

## Division of Finance Priorities – January 2010

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### **Improve the Quality of our Services**

- Improve the effectiveness of compliance and internal control systems
  - Increase the number of departments utilizing accounting processing services for financial transaction processing, reconciliations, and financial reporting
  - Establish and implement standards for auxiliary financial reporting
  - Reduce departmental cash handling by expanding credit card processing functionality through TouchNet
  - Improve construction project budget controls and reporting
- Improve reporting, data management and decision support systems
  - Develop a comprehensive budget planning and allocation model
  - Produce monthly financials from the Data Warehouse
- Develop a competency-based professional development program that provides job-specific training and resources
- Develop and administer Division employee and customer satisfaction surveys
- Implement comprehensive human resources service delivery approach to increase customer satisfaction and to expand human resources employee knowledge, skills and abilities

### **Improve the Efficiency of our Processes**

- Fund future expansion of services through realized efficiencies
- Improve project management capabilities including time to completion, cost of completion, project definition, and project monitoring
- Improve Information Technology services in support of Division Operations
  - Develop a plan for reducing desktop computing costs
  - Develop remote server operating capabilities
  - Optimize the use of existing technological tools to increase intra-Divisional communication and sharing of resources
- Automate Business Processes
  - Implement an e-commerce solution that will automate the purchasing process to allow TAMU to consolidate buying power across campus
  - Implement Travel and Expense System software to provide on-demand employee travel booking, reporting, employee reimbursement, and monitoring of all travel-related business expenses
- Create a Division-level recognition program for staff to submit ideas that save money, improve efficiency, effectiveness, and increase customer satisfaction
- Improve access to Main Frame systems
  - Develop a web based budget interface utilizing the Canopy software

### **Demonstrate our Commitment to the multiple missions of Texas A&M University**

- Respond proactively to Board of Regent shared services and cost savings directives
  - Implement a shared HR Services Model with Texas A&M University-Commerce
  - Expand the IT bulk purchase process to other System members
- Implement a systematic approach to Performance Excellence Management through initiatives led by the Continuous Improvement Team
- Ensure all entry level professional candidate pools recruit from new graduates from Texas A&M University System regional universities
- Ensure all candidate pools align to Campus Diversity Plan