UNC FIT Project Update - Process Improvement Initiatives

The UNC FIT Process Improvement initiatives implemented this past fiscal year for the areas of Contracts and Grants, Financial Aid and General Accounting are entering the monitoring and reporting phase. The UNC FIT team will be reviewing the campus status reports, compliance checklists, key performance indicators (KPIs) and visiting the campuses as appropriate.

Monitoring/Campus Visits
Campus visits to review the standards implementation will begin in October 2009 and continue through the winter. The UNC FIT team will be assessing the quality of the previously self-reported compliance and will also document any acceptable deviations from the compliance standards. Campus internal auditors will be a key partner in the monitoring phase of these process improvements. The auditors were provided a history of the project and expectations regarding their role in August.

Key Performance Indicators (KPIs)
As previously reported, Key Performance indicators were developed from the process standards. These KPIs will be reported to campus leadership and UNC General Administration beginning in September 2009. A proposed dashboard of indicators is being reviewed and will be shared with the Board of Governors in October. The KPIs will be used to reveal trends, monitor risks, highlight successful areas as well as areas that may need improvement, identify areas where resources may be needed and improve management of campus business processes.

Coordination with the State's Internal Control Program
A task force has been appointed to assess synergies between the State's EAGLE (Enhancing Accountability in Government through Leadership and Education) Program and the UNC FIT process improvements initiative. The goal is to identify overlap in project goals and principles and minimize duplication of efforts. The task force will be meeting with the Office of State Controller in October to outline a plan.

Next Set of Standards
Over the next few months, the UNC FIT team, in conjunction with the campuses, will identify the next areas of process improvements. Student Accounts Receivable, Purchase to Pay and Budgeting are among those currently under consideration.

UNC Payroll Project Update

The UNC FIT team continues to work aggressively to move nine campuses off of the Office of State Controller's Central Payroll system and onto Banner Payroll within a Shared Services environment. As discussed at previous Audit Committee meetings, the project is implementing this module utilizing a Standard Model. Multiple streams of work are in process concurrently. The current status follows.

Standard Model
- Standard Model certified on August 27th.
- Change and Configuration Management Process document drafted and under review.

Data Quality and Correction
- Data quality assessment at UNC Pembroke revealed high quality data.
- Data Certification signed by UNCP on August 25th.
- Assessments at other universities confirmed suspected data issues - a data quality and correction plan has been provided to each campus to assist in addressing areas of weakness.

Pilot Status
- The pilot campus, UNC Pembroke, is scheduled to go live on October 1, 2009.
- Number of critical tasks must be completed in next four weeks to meet go live date. UNC FIT team is continually assessing Operational Readiness with UNCP team.
- Key go/no go decision to be made week of September 14.

Shared Services Center
- Shared Services Center facility has been defined and will be located at General Administration
- Operational Model and Procedures manual is drafted.
- Applications for the Director of Payroll are under review, the Payroll Analyst position is being advertised
- Service Level Agreement between the Shared Service Center and campuses has been drafted and is under review.

Communications and Training
- Project website established with initial project announcements, frequently asked questions and background documents.
- Initial training at pilot campus is complete for HR and Payroll staff. Training for employees will occur closer to go-live.

Work is underway for the next two campuses (UNC Asheville and Western Carolina University), that will go live in January, 2010.