

# Improving Administrative Services

*Update to*

**Board of Trustees**

September 14, 2012

# **“ARR”**

- **Task Force Report Submitted June 2010**
- **Implementation Effort Initiated September 2010**
- **University Wide Effort to Improve Administrative Efficiency**
- **Building on Ongoing Efforts**
- **University, Campus, College and Departmental Level Initiatives**

# Guiding Principles

- **Reduce cost and improve service**
- **Leverage the University's size and scale**
- **Protect and invest in services that support core missions**
- **Invest in technology to achieve efficiency**
- **Improve internal business processes**

# **Broad-Based Emphasis on Efficiency**

- **Use of strategic procurement contracts and “iBuy” portal**
- **Shared service centers**
- **Efficiency in delivering IT services**
- **Greater diligence in identifying cost effective solutions**
- **Business process improvements**

# **Significant Savings Achieved**

**Recurring Annual Savings of \$50 Million**

**Projects Already Underway Will Result in  
Additional Savings**

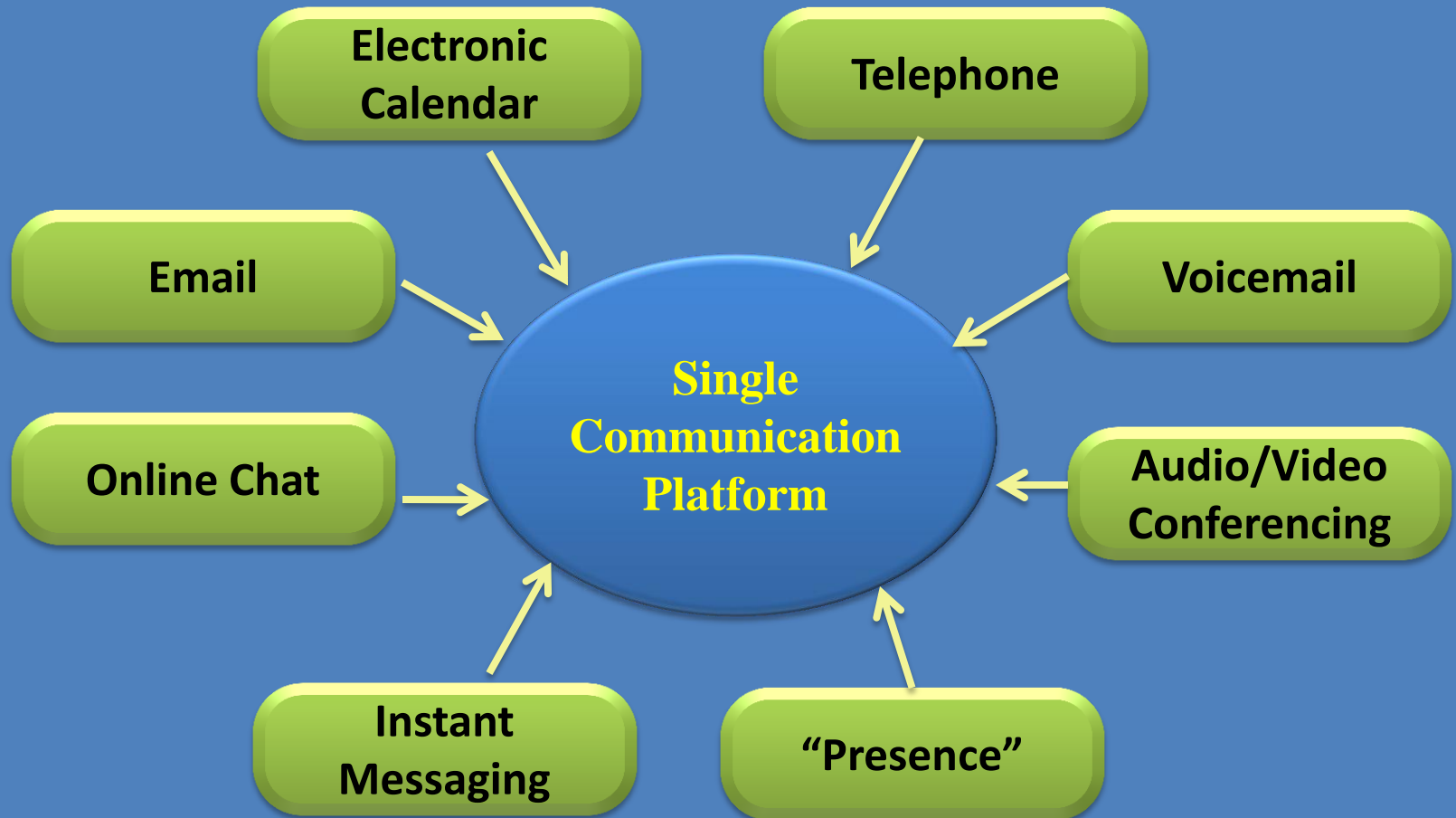
**Savings Distributed Across Units**

# Strategic Procurement Services

- Expanded strategic purchasing contracts for high-usage services and supplies in order to leverage the University's scale as a buyer
- Expanded use of University e-procurement system (iBuy) by all units
- Improved transaction processing systems to reduce costs

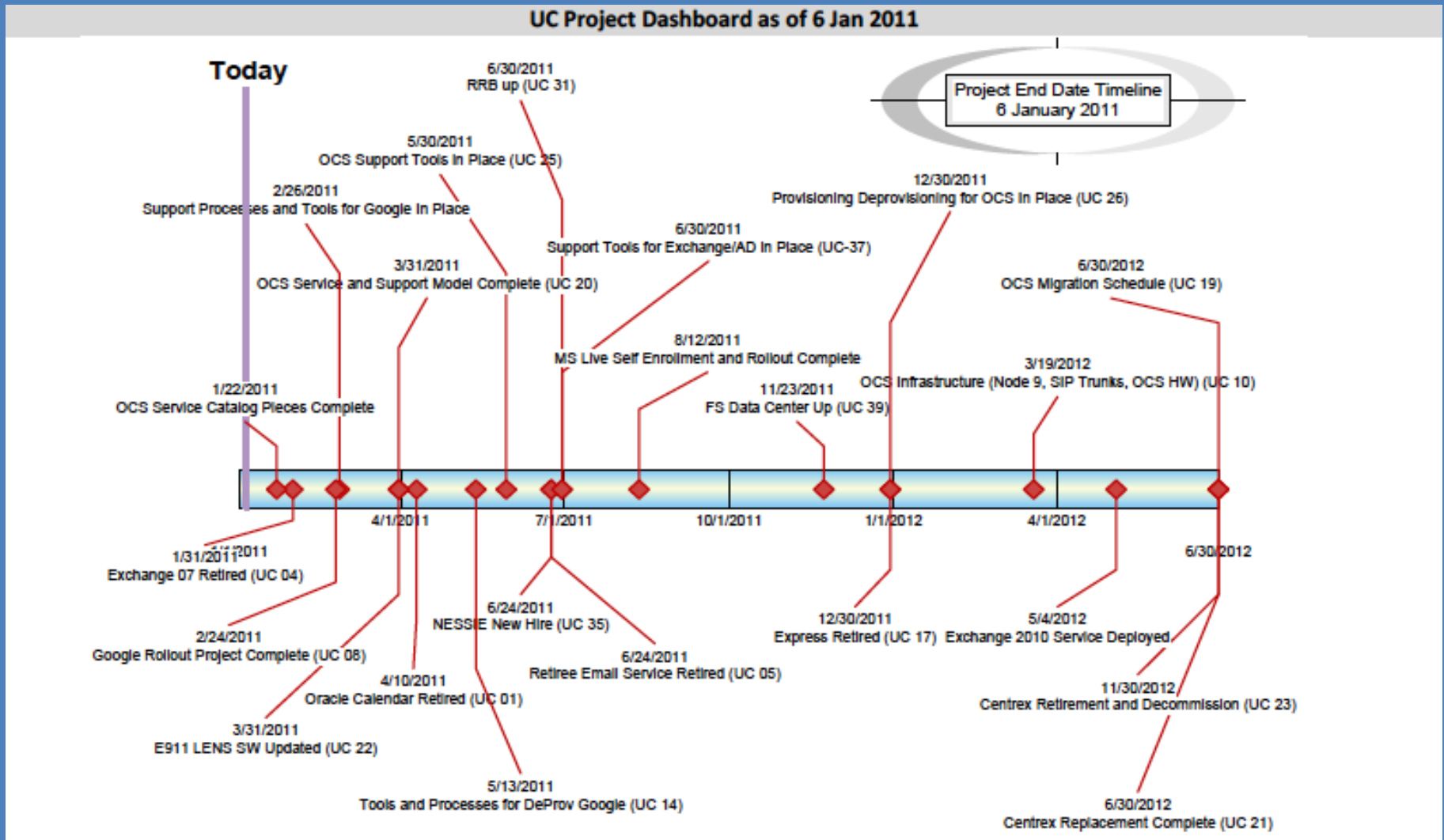
# Effective Cost Restructuring Requires Transformational Change

