

STRATEGIC DIRECTIONS

EFFICIENT FINANCIAL AND BUSINESS SERVICES

Utilize innovations, process improvements and technology to increase efficiencies and ensure consistency while still meeting our fiduciary responsibilities.

STAFF DEVELOPMENT

Create a working environment that excels at supporting staff to obtain the knowledge, skills, and abilities they need to perform assigned functions while encouraging career growth.

EXCELLENT SERVICE TO OUR CUSTOMERS

Collaborate with our customers to provide products and services, communication and support that demonstrate our commitment to quality, consistency, dependability and timeliness.

PROFESSIONALISM

Develop our organization to exhibit understanding, honesty, integrity and mutual trust and respect in interactions that produce positive results with co-workers, colleagues, customers and stakeholders.

FSO VALUES



TOP ACCOMPLISHMENTS FOR 2015-2016

ADMINISTRATION AND COMMUNICATIONS

- Coordinated the 8th Annual Financial Administrator Series consisting of 36 hours of training which provided 39 current, new, and prospective campus financial administrators with a “tool kit” for success.

BURSAR

- Collaborated with the Provost and Student Affairs to implement the tuition and fees calculations and to bring all Outreach College programs to Main Campus.
- Reconfigured customer service area to better serve students, parents, and campus customers.

CAPITAL FINANCE

- Facilitated the Biennial Property Management Physical Inventory which entailed working with 308 departments to account for 15,088 University/other owned assets to maintain compliance.
- Refinanced \$169 million of System Revenue Bonds and achieved an overall net present value cost savings of \$18.1 million to the University. Additionally, completed the payoff of the Phoenix Union High School Historic Buildings capital lease, which will create a total cost savings to the University of approximately \$30 million.
- Creation of Post Issuance Compliance policy and database to enhance IRS regulation compliance of over \$2 billion in University tax exempt debt.

CATCARD

- Implemented a CatCard Management Solution for On- Line Student to improve services.
- Supported growth in out of state orientation programs by providing CatCards to all students who attended.

COMPLIANCE, PAYROLL, TAX

- Successfully participated in the upgrade to HCM 9.2 presently working towards People Tools upgrade, which will provide campus a better user interface.

FINANCIAL MANAGEMENT

- Created tools for Campus, for example: UAccess Financials Most Common Document Types, Operational Advance Quick Reference, Titan application to more efficiently search for unclaimed ACHs/Wire Transfers, Account Opening Quick Reference and Instructions for Closing Accounts.

INFORMATION TECHNOLOGY

- Collaborated with multiple Campus departments to create a centrally managed University document management system with intentions to offer it Campus-wide.

INITIATIVES & OUTREACH

- Monitored, responded and initiated appropriate changes to Campaign for Common Sense items

INVESTMENTS

- The University's Operating Fund portfolio had a 1.97% rate of return or \$8.3 million in FY16. The portfolio's return increased by \$4.1 million or by 84% from FY15 to FY16, and outperformed a comparable index by 55%.
- Leveraged overnight operating cash to maximize investment return and leveraged the operating expense account to reduce bank transaction fees, resulting in savings of \$136,000 in FY16.

OPERATIONS

- Accounts Payable experienced a 7% increase in Purchase Order invoices, 2% increase in e-Invoicing, as well as 3% increase in Disbursement Voucher processing.
- Upgraded the University check writing software in order to stay current with security needs.

PROCUREMENT & CONTRACTING SERVICES

- Renegotiated the JPMorgan Chase PCard agreement improving fraud protection and increasing the rebate received by the University. The new agreement should result in an increase to the current rebate of approximately \$180,000 this fiscal year.
- Generated \$162,000 savings to Campus users through the Print Service Program, thanks to the volume discounts that were negotiated during the RFP process.
- Collaborated with Residence Life and the Office of Sustainability during Residence Hall move out to collect items that would have otherwise been thrown in to the waste stream. These items were sold during a public sale where proceeds will help the Office of Sustainability and Residence Life with future 'green' initiatives.

RATE STUDIES

- Successfully completed re-pooling of benefits rates, and negotiated and received approval of ERE rates for FY17. Updated service center policy to include disclosure statement notification and DCA approval.

