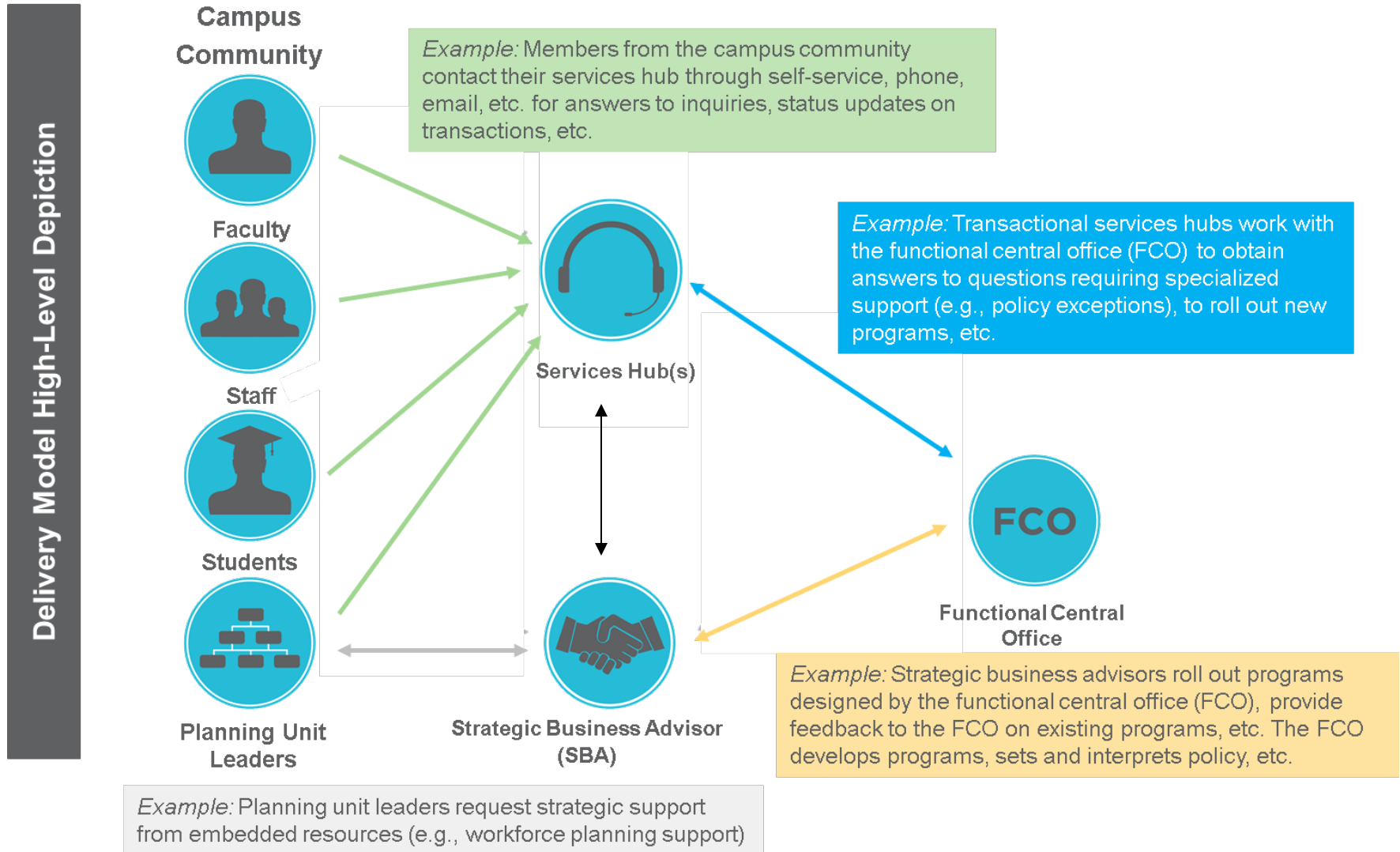# University of Saskatchewan

ConnectionPoint - Administrative Services You Need, When You Need Them

www.connectionpoint.usask.ca

UNIVERSITY OF SASKATCHEWAN

Our vision….

Service Delivery Model – Example

Delivery Model High-Level Depiction

Campus Community

Faculty

Staff

Students

Planning Unit Leaders

Example: Members from the campus community contact their services hub through self-service, phone, email, etc. for answers to inquiries, status updates on transactions, etc.

Services Hub(s)

Example: Transactional services hubs work with the functional central office (FCO) to obtain answers to questions requiring specialized support (e.g., policy exceptions), to roll out new programs, etc.

FCO

Functional Central Office

Strategic Business Advisor (SBA)

Example: Strategic business advisors roll out programs designed by the functional central office (FCO), provide feedback to the FCO on existing programs, etc. The FCO develops programs, sets and interprets policy, etc.

