TIER Updates
Staff Council
Town Hall
Spring 2016
Agenda

- TIER video
- Guiding Principles
- Progress and Highlights
- Initiatives: Academic, IT, HR, Shared Services, Sourcing and Procurement
- Projected Savings
- Implementation Process
- Success Stories
- Questions and Get Involved
TIER Guiding Principles

- Enhance core mission; reduce administrative burden
- Control our destiny through self implementation
- Maintain strong, healthy colleges and orgs
- Customize based on collegiate/org needs
- Savings generated locally stay locally
- Equal or better value for core administrative services
Progress highlights & milestones

- IT completed two of 16 projects and progressing with other 14
- OneIT future state work underway to develop new culture, structure, people (skillsets) and initiatives
- Approximately 85% shared services vacancies to date filled by volunteers
- First shared services team transitioned in Office of Vice President for Research pilot doing well
- Streamlined search committee process has reduced administrative burden and increased effectiveness in over 300 searches
- HR redesign implementation completed in 8 colleges/units
- Communications: tier.uiowa.edu, campus conversations, success stories
Academics

• Optimizing classroom utilization/scheduling, improving time to graduation and student retention, and enhancing e-learning offerings.

• Collaborations with UNI and ISU to offer Regent university students course-sharing options.

Progress

• Three task forces:
  o Ad Astra Review Committee
  o Distance & Online Learning task force
  o Student Success task force

• Process and implementation plan developed
  http://tier.uiowa.edu/initiatives/academics

• BOR to review plans at June meeting
Information Technology: OneIT

• Consolidated data centers, with improved security & efficiency
• Actively managed application portfolio
• Brokering services instead of manage infrastructure

Progress
• Business Intelligence & Storage projects complete.
• Office 365 transition complete for majority of campus.
• Data Center Consolidation project progressing.
  • Identified 55 rooms on campus. 12 rooms closed, aiming for 20 by end of FY.
  • Costs $1M a year to run all rooms. Consolidating results in significant cost savings.
• New PC pricing available.
Human Resources

• Streamlined search committees

• Full time dedicated HR professionals providing higher quality service more efficiently

• HR Reps reporting directly to Senior HR Leader for the college/division

• Senior HR leader reporting to VP of Human Resources and Dean/VP of college/org

• Strategic HR service delivery and improved HR services for faculty, staff & students

New search committee process cuts hiring times and costs
University Shared Services

- <150 highly trained experts creating and reviewing transactions
- Reduced administrative burden for Faculty and Staff
- Cross training and back up provided by University Shared Services
- KPIs to show reduction in errors, turn around, central audit and compliance risk
Sourcing & Procurement

- All Regents institutions involved in joint master agreements, led by Board of Regents Office
- Standardization when feasible

Progress

- Office Supplies – 99% complete
- PC/Laptops – Complete
- Peripherals – In negotiations
- Prime Food Vendor – Vendor presentations underway
- Maintenance Repair & Operations (MRO), Janitorial and Scientific have all kicked off their projects

Dell purchasing agreement saves more than $90,000 in CLAS
TIER Projected Savings

- Estimated savings are annual after full implementation
- University Shared Services estimated savings: $0.8M - $1.7M
- IT estimated savings: $3.6M, savings achieved by:
  - $0.8M by reducing # of Data Centers
  - $0.6M by reducing # of applications and platforms deployed, licensed and supported
  - $0.9M standardizing technologies, services, equipment and improve pricing
  - $1.3M in personnel cost savings achieved by:
    - Consolidating IT support at University level for servers, desktop, classrooms
    - Reassignment of staff away from commodity and infrastructure and/or movement of IT staff to central service organizations
    - Offering more Cost Recovery Services for app dev, web dev, server and application management, etc., eliminating need to have full time staff dedicated locally
- HR Estimated Savings: $0.45M
- Procurement Estimated Savings: $3.1M - $6.8M
What to expect: TIER Shared Services Implementation Phases

**Planning**
- Assemble implementation team
- Determine timeline
- Announce implementation
- Review employee lists

**Discovery**
- Notify staff eligible for Shared Services
- Meet 1 to 1 with staff
- Collect volunteer forms

**Recommendations/final decision**
- Org leadership reviews recommendations and makes final decision on employee selections
- Notify selected employees and their supervisors

**Workforce planning**
- Identify org core functions, needs and opportunities
- Collect input from impacted staff
- Determine realignment of duties
- Plan knowledge transfer & transition

**Implementation**
- Announce changes
- Orient & train staff
- Address transition issues & concerns

**Post implementation**
- Provide ongoing support
- Celebrate success, and recognize ongoing efforts
TIER in action: successes

**Sourcing & Procurement**
Dell purchasing agreement saves UI more than $90,000

**IT**
College of Law enhances IT services and cuts expense by 39%

<table>
<thead>
<tr>
<th>Before</th>
<th>After</th>
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<tbody>
<tr>
<td>10 Servers (8 physical, 2 virtual)</td>
<td>3 virtual servers</td>
</tr>
<tr>
<td>27 applications hosted locally</td>
<td>7 Applications hosted locally</td>
</tr>
<tr>
<td>Desktop support – 1 FTE</td>
<td>1 FTE (with backup)</td>
</tr>
<tr>
<td>Classroom support - .5 FTE</td>
<td>1 FTE (with backup)</td>
</tr>
<tr>
<td>5.5 FTE</td>
<td>2.5 FTE</td>
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<tr>
<td>$404k total spend</td>
<td>$247k total spend – 39% reduction</td>
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TIER in action - successes

**Academics**
Iowa Scholarship Portal simplifies application process for students, staff

**Finance**
Beta site for University Shared Services leads to faster supply delivery, savings

**Human Resources**
New tools provide more honest, insightful information to hiring managers
Get Involved

• University TIER leadership
• College or Organization TIER leadership
  • Dean, VP, HR Senior, Budget Officer, IT Leader
• Website – tier.uiowa.edu