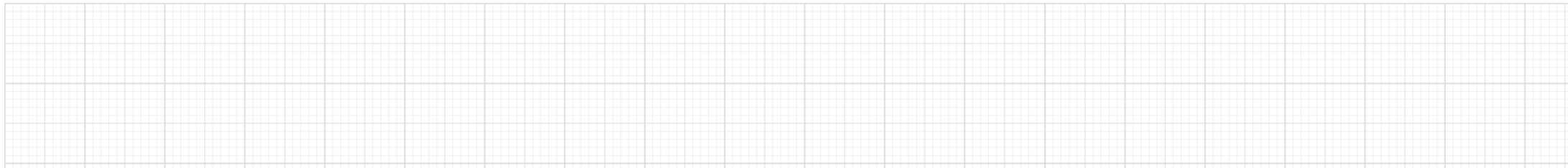


Administrative and Operations Transformation Initiative

TOWN HALL MEETING

JUNE 2019



Town Hall Agenda



Why are we doing this assessment?

What is the real purpose?

How is it being managed?

When will we learn the outcome?

Where can you become engaged and learn more?



Why are we doing this assessment?

Vision



We will deliver services that are
responsive, nimble, and best in class.

Purpose



Virginia Tech must ***build on its capacity*** to deliver administrative and business services in the most cost efficient and effective manner possible, taking advantage of advanced technological systems and service delivery methods.



What is the real purpose?

Goal

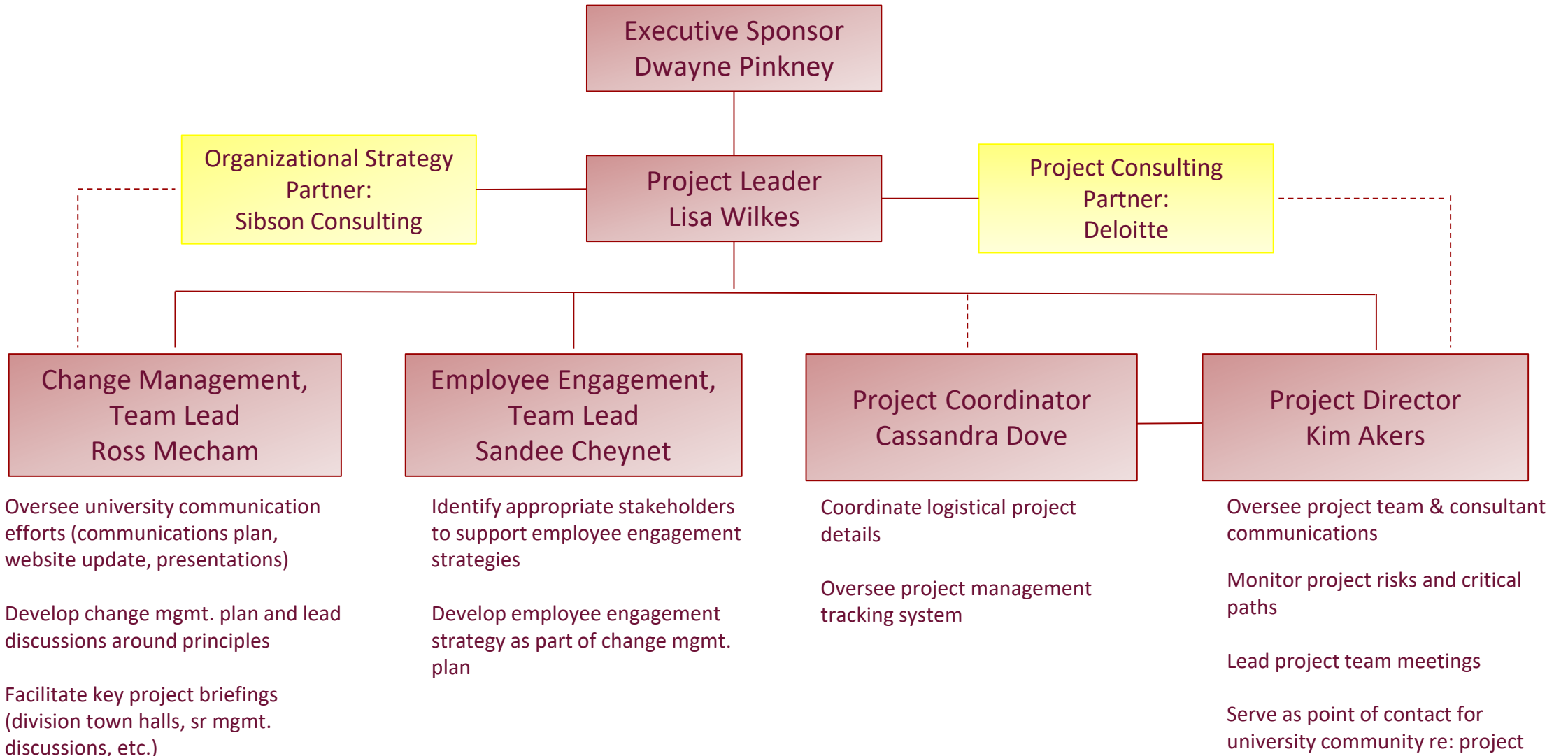
└ We will ***transform our work*** to achieve the following:

- Eliminate barriers, unnecessary work flows, and duplicative and/or redundant efforts at all levels within the university
- Use best practices in service delivery
- Leverage technology to automate and simplify processes, reducing transaction times
- Professionalize work environments
- Develop and use cost effective and administratively efficient operating principles
- Institutionalize a culture of excellence and continuous improvement
- Ensure administrative and operations work is aligned with strategic priorities
- Deploy leading change management principles to navigate new systems, processes, and structures



How is it being managed?

Project Management



Approach



- Review key administrative and operational areas: finance, business operations, facilities and space management
- Support HR Transformation work underway, with particular focus on benefits and employee administration
- Understand process, transactions, structures, policies at enterprise-level, not just in central offices
- Focus on where work is being done, how it is done, who is doing which parts

Community Engagement



- University Leadership
 - Executive Leadership
 - Senior Leadership
- University Groups
- Focus Groups
- Individual Stakeholders
- Survey



When will we learn the outcome?

Timeline



- Project Launch April 1 – April 19
- Engage & Assess April 22 – July 19
 - Data Analysis, Benchmarking, Dean & VP Interviews April 22 – May 17
 - Facilities Individual Interviews, Focus Groups, Observations April 29 – June 7
 - HR Individual Interviews, Focus Groups, Observations May 13 – June 7
 - Finance Individual Interviews, Focus Groups, Observations June 10 – July 19
 - Business Ops Individual Interviews, Focus Groups, Observations June 24 – July 19
- Develop Final Report July 22 – August 2
- Deliver Final Report to Executive Management August 5
- Campus Communications August – September



Where can you become engaged and learn more?

Employee Engagement and Communications



- Learn more on the project page site:
 - <https://svpoa.vt.edu/Transformation-Initiative.html>
- Send an email with your suggestions or questions:
 - Transformation@vt.edu

Questions?

Thank You