Example: Planning unit leaders request strategic support from embedded resources (e.g., workforce planning support)

UNIVERSITY OF SASKATCHEWAN

Scope of Service

Initial Focus:

1. Human Resources

2. Finance

3. Research Support

Future Focus:

1. Facilities

2. Information Communication Technology

ConnectionPoint

ADMINISTRATIVE SERVICES YOU NEED, WHEN YOU NEED THEM

LEARN MORE AT CONNECTIONPOINT.USASK.CA

ConnectionPoint is a one-stop service centre providing human resources, finance and research administration support. Staff, faculty and students can access provided services in-person, by phone, by email and online. Currently, the following services are available through ConnectionPoint:

Travel and expense: assistance booking travel, completing expense claims and reimbursment for non-travel expenditures

Purchasing and payments: assistance purchasing a good or service and/or paying for that good or service, including vendor sourcing, vendor contract review and development, request for quotations, purchase order requisitions and invoice processing

Pre-award/post-award: assistance with funding application issues, reviewing/finalizing proposals, questions concerning funders and funding programs, non-financial report submissions, closing out funded projects, monitoring compliance with regulations and for advice on administrative requirements

Tri-agency institutional approvers: assistance with approval on tri-agency expenditures, pre- and post-award eligibility and compliance inquiries, as well as eligibility and compliance advice to those developing research grant budgets

Human resources general inquiries: a resource to answer questions related to your employment

Workforce administration: human resources support, including staff recruitment, onboarding, off boarding, benefits and leaves

Data processing: assistance with data processing needs, such as journal vouchers and certain electronic job submissions (EJS entry and validation services apply to hires and terminations of CUPE 1975, CUPE 3287, ASPA, exempt, faculty and senior administration employees)

Knowledge Base: a self-serve tool, located in the PAWS ConnectionPoint channel, that allows you to search for information on university guidelines, processes and policies

If you have a question and you are not sure where to find the answer, please contact ConnectionPoint. Staff will be happy to assist you in answering your questions or directing you to someone who can.

OPEN MONDAY TO FRIDAY, 8 AM – 4:30 PM

ARTS BUILDING, ROOM 258
PAWS.USASK.CA (UNDER "ADMIN SERVICES")
306-966-2000   1-844-697-4865
CONNECTIONPOINT@USASK.CA

"That all sounds great... the problem is getting from here to there..."

The Problems ("Our" Context)

- Recent large change initiative failed
- Fear of losing control
- Reluctance to relocate staff
- Fear of change
- Political pressure

- Union pressure
- Functional silos
- Limited budget
- Limited buy-in
- Limited space
- Technology deficiency

Our Challenges

Solve these common problems in a not so common way….

- Physical Space

- Technology

- Staffing and Training

- Performance Management

Physical Space

The Challenge

"Our Wants"

- Proximity and accessibility
- Multi-function end-to-end service
- University employees
- Comfortable place that people enjoy working in
- No disruption to key teaching and research real-estate
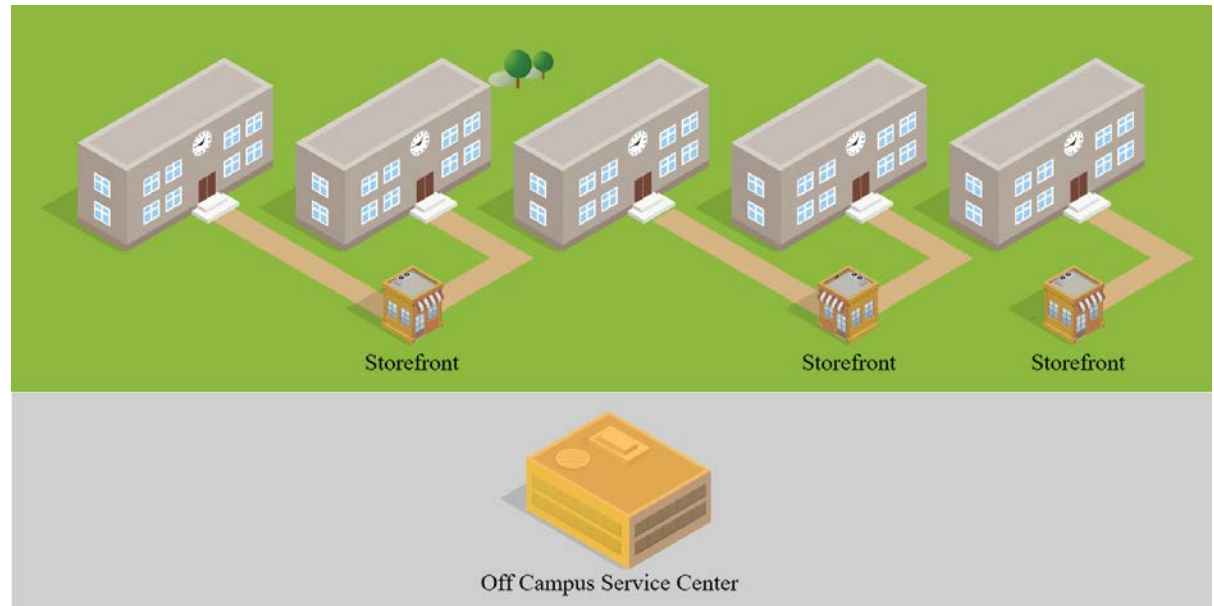
The Solution

