

Administrative Affairs Information Systems (AAIS)

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2008 Initiative: Obtain Customer Service Feedback for Analysis to Improve Services

Description: Develop an online survey tool to obtain feedback on services provided by AAIS and analyze feedback to determine improvement opportunities.

Outcomes/Improvements	Measurement(s)	Person(s) Responsible	Timeline
<ul style="list-style-type: none">• Improve services to individuals/departments we serve• Increase customer satisfaction	Survey card results	<ul style="list-style-type: none">▪ Executive Director▪ Administrative Coordinator to track responses and provide update to Executive Director▪ AAIS staff to help analyze survey results	December 2008

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2008 Initiative: Support staff training to ensure each member receives at least one training during the year.

Description: Support staff professional development by encouraging each staff member to take at least one training course during the year.

Outcomes/Improvements	Measurement(s)	Person(s) Responsible	Timeline
<ul style="list-style-type: none"> Enhance staffs' technical knowledge base Enhance staffs' professional experience 	Each staff member takes at least one training course	<ul style="list-style-type: none"> Executive Director Facilities Information Systems Manager Finance Information Systems Manager HR Information Systems Manager 	Will be an ongoing initiative each year.

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2008 Initiative: Implement Benefits Administration (Ben-Admin) to automate employee enrollments and disenrollments in Benefits.

Description: Benefits Administration will provide consistency and accuracy in enrollments and terminations of Benefits. This will improve services to employees and provide more accurate reporting of new enrollments and separations.

Outcomes/Improvements	Measurement(s)	Person(s) Responsible	Timeline
<ul style="list-style-type: none">Improve customer serviceImprove accuracy of reporting	<ul style="list-style-type: none">Review of enrollments in systemReview of separations/disenrollments in system	Executive Director HRIS Benefits Payroll	1 year (Ben-Admin) 1 – 2 years (E-Benefits)

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2008 Initiative: Implement View Benefits.

Description: Implementation of view benefits for Employee Self-Service. This will allow employees to view their benefit enrollments, including plan choices and dependent enrollments through Employee Self-Service.

Outcomes/Improvements	Measurement(s)	Person(s) Responsible	Timeline
<ul style="list-style-type: none">▪ Enhance employee self service▪ Reduce employee contacts (telephone, emails) to Benefits Office and Customer Service Center	<ul style="list-style-type: none">▪ Improved Customer Service▪ Improved Customer Satisfaction	<ul style="list-style-type: none">• Executive Director• HRIS• Benefits• Payroll	Estimated December 2008

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2008 Initiative: Implement Absence Management

Description: Implement new leave accounting system to replace LAS (Leave Accounting System) through the State Controller's Office. The new system will lay the groundwork for additional Employee Self-Service of leave related functions.

Outcomes/Improvements	Measurement(s)	Person(s) Responsible	Timeline
<ul style="list-style-type: none">▪ Employees will have better access to their leave data.▪ System will allow for online leave requests and management review of leave requests.	<ul style="list-style-type: none">▪ Improved Customer Service▪ Improved Customer Satisfaction	<ul style="list-style-type: none">• Executive Director• HRIS• Payroll	Estimated May 2009

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2008 Initiative: Implement Self-Service Learning and Development Module

Description: Implement new self-service Learning and Development Module. With this new self-service feature, university employees and those in auxiliary units will be able to register for Organizational Development & Training (ODT) courses online.

Outcomes/Improvements	Measurement(s)	Person(s) Responsible	Timeline
<ul style="list-style-type: none"> ▪ Improve productivity and effectiveness by using online course registration function ▪ Provide easy access to training report for employees 	<ul style="list-style-type: none"> ▪ Reduced workload in ODT ▪ Reduced employee contacts to the ODT Office ▪ Improved Customer Satisfaction 	<ul style="list-style-type: none"> • Executive Director • AAIS Analysts • HRIS • ODT 	November – December 2008