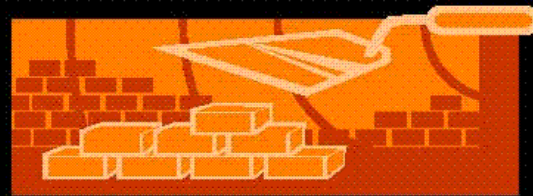


Introducing the Business Resource Center

Brown Bag Presentation
February 27 & March 5, 2009



BRC
BUSINESS RESOURCE CENTER

Today's Agenda

- Introduction
- Business Resource Center
 - Purpose
 - History & Activities to Date
 - Teams & Transition Plans
 - Quality Assurance & Metrics
 - Roles for Departments & the BRC
- Questions

Why the BRC Was Created

- Centralize Transaction Processing
 - Process to Pay functions
 - General purchasing
 - Purchasing under blanket agreements
 - Service agreements, such as Professional Service Agreements (PSAs) & Independent Consultant Agreements (ICAs)
 - Procurement card
 - Reimbursement for Travel
 - Data Management functions
 - Cashiering & ledger reconciliations
 - Payroll Functions
- Standardize Procedures & Controls

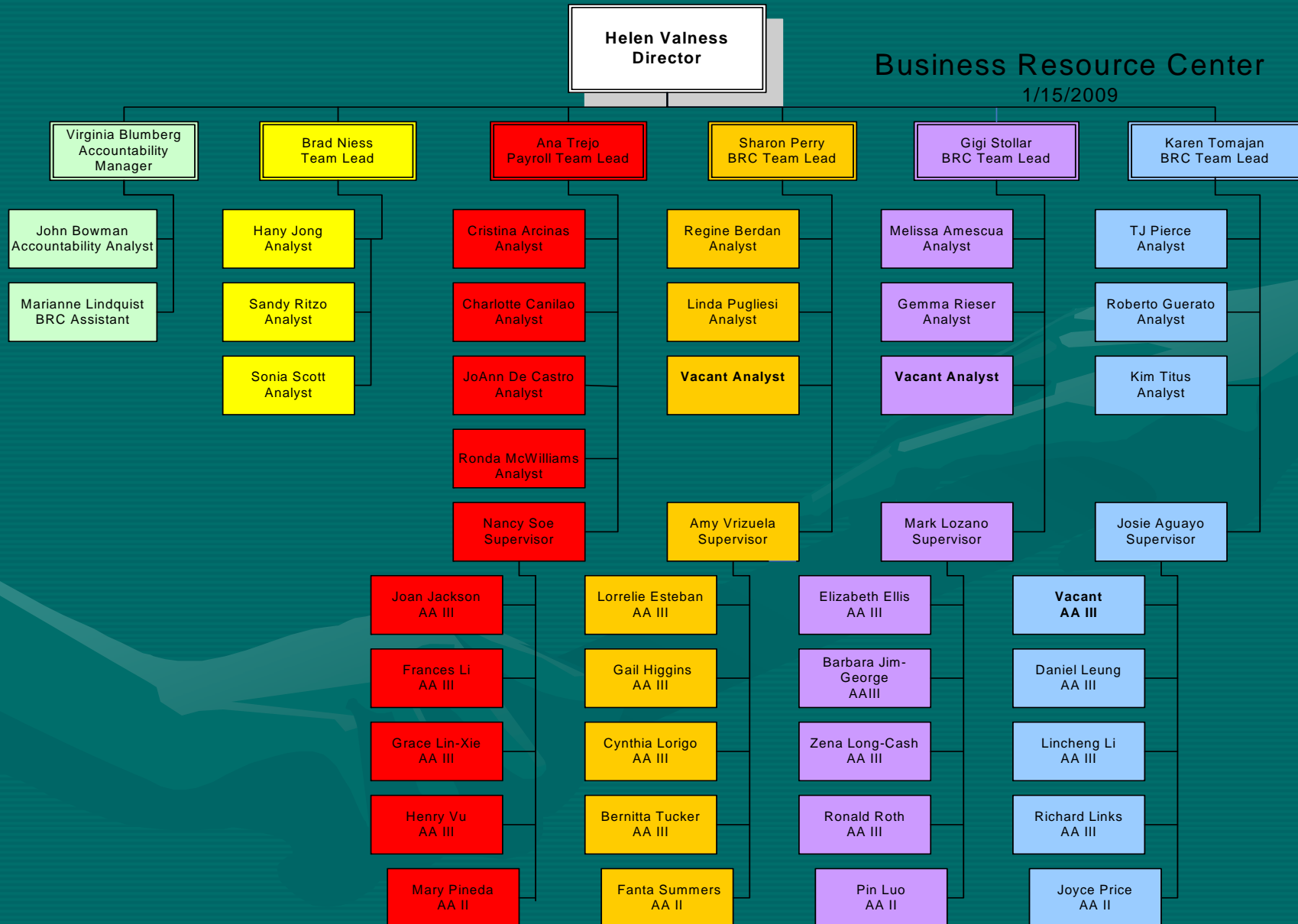
The History of the BRC

- August 1, 2008 – Director & Team Leads Start in the BRC
- August/September 2008 – Staff Interviewed & Hired; Assigned to Teams; Begin Moving into BRC Space
- September/October 2008 – As Staff is Hired, BRC takes on Payroll & Non-payroll Activity for Certain Departments Whose Staff Are Now BRC Staff; New Team Created for Recharges, Post-Award Contracts & Grants Administration, and Event Contracting; Recharge Team Lead Interviewed & Hired
- November/December – All Payroll Activity, except Office of General Counsel, is Transitioned to the BRC Payroll Team; Non-Payroll Activity Begins to Formally Transition; Staff for New Recharge Team Interviewed & Hired
- January/February 2009 – Recharge Team Begins Transition Work

