

# STRATEGIC DIRECTION 7 IMPLEMENTATION PLANNING PROCESS

*Strategic Direction 7 - Centralize the System's business/administrative functions, where appropriate, in order to leverage resources and increase effectiveness of service throughout the System.*

Implementation of Strategic Direction 7 will require the collaborative efforts of committee members, students, faculty, and staff across the System. Following the "Guiding Principles" for the Implementation Planning process, committees on both the System and campus levels will work together to implement and integrate the goals of Strategic Direction 7. Below is an outline for this important work. It includes committee structure, overarching goals, approaches, expected outcomes, and timeline.

## I. COMMITTEE COMPOSITION (Not all committee members have agreed to serve yet.)

**Coordinating Chairs:** Allen Berger,  
Joanne Yestramski, Tracy Bigney

### System-level Committee (existing)

*Chairs:* Allen Berger  
Rosa Redonnett

*Members:*

**\*Transforming Higher Education  
Student Integrated  
Services (THESIS)**

Project Core Team:

Laurie Pruett, Tom Connolly,  
Malia Lowe, Marty Berry,  
Dennis Casey, Alison Cox,  
Peggy Crawford, Pam Ford-  
Taylor, Jon Henry, Lynda Kinley,  
Chris Legore, Steve Rand,  
Lorelei Locke, Sharon Oliver

Executive Advisory Committee:

Allen Berger, Rosa Redonnett,  
Doug Gelinis, Laurie Pruett,  
Dick Campbell, Tracy Elliot,  
Dick Kimball, John Murphy,  
Mary Stover, Ginny Gibson,  
Kate McPherson Reid,  
Mark Kamen, Dana Humphrey

Faculty Board Rep: Dana  
Humphrey

Student Board Rep:  
Kate Herrick-Reed

Faculty

### System-level Committees (existing)

Information Technology Committee:

President Richard Pattenaude, Chair

Chief Financial Officers: Joanne Yestramski, Chair  
Human Resource and Equal Opportunity Directors:

Tracy Bigney, Chair

Faculty Board Rep: Dana Humphrey

Student Board Rep: Kate Herrick-Reed

Faculty

bold indicates primary level

### Campus Committees

*Members:* \*Each campus may have a  
committee

\* all recommendations must be approved  
by the Presidents Council

## II. GOALS

*The Strategy #7 Committee's goals, as outlined in the Strategic Plan, are to:*

- Support and enhance ERP infrastructures that will allow for greater centralization;
- Coordinate information technology operations where appropriate;
- Consolidate the systems for shared services (i.e., business services);
- Create a more coordinated approach to human resources; and
- Directly coordinate some of the admissions and financial aid, bursar, and loan collections processing systems.

## III. APPROACHES

*In order to achieve these objectives, the Strategy #7 Committee should focus on three major areas:*

- System-wide Services: assessing/centralizing services, where appropriate, in four major areas:
  - student administrative
  - developing and maximizing the use of integrated technology systems
  - business services
  - human resource services
- Workforce Management: retraining and re-deploying employees to higher priority positions within the workforce, attrition management, retirement incentives, and related programs
- Other areas may be identified as work progresses

## IV. OUTCOMES

In order to achieve the goals and objectives of implementation planning, it is necessary to employ an action-oriented and results-focused methodology for committee work. This methodology, called SMART, will lead to coherent, focused, effective outcomes. SMART is an acronym for the common characteristics of obtainable objectives. They are: Specific, Measurable, Aggressive-Achievable-Agreed to, Reasonable, and Time-bound.

## V. Timeline

Over the next year and a half, the committees for implementation of Strategic Direction 7 will be responsible, through their Coordinating Chair, for submitting recommendations to the Chancellor for review. After the campuses approve/revise their recommendations, the committees will work on the next phase of Implementation Planning. These recommendations should include a report on the progress made to date and outline the goals for next steps, including methods for achieving those goals and assessing their outcomes. Prior to reporting to the Chancellor, committees should present their recommendations to administration, faculty, students, or other interested campus constituents for review. Committee meetings should be planned around the following deadlines:

*Each set of Committee recommendations will be posted on the Web for comment. A deadline will be indicated for submission of those comments.*

**May 2005:** Committees submit preliminary recommendations to the Chancellor

Chancellor approves/revises recommendations

**December 2005:** Committees submit revised recommendations to the Chancellor

Chancellor approves/revises recommendations

**May 2006:** Full implementation begins