Innovative Structure

Tier 1(10) — On campus

Tier 2 (30) — Off campus
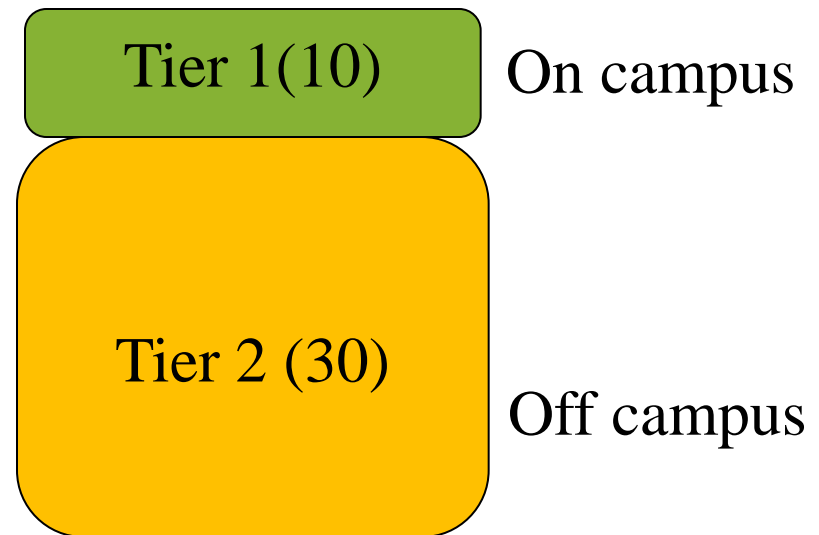
Physical Space (Cont'd)

Pre-Transformation

Administrative Services Collocated within Each College

New Innovative Model

Storefront   Storefront   Storefront

Off Campus Service Center

ARTS AND SCIENCE BUILDING

ConnectionPoint

Tier 1(10)

Storefront

Storefront

Storefront

Off Campus Service Center
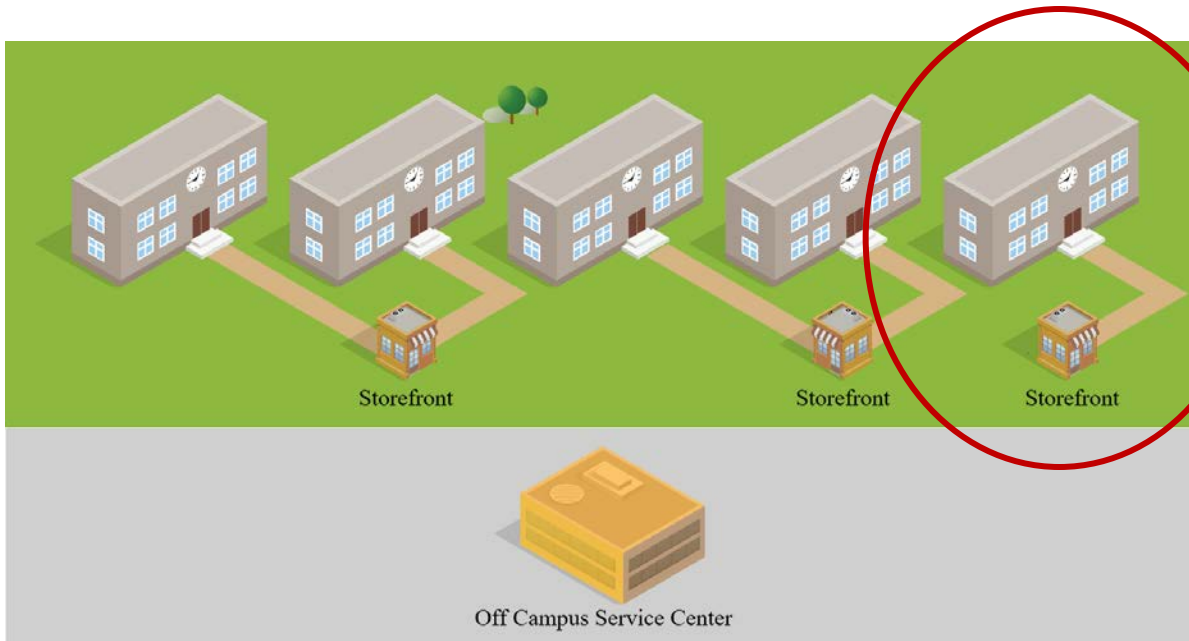
Walk-in accessible service in central campus location ("Tier 1" support)

ConnectionPoint

UNIVERSITY OF SASKATCHEWAN

REQUIRE ASSISTANCE?
Please proceed to an available service agent

NOW OFFERING **PAYROLL** SERVICES AND SUPPORT!

