



TIER Updates  
Staff Council  
Town Hall

Spring 2016

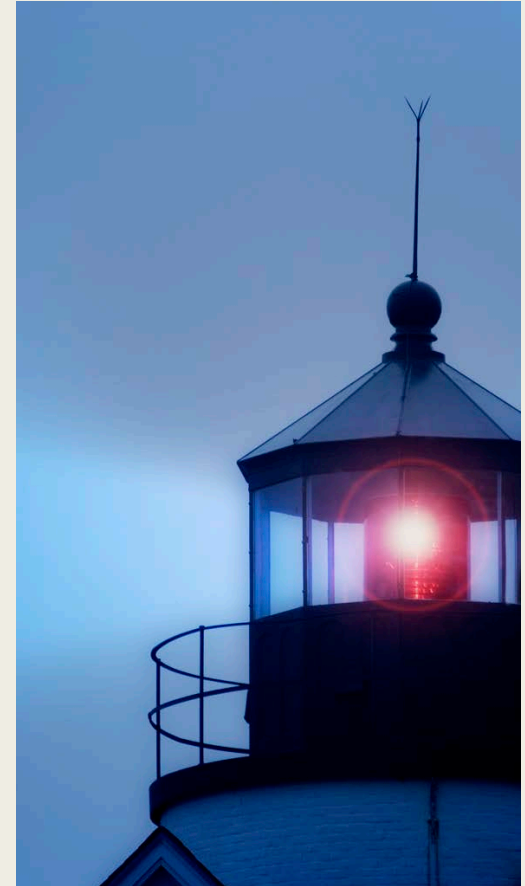
# Agenda

- 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:
  - *Ad Astra Review Committee*
  - *Distance & Online Learning task force*
  - *Student Success task force*
- Process and implementation plan developed  
<http://tier.uiowa.edu/initiatives/academics>
- BOR to review plans at June meeting



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

# 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.



*Data Centers and Servers  
Project saves money, creates  
office space through server  
migration*

# 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



*University Shared  
Services full of  
opportunities*



# 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

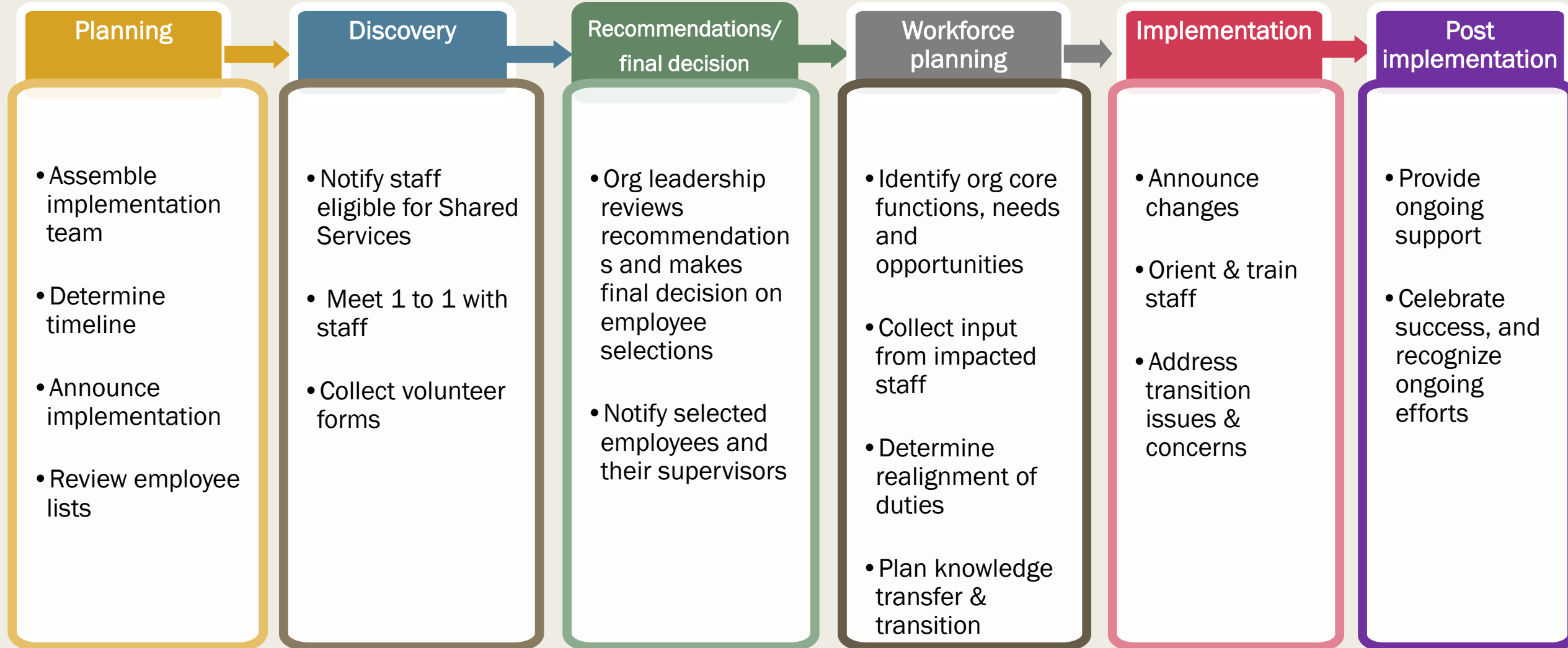


*Dell purchasing agreement saves more than \$90,000 in CLAS*

# 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



# 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%



Before	After
10 Servers (8 physical, 2 virtual)	3 virtual servers
27 applications hosted locally	7 Applications hosted locally
Desktop support – 1 FTE	1 FTE (with backup)
Classroom support - .5 FTE	1 FTE (with backup)
5.5 FTE	2.5 FTE
\$404k total spend	\$247k total spend – 39% reduction

# 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](http://tier.uiowa.edu)