OFFICE OF THE CFO - BUSINESS SYSTEMS
Administrative Unit Review 2019

Mission Statement

Ensure the stability and sustainability of business system information and promote efficient business process design to provide staff capabilities for stronger customer service and access to accurate and timely information for students, employees, and the community.

Department Purpose

As a functional analyst for Banner Finance and HR ERP modules, Argos, PeopleAdmin, IntelleCheck and other technologies, Business Systems provides a wide-range of support services to staff including:

- Perform project management activities for departments under the CFO
- Identify process improvement to reduce manual activity where appropriate
- Collaborate with other departments on functional integration, training, and processes
- Coordinate with technology and functional staff to prioritize and implement system updates and changes
- Troubleshoot issues and research resolutions
- Provide expertise, support and training to staff
- Produce technical and procedural documentation
- Design and produce Argos reports based on user requirements
- Participate in technology committees and RFP processes for business systems

Department Strengths

- Analytical approach to problem solving and identifying sustainable solutions
- Ability to think strategically and understand how changes impact processes and decisions
- Continue to learn and gain knowledge about new technologies and practices
- Reaching out and collaborating with other areas of the College to build working relationships
- Understanding how the community, students, and staff allow the College to succeed
- Accomplishments: Implemented online timesheets and leave reports to reduce the amount of manual entry; implemented online faculty NOA processing; implemented IntelleCheck check printing software and ACH generation for payroll and accounts payable; implemented tracking and audit for ACA regulatory reporting.

Department Challenges

- Employee turnover has caused shifting priorities and sponsorship of projects. This has contributed to the length of projects and sometimes incompletion. The number of important areas of focus for limited resources has required more time to be spent in one department and not allowing enough time to complete projects for other departments.
- The attention to accurate internal data collection and validation is not consistent across all departments and systems. This can cause data irregularities and require constant oversight.

Department Outcomes, Measurement Tool and Timeline

Item	Outcome with Measurement	Tools for Measurement	Who and How Data will be Generated
1	The CFO departments will contribute to and receive a prioritized list of initiatives from the Business Module Manager within the quarter of the calendar year.	A spreadsheet will be created for each CFO department with a description of the initiative, date added, and priority level (High, Medium, Low)	The Business Module Manager will facilitate a meeting with each department to record the initiatives and set the priority.
2	The CFO departments will be satisfied with the successful completion of at least one initiative from the prioritized list within the calendar year.	A survey will be given to the project team and project sponsor of the initiative to score how well the success criteria of the project had been met by the Business Module Manager. A measurement scale will be developed to identify the level of satisfaction based on total score values.	The Business Module Manager will issue the survey and gather the scores and compare the average score against the measurement scale to determine the level of satisfaction.
3	The CFO departments will run 3 newly created Argos reports for themselves within one calendar year.	A review of the Argos reports created and published by the Business Module Manager within the calendar year will be identified by the creation date recorded in a spreadsheet listing all published Argos reports for the CFO departments.	The Business Module Manager will sort the list of Argos reports in the spreadsheet by published date.
4	The Business Module Manager will develop and maintain a list of potential initiatives with an evaluation of how it can reduce manual work activities and/or increase efficiency to be updated and reviewed quarterly.	A spreadsheet will be used to capture the initiative or system, a short description, the CFO department impacted, the date the item was added, the date the initiative was reviewed with the CFO department, and the evaluation of how work activity can be reduced or increased efficiency can be achieved.	The Business Module Manager will sort the list of items by the date the item was added and the last date the item was reviewed with the CFO department.
5	The Business Module Manager will establish and maintain, as project initiatives are completed, a physical and electronic library of user guides with an index of titles, last updated date, and if applicable, the last date training was provided on the topic.	A binder will be used to house a physical print out of each user guide, index and tracking sheet. An electronic copy of each user guide, index, and tracking sheet will be located on a designated network drive location.	The Business Module Manager will print the final copy of user guides and place it in the binder, update the index and the tracking sheet. The electronic version will be saved to the designated directory and the index and tracking sheet will be updated.