258.1

258.1.19

29.11

ConnectionPoint
ADMINISTRATIVE SERVICES YOU NEED, WHEN YOU NEED THEM
LEARN MORE AT CONNECTIONPOINT.USASK.CA

NOW OFFERING
PAYROLL SERVICES
AND SUPPORT!

ConnectionPoint

ADMINISTRATIVE SERVICES YOU NEED, WHEN YOU NEED THEM

The University of Saskatchewan's main campus is situated on Treaty 6 Territory and the Homeland of the Métis. We pay our respects to the First Nations and Métis ancestors of this place and reaffirm our relationship with one another.

UNIVERSITY OF SASKATCHEWAN
ConnectionPoint
CONNECTIONPOINT.USASK.CA

INNOVATION PLACE

ConnectionPoint
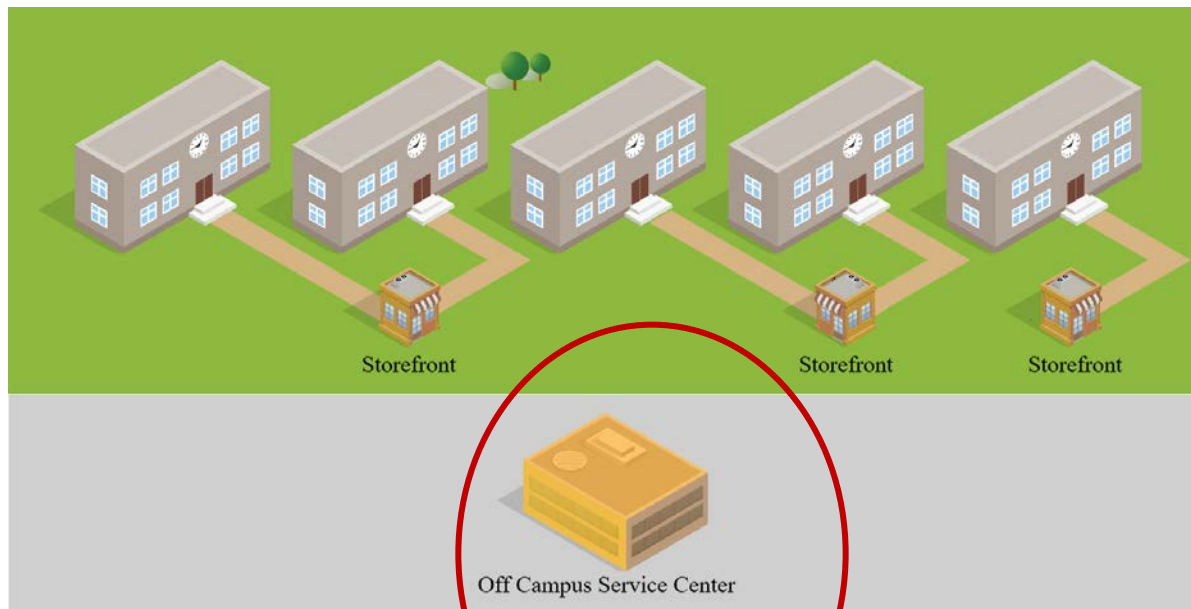
Tier 2 (30)

Off campus transactional support (Tier 2) (e.g., T&E, payroll processing, new hire processing)

530.72

Andrew Hildreth
Operations Lead

530.44

Flex Space

TECHNOLOGY

Technology

The Challenge

- Multiple ERP and "shadow" systems

- Plan to migrate to single ERP in longer-term

- 1 million @usask.ca pages

- Limited budget

The Solution

- Review/redesign processes and create enablers within current systems (e-forms)

- Leverage existing technology and reconfigure to meet service management needs

- Create "swivel chair" across platforms

University of Saskatchewan

Knowledge Base
Information you need, when you need it

Research, Human Resources and Travel and Expense

Guest Profile

16 results found

✎ Concur Guest/Student Profile Request Form

Applicable to: All Faculty, All Staff, All Students

Request form for student or guest profile setup in Concur

Function

Finance (4)
Human Resources (10)
Research (2)

Knowledge base articles will continue to be added to this website, with a focus on human resource and finance related articles in 2016-17. If there is a topic you think should be added to the knowledge base, please send your suggestion(s) to **KBAdministrator@usask.ca**

UNIVERSITY OF SASKATCHEWAN   P☂WS

Wade Epp ▾

Home

Email and Calendar

Course Tools

Meetings

▶ **ACADEMICS**

▶ **EMPLOYEE**

▼ **ADMIN SERVICES**

ConnectionPoint

UniFi Self-Service

UniFi Plus

UnivRS

Crystal Reports

Instructor and Advisor Services

Academic Admin Services

Workflow Worklist

Facilities Request

Concur Travel and Expense

My Textbook Requisitions

▶ **LIBRARY**

▶ **ALUMNI**

▶ **VOTE**

▶ **MY CHANNELS**

ConnectionPoint

ConnectionPoint is a one-stop service centre providing specific human resources, finance and research administrative services when you need them. Please select "new request" to access a ConnectionPoint service. Please select "Knowledge Base" to search for information and resources on a variety of university topics. For more information on ConnectionPoint, please visit **connectionpoint.usask.ca**.