# Unified Communication System





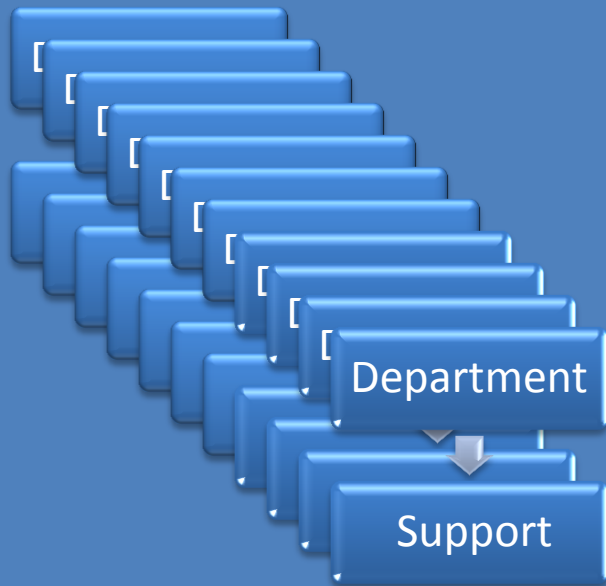
# Project Timeline



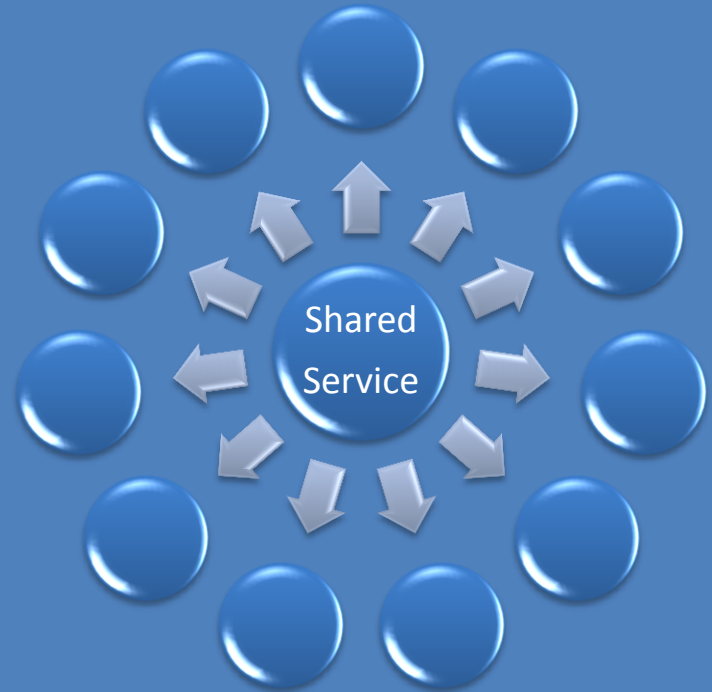
Draft: *Timeline subject to change*

# Shared Service Centers

**Before**



**After**



**Each department with own  
Administrative support (IT, HR)**

**Shared Center Serving  
Multiple Departments**

# ...Efficient and Effective

## Shared Service Center Benefits:

- Consistent service levels (greater expertise)
- Cost savings
- Consolidation of servers
- Bulk purchasing
- Space efficiency

# Coordination by libraries to reduce acquisition costs

**Throughout the Organization there is a...**

**Greater Focus on Cost Efficiency**

**Diligent Search for Cost Effective Solutions**

**Philosophy of Doing More With Less**

# Recurring Annual Savings To Date

## (\$ Million)

Category	Savings
Procurement	\$ 32.33
IT	9.82
Shared Service Centers	3.47
Other Administrative Costs	3.83
<b>TOTAL</b>	<b>\$50.12</b>

# Savings Achieved by Units Throughout the University

**Thanks  
To Individuals Across the University  
Without Whose Help  
These Savings  
Would Not Have Been Achieved**