

**OFFICE OF THE CFO - BUSINESS SYSTEMS**  
**Administrative Unit Review**  
**Annual Report 2019-2021**

**Measurement Tool and Timeline**

How did you measure your success toward the 1 – 3 outcomes and mission fulfillment? What tools did you use? How frequently did you gather data? Provide any data references you used.

**Goal 1:** Facilitate the collection and prioritized list of initiatives for each CFO department in the quarter of the year.

A collection of prioritized initiatives was to be captured in a separate spreadsheet for each department by the end of June and reviewed and updated annually.

**Goal 2:** Develop three published Argos reports that CFO departments can run as needed.

A spreadsheet was created to track all Argos reports requested and delivered. Included in the spreadsheet are the following columns: Department making the request, data block title, report title, report type, date requested and by whom, date delivered, and a brief description of the purpose. This tool is used to count the number of reports requested and published. This assessment is performed annually.

**Data**

What data have you gathered that inform your department’s effectiveness?

**Goal 1:**

During a formal assessment of our use of the Banner Human Resources and Position Control modules, 19 challenges and 11 additional recommendations were identified by an Ellucian consultant. With input from several departments, including Fiscal Services, Human Resources, Risk Management & Contracts, ITS, and Instruction, the challenges and recommendations were prioritized.

<b>Count of Challenges &amp; Recommendations</b>				
<b>By Type</b>	<b>Implemented</b>	<b>In Progress</b>	<b>Not Started</b>	<b>Grand Total</b>
Challenges	5	3	11	19
Recommendations	2	0	9	11
<b>Grand Total</b>	<b>7</b>	<b>3</b>	<b>20</b>	<b>30</b>

**Goal #2:**

In 2019, 12 Argos reports were requested (CSV, Dashboard) and 9 CSV reports were delivered, which is 3 times the targeted amount for this goal. In 2020, one Dashboard was requested and two CSV and 5 Dashboard Argos reports were created, providing 5 more reports than the target.

<b>Count of Report Requests by Report Type</b>				
<b>By Year</b>	<b>Ad Hoc</b>	<b>CSV</b>	<b>Dashboard</b>	<b>Grand Total</b>
2019	42	9	3	54
2020	39		1	40
<b>Grand Total</b>	<b>81</b>	<b>9</b>	<b>4</b>	<b>94</b>

Count of Reports Delivered by Report Type				
By Year	Ad Hoc	CSV	Dashboard	Grand Total
2019	38	9		47
2020	42	2	5	49
<b>Grand Total</b>	<b>80</b>	<b>11</b>	<b>5</b>	<b>96</b>

## Summary and Analysis

What do these data suggest about your department's effectiveness? Which measurements are strong and affirming? Consider the following:

Have you accomplished your outcomes? Is there a need for a new direction? Which measurements indicate an area that you would like to focus on for improvement? Identify the goals and improvements that your department is committing to over the next year to help you accomplish your outcomes. What support do you need from the college to carry out your planned improvements?

### Goal 1:

We did not meet our goal to meet with each CFO department and establish a prioritized list for all departments. However, we did facilitate an assessment of the primary system used by several departments and 33% of the items have either been completed, or are currently in progress. We are committed to meeting with all departments to accomplish this goal over the next year.

### Goal 2:

We met our goal of creating and publishing three Argos reports each year that users can run themselves. In fact, we over delivered by 300% in 2019 and 233% in 2020. We feel confident in attaining this goal in the next year, and propose reviewing Ad Hoc report requests to determine repeatable reports. This should reduce the volume of requests and allow users to be more self-sufficient at running reports.