New request ▾

🔍 Knowledge Base

General Request

HUMAN RESOURCES

Job Posting and Recruitment Support

New Hire

Request an HR Report

Resign from Your Job

FINANCE

Acquire a Good or Service

Move Transaction (Journal Voucher)

Pay a Company Invoice

Personal Reimbursement for Expenses Including Travel

Updated On   Request Status

1 of 1

if your requests do not appear above

ConnectionPoint - PAWS - University of Saskatchewan

FootPrints

ConnectionPoint - PAWS - University of Saskatchewan

SASKATCHEWAN

Service Analytics | **Welcome, Epp, Wade ▾** | About | Help

Director/AVP | **Home** | More ▾

Actions ▾ | Search Knowledge Base | Customize

Select item(s) ▾ | Contains ▾ | Search

Requests | **New: A General Request 1** | View ▾

Submit | Save | Refresh | Print | Actions ▾ | Templates ▾

00:00:23

Customer Information
Internal Notes
Comments & Replies
Attachments
Categorization
Team and Assignees
Subtasks & Related
Approvals
Private Information
SLA
Surveys
Time Spent

Customer Information

NSID:

Last Name:

First Name:

Middle Name:

Relationship:
Self

Affiliation:

Employee ID:

Department:

Business Unit:

College:

Major:

Phone Number:

Email Address:

Clear Customer Information:

Link Control

Link to | Create Linked | Open | Unlink | Update Link

NSID	First Name	Last Name	Phone Number	Email Address	Employee ID

◄◄ ◄ Page 0 of 0 ► ►► | Number of records per page: 25 ▾ | No records to display

Internal Notes

Internal Notes & Communications:

B I U S x₂ x² | ≡ Ω

Service Analytics | **Welcome, Epp, Wade** ▾ | About | Help

| Director/AVP ✕ | Home | More ▾ |

Customize

Select item(s) ▾ | Contains ▾ | Search ✕ 🔍

| **All CP Requests** | Special Visibility ✕ | VIP Search ✕ | College Specific ✕ | View ▾ |

View | Edit | Print | Delete | **Preview Pane**

Record Number	Title	Created On	Updated On	Request Status	Priority	Assignees	Status
⊟ **Container: CP (250 items)**							
JV-32	Move Transaction (Jour...	12/09/2016 10:38 PM	12/18/2016 09:05 AM	Closed	3-Medium	Candyse R.,Data Proc...	Closed
JV-277	Payroll JV Request	04/03/2017 08:03 PM	04/10/2017 11:05 AM	Closed	3-Medium	Data Processing,Cand...	Closed
JV-65	JV Request	01/10/2017 04:01 PM	02/04/2017 12:05 PM	Closed	3-Medium	Data Processing,Cand...	Closed
JV-41	ACU Protocol 20120082	12/16/2016 10:20 AM	12/20/2016 05:05 PM	Closed	3-Medium	Data Processing,Sheryl...	Closed
JV-36	Move Partial PC820364	12/16/2016 09:12 AM	12/27/2016 04:05 PM	Closed	3-Medium	Sheryl L.,Data Processi...	Closed
JV-61	Incorrect GST payment	01/06/2017 11:16 AM	01/10/2017 01:05 PM	Closed	3-Medium	Data Processing,Cand...	Closed
JV-116	Move Transaction (Jour...	02/06/2017 10:48 AM	02/11/2017 10:05 AM	Closed	3-Medium	Candyse R.,Data Proc...	Closed
JV-292	ES160171	04/05/2017 02:34 PM	04/10/2017 12:05 PM	Closed	3-Medium	Elyse L.,Data Processing	Closed
JV-39	ACU Protocol:20160078	12/16/2016 10:06 AM	12/20/2016 12:05 PM	Closed	3-Medium	Data Processing,Cand...	Closed
JV-312	Payroll JV Request	04/06/2017 02:29 PM	04/11/2017 12:05 PM	Closed	3-Medium	Candyse R.,Data Proc...	Closed
JV-30	JV - Business Card Co...	12/07/2016 02:24 PM	12/16/2016 09:05 AM	Closed	3-Medium	Sheryl L.,Data Processi...	Closed
JV-117	Move Transaction (Jour...	02/06/2017 10:50 AM	02/11/2017 11:05 AM	Closed	3-Medium	Data Processing,Cand...	Closed
JV-48	Olsen-travel 115352-20...	12/20/2016 10:05 AM	12/25/2016 09:05 AM	Closed	3-Medium	Candyse R.,Data Proc...	Closed
JV-111	Payroll JV Request	02/02/2017 02:51 PM	02/13/2017 08:05 AM	Closed	3-Medium	Data Processing,Cand...	Closed
JV-161	Payment to USSU	02/23/2017 02:13 PM	03/04/2017 10:05 AM	Closed	3-Medium	Data Processing,Cand...	Closed
JV-94	ES150095	01/27/2017 01:22 PM	02/04/2017 02:05 PM	Closed	3-Medium	Sheryl L.,Data Processi...	Closed
JV-45	ACU Protocol 20160071	12/16/2016 10:30 AM	12/23/2016 10:05 AM	Closed	3-Medium	Data Processing,Sheryl...	Closed
JV-29	Payroll JV Request	12/07/2016 10:37 AM	12/17/2016 10:05 AM	Closed	3-Medium	Data Processing,Cand...	Closed
JV-28	Graduate student supp...	12/07/2016 09:54 AM	12/19/2016 10:05 AM	Closed	3-Medium	Candyse R.,Data Proc...	Closed
JV-58	Payroll JV Request	01/05/2017 03:27 PM	02/04/2017 04:05 PM	Closed	3-Medium	Candyse R.,Data Proc...	Closed

