

Align Business Operations Efforts to Support & Advance the Division of Finance & Administration (DFA) Framework for Success to Benefit the University Community

- Operationalize an approach to change management and process change initiatives for business operations
- Align risk tolerance and policies to the University Strategic Plan and the DFA vision and framework
- Create a team approach to business operations and service

Build an Innovative and Responsive Organization

- Consider the structure of Business Operations in light of the changing environment
- Restructure of Business Centers' services and support levels
- Define and clarify roles and responsibilities
- Align employee skillsets to roles and responsibilities
- Enhance the Information Technology (IT) governance structure

Develop Efficient & Effective Operations

- Process re-engineering efforts
- Update policies, practices and systems to support faculty and student innovation and business needs
- Use data and technology to inform decisions and maximize effectiveness and efficiencies
 - Identify/create resources to support consistency and accessibility to strategic budgeting and forecasting tools, information and data
 - Identify opportunities to modernize operations & support the efficient and enhanced use of technology

Cultivate Training, Professional Development and Career Progression

- Systematic approach to training that supports and builds on the DFA vision and framework
- Provide training on roles, responsibilities, policies and processes
- Identify opportunities for career progression and professional development

Feedback - Connections
Communication - Assessment

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Foster and Enhance Employee and Stakeholder Morale and Engagement