MEMORANDUM

TO: Deans, Directors and Department Heads

FROM: Charles D. Leffler, Vice Chancellor for Finance and Business
       Donald E. Patty, Interim Executive Director Business Operations

SUBJECT: Business Operations Realignment and Work Activity Inventory

As you know, a recommendation was made that was accepted by the Chancellor, to consolidate decentralized unit-based transaction processing into regional business operations centers (BOCs). The goal of restructuring business operations is to improve institutional effectiveness and strengthen N.C. State’s culture of service by ensuring that academic support activities and business practices are efficient, responsive and cost effective.

In order to work towards this implementation, the Business Operations Realignment Steering Team (BORST) was appointed to advise on the implementation of the Business Operations Centers (BOC) concept. Please see their website for up-to-date information (http://go.ncsu.edu/borst). One of their specific charges is to “evaluate current transactional volumes, processes, and staffing on campus to understand our current operating environment.”

To accomplish this task, a formal RFP was created to conduct a Work Activity Inventory. Through a formal competitive bid process, Scott Madden Management Consultants was selected as the vendor to design and conduct the web based survey tool that will be used to collect this valuable information.

This survey will tell us who is touching various processes/functions on campus (such as HR, finance, accounting, procurement, contracts & grants) and how much of their time they are spending with those processes/functions. The data collected from this tool is critically important and will help shape decisions on staffing of the Business Operations Centers as well as insuring that the units have sufficient skilled staffing for their various needs.

This web based survey will be available for invited NC State employees beginning the week of November 7. We need your assistance in communicating to your employees how important this is and ask that they take the time to complete and submit.
October 24, 2011
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Please do not hesitate to contact Don Patty if you have questions or need additional information. He can be reached at don_patty@ncsu.edu. You can also contact your LEAD finance/business/HR person in your college or division

cc: LEAD Representatives