◁◁ ◁ Page 1 of 21 ▷ ▷▷ ⟳ | Number of records per page: 250 ▾ | Displaying records 1 - 250 of 5007

Wall Boards – Tracking Service

STAFFING AND TRAINING

Staffing and Training

The Challenge

- No interest in staff reductions

- Avoid "lift and shift current processes and culture"

- Not able to completely greenfield (appetite and institutional knowledge)

- Desire to be cost-neutral in 3-5 years

The Solution

- Hybrid staffing approach

- Comprehensive training

- Hybrid Staffing
  - Internal/external recruitment
  - Targeted selection
  - Whole-unit transition (limited)

- Training
  - Process Training
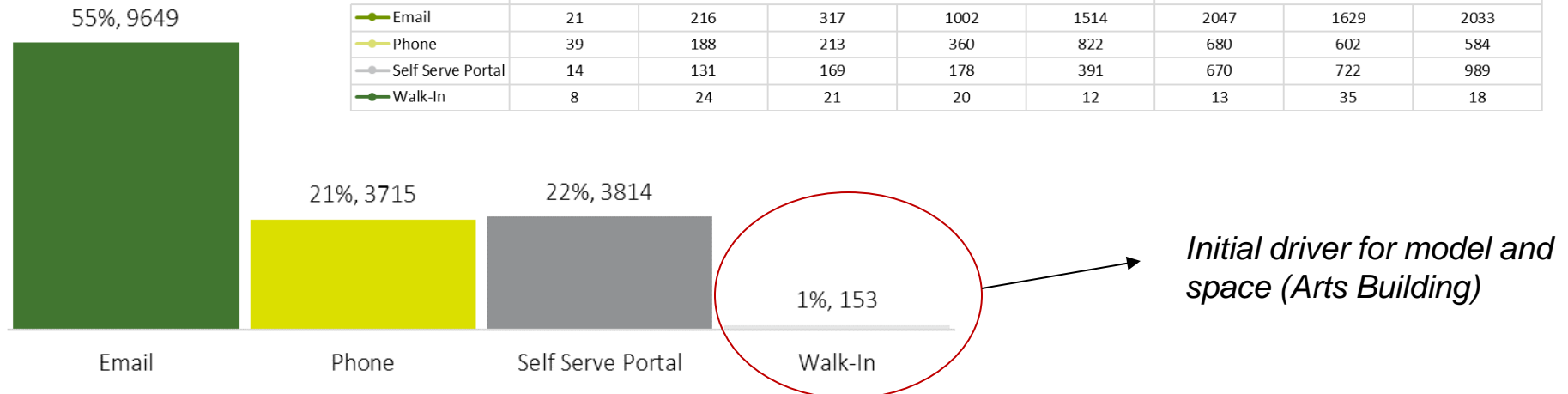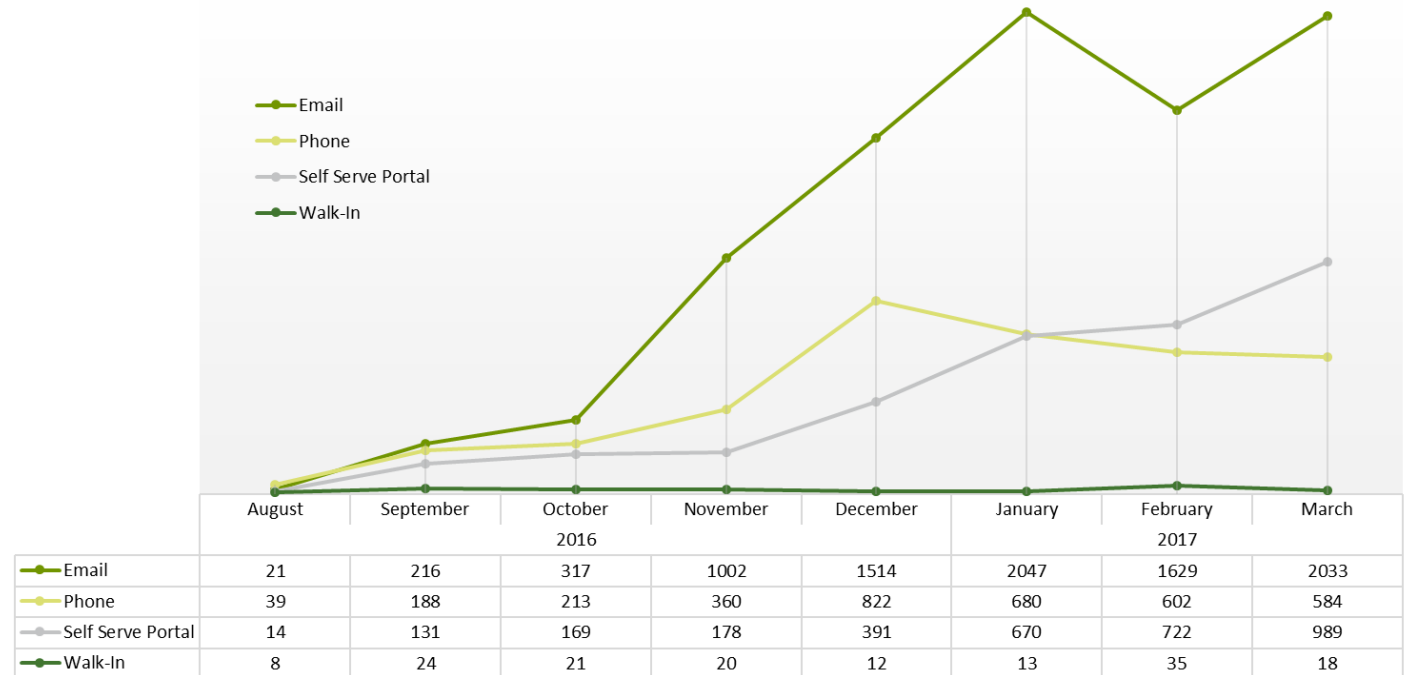 - Technical Training
  - Customer Service!
  - "Live-fire"

