Hello campus partners and colleagues,

As we begin a new year, I am excited and energized about the opportunities ahead for CSS. Our priorities for the year will enable us to make significant progress in the effectiveness and efficiency by which we deliver administrative services. In addition to continuous improvement of operations, this spring we will be starting to implement the next phases of ServiceNow in CSS HR/APS, PI Portfolio in CSS RA, T&E in CSS B&FS, and Computing Standards in CSS IT. All of these projects will enable CSS to deliver a higher quality of service while at the same time reducing manual work.

We have made some great strides in strengthening partnerships in the past year between CSS, other central functional offices, and campus units/departments, and I look forward to the benefits of these relationships in 2016. To enable a high return on our investment, I think it is critical that we gain more clarity on roles and responsibilities regarding the delivery of administrative services.

At the start of the implementation of CSS way back in 2010/2011, a set of administrative service activities were identified as sharable work that would transfer to CSS. Since then, the responsibility for the many individual tasks which make up any one activity has occurred in somewhat of an organic fashion. We all have made decisions along the way to resolve immediate needs which have kept things moving, but it is not clear who is doing what. This ambiguity undermines our efforts to stabilize operations in each of our respective areas. It makes it challenging for units to understand what administrative responsibilities will remain with them and to clearly understand the handoffs of tasks from one area to the next. And for the campus overall, the current state makes it challenging to achieve our goals for quality services and cost-savings.

In December, I kicked off a project to clarify the current loci of responsibility for administrative transactions—i.e., CSS, other central campus functional units, or academic/administrative units/departments. While I anticipate that there will be subsequent phases of this project to also clarify what we want the future state to be, we are starting with the current state. To avoid duplication of effort, I will coordinate this project with a like effort in IST to review the IT service catalog and with the effort to review the end-to-end processes for Research Administration.

The success of CSS as an effective support mechanism to achieve Berkeley's mission is dependent upon a productive collaborative relationship between campus units/departments, CSS, and other central campus offices. It has taken a lot of hard work on the part of many people to get this far and – I think we are in agreement on this - we are not there yet. I appreciate your commitment and am grateful to work with such a talented group that has raised the bar for university administrations everywhere.

Peggy

Peggy Huston
Chief Operating Officer
Campus Shared Services
Information Technology (IT)

STATUS: CSS IT continued to earn a high customer satisfaction rating of 87%.

RECENT IMPROVEMENTS
You may have noticed that your IT person is reaching you and resolving issues even more quickly; we sped up service by making a small improvement to the location information in tickets. CSS IT continued to resolve most tickets in less than 2 business days. The published service time is 5 business days.

RECENT CHANGES
Recent staffing reductions may lengthen resolution times for non-urgent requests, but we will continue to meet our published service times.

WORKING ON IT
CSS IT and the Office of the CIO conducted an analysis that showed a potential for reduced cost, improved productivity, and enhanced customer service through greater standardization of PCs. A campuswide “standard equipment” policy has been circulated to campus stakeholders for feedback.

Business & Financial Services

STATUS: B&FS continued to process 80% of Travel and Entertainment requests within 5 days and Procurement requests in less than 3 days.

RECENT IMPROVEMENTS
With your active employee CalNet ID, you can now monitor the progress of your travel reimbursement requests directly in the system.

RECENT CHANGES
Recent staffing reductions may lengthen processing time by a day or two. We expect this to be short-lived and our emphasis will be on excellent customer service with improved turnaround time.

Research Administration (RA)

RECENT CHANGES
CSS RA is assessing the current and forecasted workload to ensure appropriate staffing. Backfilling of recently vacated RA positions may be necessary.

WORKING ON IT
Based on faculty and RA feedback, PI Portfolio is being improved to show faculty/PIs projected fund balances. Targeted to launch in April 2016, this tool will also have a management report for Deans and CAOs about their faculty funds and will dramatically decrease manual work for RAs and faculty/PIs.

ON DECK
This spring, all RAs will be trained in budget template development, cost sharing on awards, closeout of post-award, and advanced BAIRS.

Human Resources / Academic Personnel Support (HR/APS)

STATUS: CSS HR/APS earned a customer satisfaction rating of 71% from those who responded to the service satisfaction survey in November.

RECENT IMPROVEMENTS
CSS RA is assessing the current and forecasted workload to ensure appropriate staffing. Backfilling of recently vacated RA positions may be necessary.

WORKING ON IT
CSS RA is assessing the current and forecasted workload to ensure appropriate staffing. Backfilling of recently vacated RA positions may be necessary.

ON DECK
Paperless on-boarding for new employees is targeted for spring 2016.