BRC Organization Chart

Helen Valness
Director

Business Resource Center
1/15/2009



BRC Teams

CUSTOMER DEPARTMENT TEAM ASSIGNMENTS

"Procure to Pay" Processes, Travel & Entertainment, Ledger Reconciliation

Cashiering

TEAM PURPLE

Gigi Stollar Lead
Mark Lozano Supervisor

Secretary of the Regents and Chief of Staff
Student Affairs
External Relations (Communications)
VP Research (ORGS)
 Special Research Programs
 IUCRP
 Natural Reserve System
VP Academic Personnel (Academic Advancement)

TEAM GOLD

Sharon Perry Lead
Amy Vrizuela Supervisor

Human Resources & Benefits
Systemwide Budget Office
 Facilities Administration
Laboratory Management
Academic Affairs Immediate Office
SAPP&C
Office of Technology Transfer
ANR

TEAM BLUE

Karen Tomajan Lead
Josie Aguayo Supervisor

Financial Management
Academic Senate
Health Sciences
IR&C
California Digital Library
President's Office
AVP Policy & Analysis
Business Operations Immediate Office
 UCOP Budget Office
 Building Services
 Office of Strategic Change Resources

Payroll & P/R Ledger

TEAM PAYROLL (red)

Ana Trejo Lead
Nancy Soe Supervisor

All Departments for payroll except
Office of General Counsel

Recharges, Subawards & Contracts

TEAM YELLOW

Brad Niess Lead

Accountability

TEAM GREEN

Ginny Blumberg Manager

Team Purple

- Gigi Stollar, Team Lead
- Mark Lozano, Analyst/Supervisor
 - Student Affairs
 - Office of Research & Graduate Studies (ORGS)
 - Special Research Programs (SRP)
 - Industry-University Cooperative Research Program (IUCRP)
 - Academic Personnel
 - External Relations
 - Secretary of The Regents & Chief of Staff