PERFORMANCE MANAGEMENT

Request Volumes
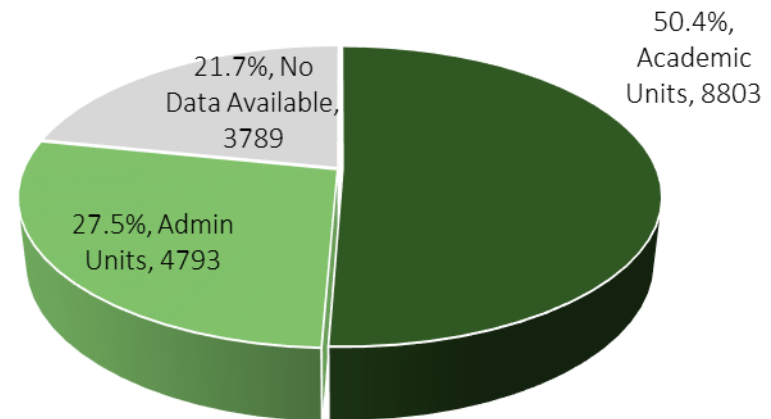
- Total number of CMS requests as of April 13th 2017 (4 months) **17,458**
  (previous week: **16714**)

- New requests created in CMS this week : **646** (previous week: **1012**)

- Total number of inbound calls handled on ACD : **377** (previous week: **487**)

- Number of Concur Expense Approvals approved by T&E team : **157** (not captured in CMS) (previous week: **292**)

Usage by Communication Medium

	August	September	October	November	December	January	February	March
			2016				2017	
Email	21	216	317	1002	1514	2047	1629	2033
Phone	39	188	213	360	822	680	602	584
Self Serve Portal	14	131	169	178	391	670	722	989
Walk-In	8	24	21	20	12	13	35	18

55%, 9649

21%, 3715

22%, 3814

1%, 153

Email

Phone

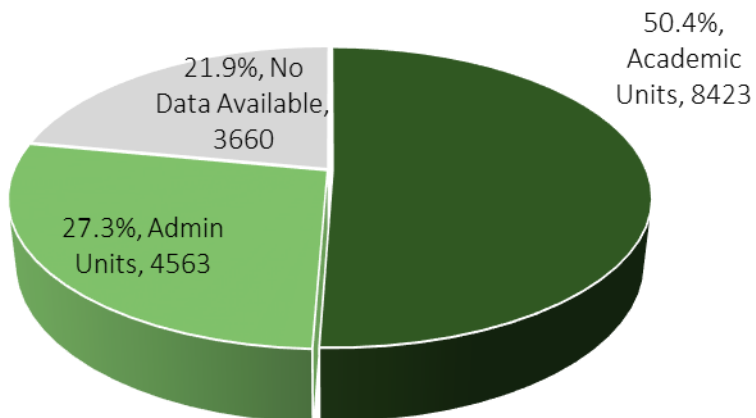Self Serve Portal

Walk-In

Initial driver for model and space (Arts Building)

