

Updated 7/07/2005

VISION

To be an active contributor toward the vision, mission and goals of the University by providing leadership in the development and implementation of the highest quality business processes.

MISSION

The mission of the Office of Financial Systems Services is to provide leadership for the development and maintenance of all Finance and Administrative Services business processes, to provide support for the installation and maintenance of the Thomas Boyd local area network and to provide education and training to FAS employees on the use of software on the local area network.

Goals & Objectives

Goal 1: Develop and maintain automated business processes that take advantage of current technologies

Objective 1.1: Web-enable business processes to maximize flexibility for employees to work from any environment.

Champions: Director of Financial Systems Services, user area representatives and Office of Computing Services personnel.

Performance Indicators: Reduction in time to process administrative transactions.
Reduction in number of transactions required to perform administrative functions.

Objective 1.2: Evaluate current business practices and recommend modifications to streamline processes.

Champions: Director of Financial Systems Services, user area representatives and Office of Computing Services personnel.

Performance Indicators: Reduction in time to process administrative transactions.
Reduction in number of transactions required to perform administrative functions.

Objective 1.3: Implement process changes to accommodate internal and external legal and policy requirements (i.e. Federal, State, University regulations).

Champions: Financial Systems Services development staff, user representatives, Office of

Computing Services personnel.

Performance Indicators: Compliance with internal and external control agencies.

Objective 1.4: Develop and maintain documentation on all Finance and Administrative Services automated processes.

Champions: Financial Systems Services development staff, user representatives, Office of Computing Services personnel.

Performance Indicators: 1) Compliance with internal and external control agencies; 2) Reduction in learning curve for new employees.

Goal 2: Achieve and Maintain Electronic Approvals in all Finance & Administrative Services Processes

Objective 2.1: Develop workflow processes in the PAWS environment.

Champions: Financial Systems Services, user representatives, Office of Computing Services personnel.

Performance Indicators: Reduction in number of paper documents processed through departments.

Goal 3: Make information from Finance & Administrative Services systems available to students and employees.

Objective 3.1 Publish employee position and tax information to a secured website.

Champions: Financial Systems Services, user representatives, Office of Computing Services personnel.

Performance Indicators: Reduction in effort by support personnel for answering employee questions.

Objective 3.2 Continue to identify documents for storage in document storage and retrieval system and/or replace paper intensive processes with on-line processes.

Champions: Financial Systems Services, user representatives, Office of Computing Services personnel.

Performance Indicators: Reduction in the amount of paper files to be maintained.
Reduction in time to create and index document images for retrieval.

Goal 4: Maintain a consistent level of technological advancements comparable with the industry standard for our local area network.

Objective 4.1 Maintain servers and workstations to ensure a high level of network efficiency by implementing life-cycle replacement of equipment on the network.

Champions: Financial Systems Services network staff.

Performance Indicators: Reduced downtime of machines and network drives. Increased network access speed. Age of current inventory on the network.

Objective 4.2 Maintain application software consistent with industry and user standards.

Champions: Financial Systems Services network staff.

Performance Indicators: Input from network users on performance of software. Age of current software on the network.

Objective 4.3 Maintain training for FSS staff to ensure ongoing knowledge of technology and network trends.

Champions: Financial Systems Services staff, Finance & Administrative Services staff

Performance Indicators: Number of conferences or classes attended.

Goal 5: Educate and update the Thomas Boyd Network users on current software

Objective 5.1 Publish training information to the FSS web page and offer training on an as-needed basis.

Champions: Financial Systems Services network staff

Performance Indicators: Knowledge of users on Thomas Boyd network.