research Administration
- Expense Management
- Strategic Sourcing
- Office365

SAVINGS & REALLOCATION TARGET

$21.58 m
FY 17-18

NEAR-TERM PRIORITIES

- Ufirst: Begin monthly assessments of Project Launch Readiness.
- Managerial Reporting: Complete Student Information System reports and begin sunset of legacy system. Select next areas of focus.
- Office365: Implement Phase 2 of collaboration tools.
- Portfolio Management: Begin formal project gating and implementation of the enterprise software. Evaluate new projects.
- Finance/Budget: Select an external consulting firm for the planning and assessment phase of Strategic Finance Transformation.

UFIRST: HR SOLUTIONS FOR YOU

- Launches include IMPACT Total Rewards, HR Solution Center & Employee Relations.
- Configured 80% of technology business processes.
- Planning for end-to-end testing of technology in mid-January.

RESEARCH ADMINISTRATION

- Launched Juice data analytics and visualization platform; providing insights and facilitating data-driven decisions.
- Creating real-time integration between financial and research systems to streamline award setup.

VARIOUS PROJECTS

- Managerial Reporting: Launched new Student Information System modules and continued work on student information data warehouse.
- Office365: Completed university-wide integration and upgrade of Exchange/Outlook Online and Skype for Business.
- Strategic Sourcing: Saved over $1.17M in FY18 YTD, including +$600K in office supplies.
- Portfolio Management: Purchased an enterprise portfolio management software for systematic collection of individual project information to facilitate monitoring and coordination; identified high-level project interdependencies among 14 projects.

OE CONSULTING ENGAGEMENTS

- Conducted faculty and student focus groups to understand needs and develop recommendations for undergraduate research growth.
- Prepared for three engagements in January on process improvement, strategic planning, and group facilitation.

CREATING A CULTURE OF QUALITY

- Co-led statewide conference on innovations and efficiencies, Partnering for Progress, in Richmond, Virginia
  - 350 attendees, 100 poster presentations; 60 flash talks
  - UVA showcased 13 posters and delivered 8 flash talks
- Sponsored two professional development sessions (meeting facilitation, leading change) with 50+ participants.
- Sponsored 3-day Change Management Certification program for a diverse cohort of school and central services staff.