UACCESS FINANCIALS SUPPORT

- Created Endowment Database to merge Underwater and Market Value databases: Draft Rollout March 2016.

▶▶▶ TOP INITIATIVES FOR 2016-2017

ADMINISTRATION AND COMMUNICATIONS

- Upgrade all FSO websites to Drupal version 8 to provide increased security and enhanced website development options.
- Coordinate the 9th Annual Financial Administrator Series consisting of 36 hours of training which will continue to provide current, new, and prospective campus financial administrators with a “tool kit” for success.

BURSAR

- Continue to improve student billing to provide a user friendly and comprehensive tuition and fee report.
- Work with campus colleagues to implement policies and procedures to increase program fee revenue that has been waived in the past.

CAPITAL FINANCE

- Assess new inventory software and associated equipment to achieve inventory data integrity and safeguard University assets.
- Review and update the Risk Management Insurance Premium process with Planning Design & Construction (PD&C), Risk Management (RM), and Facilities Management (FM) to assure continuing efficiency and accuracy.

CATCARD

- Produce Keyless Access tutorials for the CatCard Office as training resources for staff and students across campus using the CatCard at keyless access points.
- Initialize research of new ID management software and beta test. Work with FSO/Project Management and FSO/IT to flow chart existing system data transfer and system requirements.

COMPLIANCE, PAYROLL, TAX

- Review and update the Online Time & Labor Training for FLSA Salary Conversion by the end of calendar year 2016.
- Prepare UBIT presentation for Campus and get it housed in UAccess Learning by May 2017.

FINANCIAL MANAGEMENT

- Reformat and update all areas of the Financial Services Manual to provide users with a better understanding of the policies and allow ease of navigation.
- Initiative a move towards paperless environment as much as possible by analyzing processes and determining potential efficiencies for cost savings.

INFORMATION TECHNOLOGY

- Retire ISW by the end of FY17 and replace essential functions with more efficient and maintainable applications.
- Complete migration of FSO server based services off of end of life hardware to a new server infrastructure.

INITIATIVES & OUTREACH

- Provide FSO campus community support by responding to community forum questions and concerns, and assessing training needs.
- Participate as Project Manager and Business Analyst support for the upgrade of UAccess Financials to latest Quali version.

INVESTMENTS

- Continue to improve operating investment returns through various strategies including evaluating securities.
- Create an efficient investment management platform while establishing new security trading partners.

OPERATIONS

- Implementation of AP PCard banking file feed to reduce the workload on Accounts Payable specialist's daily calls to vendors to pay with the University PCard and improve the efficiency of timely payments to vendors.
- Implementation of UPS EDI File feed to reduce paper invoices and improve overall billing process for business units.

PROCUREMENT & CONTRACTING SERVICES

- Implement the new Surplus Property System to replace aging system with more robust, secure, hosted environment.
- Records Management Archives will focus on clearing obsolete records from the storage inventory that have been released from their litigation hold by the Federal court, resulting in freed up storage space for other critical needs.
- Re-write the ABOR Procurement Code in conjunction with ASU and NAU (and OGC's of all three Universities) to create a document that is easy to read and specific to the way each University does business.
- Collaborate with ASU and NAU to create a more uniform Purchasing process, taking into account RFB/ RFP documents, policies, procedures, and contracting.

RATE STUDIES

- Complete and release the Rate Studies Manual by December 2016.

UACCESS FINANCIALS SUPPORT

- Develop a process flow for Cash & Bursar Accounting that requires less paper when possible by using Docuware, Server, Adobe and/or cloud storage.
- Monitor nightly Batch to prevent duplication of errors and correctly determine data integrity.



THE UNIVERSITY OF ARIZONA
Financial Services
Office

ACCOMPLISHMENTS & INITIATIVES

July 2016

VISION

FSO aspires to be an innovative organization that provides the most effective and efficient financial and business services.

MISSION

FSO is dedicated to providing quality financial business services to fulfill current and future needs in support of the University of Arizona's mission while maintaining our fiduciary responsibility.