Usage by Department

Week April 13th(current week)

50.4%, Academic Units, 8803

21.7%, No Data Available, 3789

27.5%, Admin Units, 4793

Week April 7th

50.4%, Academic Units, 8423

21.9%, No Data Available, 3660

27.3%, Admin Units, 4563

Distribution by Request Type

	August	September	October	November	December	January	February	March
			2016				2017	
Process / Reporting	22	283	441	578	1312	1581	1357	1543
Question	60	277	290	984	1348	1589	1476	1892
Urgent		3		10	102	252	167	192
Walk-in / Phone Message								28

Legend:
- Process / Reporting
- Question
- Urgent
- Walk-in / Phone Message

8687, 49.8% — Question
7914, 45.3% — Process / Reporting
814, 4.7% — Urgent
39, 0.2% — Walk-in / Phone Message

Feedback Results

How would you describe your experience using ConnectionPoint?

14.2%, Neutral, 26

9.3%, Overall Negative, 17

76.5%, Overall Positive, 140

Total number of feedback responses this week: 42

	Completed as Requested	Completed Timely	Responded Timely
No	9%	17%	11%
Yes	91%	83%	89%

■ Yes ■ No
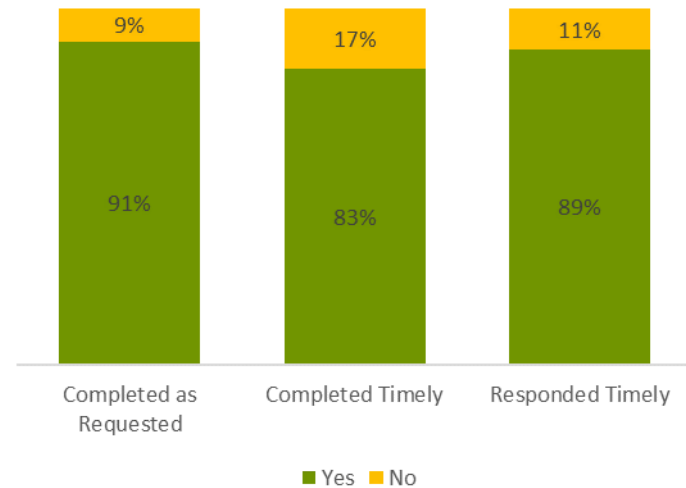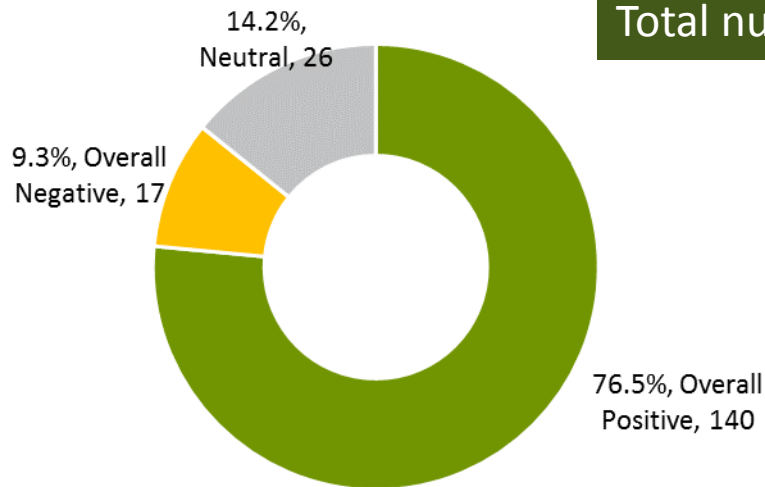
FROM HERE TO *(GETTING)* THERE

Where we are :

- Operational since September 2016 (T&E only; full scope December 2016)

- Just completed 20,000 transactions

- Maintained 75%-80% satisfaction week-to-week

- Expanding planned services on-schedule

Key Successes…Lessons & Takeaways

Successes
- ■ Governance model (academic voice)
- ■ Campus road shows
- ■ Focus on enhancing service… efficiency will come
- ■ Campus touchpoints (senior college officers are key)
- ■ External architect to push past traditional space design
- ■ Service Relations role – saves your bacon

Lessons & Takeaways
- ■ Understand volume/backlog you are inheriting
- ■ Be prepared to listen and adapt
- ■ Technology is only part of solution
- ■ Culture is a cobra… don't take your eyes off of it

Questions…comments… reactions?