Team Gold

- Sharon Perry, Team Lead
- Amy Vrizuella, Analyst/Supervisor
 - Human Resources & Benefits
 - Systemwide Budget Office
 - Facilities Administration
 - Laboratory Management
 - Academic Affairs Immediate Office
 - Strategic Academic Planning, Programs, & Coordination
 - Office of Technology Transfer
 - Division of Agriculture & Natural Resources

Team Blue

- Karen Tomajan, Team Lead
- Josie Aguayo, Analyst/Supervisor
 - Financial Management
 - Academic Senate
 - Health Sciences
 - Information Resources & Communications
 - California Digital Library
 - President's Office
 - AVP Policy & Analysis
 - Business Operations Immediate Office
 - UCOP Budget Office
 - Building Services
 - Office of Strategic Change Resources

Team **Yellow**

- Brad Niess, Team Lead
 - Recharges
 - Post-Award Contracts & Grants Administration
 - Event Contracting

Team Red

- Ana Trejo, Team Lead
- Nancy Soe, Analyst/Supervisor
 - Payroll Activities for all of OP (except Office of General Counsel)
 - Timesheets & Time Entry
 - Payroll Actions & Entry
 - Payroll Ledger Reconciliations

Team Green

- Ginny Blumberg, Accountability Manager
- John Bowman, Accountability Analyst
 - Internal Reviews of BRC:
 - Compliance with policies
 - Accuracy of processing
 - Ledger reconciliations
 - Monitoring
 - Reporting of Metrics & Performance Statistics

The BRC Begins Its Work

- September/October 2008 – Staff Join BRC & Continue Processing Transactions for Former Departments
- November 1, 2008 – BRC Officially Begins End-to-End Processing for Initial Customer Departments
 - Preparer
 - Reviewer
 - Reconciliations
- Plan Developed to Transition Other OP Departments to BRC Processing
- December 1, 2008 – BRC Website Launched
 - www.ucop.edu/brc

Transition Status

- As of February 27, 2009, approximately 80% of departments on the Transition Schedule have been transitioned to the BRC
- Remaining 20% of departments will be transitioned to the BRC by June 30, 2009
- Transition Schedule is posted on the BRC website – www.ucop.edu/brc

Other Infrastructure Activities

- Staff Training
- BRC Forms
- Accountability Bulletins
- Process Checklists
- Staff Manual
- Service Level Agreements
- Process Flowcharts & Key Controls
- Metrics & Performance Statistics
- BRC Advisory Group

Standardizing Procedures & Controls

- Standardized Processes for Consistency Across Teams
 - Flowcharts & Descriptive Narratives
- On-going Quality Assurance Reviews
 - Only department-approved transactions are processed
 - BRC processing complies with policies
 - BRC is processing transactions accurately
 - BRC is reconciling ledgers timely, completely, & accurately
- Monitoring

Metrics & Performance Statistics

- Customer Focus
 - Provide excellent service to customer departments
 - Demonstrate accountability to stakeholders
- Process Focus
 - Establish core business processes
- People Focus
 - Develop an excellent & diverse workforce
 - Establish a high performance service culture
- Resource Focus
 - Establish key controls
 - Manage resources effectively

BRC Advisory Group

- Representatives from Key Client Groups
 - Evaluate progress against plans for transitioning departments into the BRC
 - Provide input & observations on production standards & service quality assessments
 - Review recommendations for business process improvements over time

The Department's Role

- Provide BRC with complete documentation to support the transaction, including required authorized signatures and pre-approval documents
- Respond timely to BRC questions & requests
- Review Post-Audit Notifications (PANs)
 - Non-mandatory reviewer for each department
 - Others can be copied on specific transactions as requested
- Review monthly reconciliations & reports
- Call if you have any questions

The BRC's Role

- Review transaction documentation to assure it is complete and accurate
- Work with department/employee to obtain missing or incomplete items
- Process transactions timely & accurately
- Work with UCLA Payroll, Travel, & Accounts Payable to clarify processing issues
- Help departments set up financial structures to facilitate payment processing & budget analysis
- Reconcile general ledgers monthly
- Provide advice & guidance on policies & procedures

Thank You!



Questions?

