FY10 Tactical Plan for Project & Financial Support/ Division Financial Services
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Relevant Strategic Plans – Strategic Plan for Project and Financial Support

Division Financial Services Goals

- Provide financial management services to the Division, such as overseeing the Division budget process; providing accounting services to track and monitor costs against plans; interfacing with the Fermilab budget office and the lab's financial systems; and managing the Division's financial information systems.
- Implement measures that improve the Division's ability to plan, monitor, control, and predict needs and resources.
- Continue to identify ways to improve the annual budget planning process.
- Participate in the transformation to IT Service Management and the achievement of ISO20000 certification.

Division Financial Services Strategy

- Provide division management with a streamlined set of financial reports that summarize Division-wide cost performance and provide forward-looking cost projections.
- Provide division line managers with a clear, concise set of financial reports that allow them to easily track and manage YTD cost performance against approved plans and budgets, for their areas of responsibility.
- Simplify and streamline the budget input process.
- Identify trends, improve forecasting and provide a sound basis for recommended changes.
- Provide user friendly documentation on finance processes, including budget planning, requisition preparation and field work proposals
- Develop the management systems necessary to support IT Service Management and the tools to quantify and measure the cost and value of services provided.

FY09 Accomplishments

1. Transitioned effort reporting processes to be compatible with the FTL system
2. Provided line managers with newly designed effort reports that allow users to easily track effort by month and year-to-date by activity and by person.
3. Provided an overview of the budget work planning process and budget input tools to group leaders new to the division and people in a newly assigned group leader role.
4. Developed a comprehensive maintenance contract tracking report

Not Accomplished in FY09

The "Reporting" server upgrade was not completed in FY09 due to changes in the division priorities to focus on the FTL rollout.

Objectives for FY10

1. Expand the financial analysis performed within the group to facilitate improved performance management.
2. Provide management and oversight of CD maintenance contracts, and of Enterprise Software Agreements and software licensing for CD and the laboratory.
3. Continue to refine the task structure to simplify reporting, reduce errors, improve clarity, and more closely align to OMB Exhibit 53 requirements.
4. Upgrade the "Reporting" server, which involves both hardware and software upgrades. The software that we use to publish our reports on the web, Crystal Enterprise v10, is no longer supported by the vendor. The migration path requires us to upgrade to Business Objects Enterprise R3 to continue vendor support.
5. Track and analyze FTE usage vs. allocation on division activities so that the Division understands the actual utilization of personnel.
6. Identify ways in which to streamline the reporting process for the IT OMB Exhibit 53 submission and improve efficiency and retain accuracy.
7. Investigate a central automated approval, deployment and software license management system through self-service, packaged application provisioning. Provide centralized reports to ensure compliancy as well as track application usage.
8. Identify ways to improve the efficiency of the purchase requisition process and reduce approval cycle time.
9. Develop the management systems necessary to support IT Service Management and the tools to quantify and measure the cost and value of services provided. Work with line management to develop Business Value metrics, such as "cost of downtime."

Activities and Work Definition

Activity = PROJ. & FIN. SUPPORT / Div; Fin. Services / Blanket Contract Support

- Activity Type: Service
- Description: Monitoring, tracking and processing long-term vendor agreements
- Timescale: Ongoing
- Milestones:
- Metrics: Contracts renewed on time, days in purchase requisition process.

Activity = PROJ. & FIN. SUPPORT / Div; Fin. Services / Budgeting

- Activity Type: Service
- Description: Planning, forecasting and tracking of division expenses.
- Timescale: Ongoing, division wide in July.
- Milestones: Quarterly reports and annual budget submittal
- Metrics: Accuracy of plans and forecast reports.

Activity = PROJ. & FIN. SUPPORT / Div; Fin. Services / DB Admin

- Activity Type: Service
- Description: Monitor and basic maintenance of databases used to support Financial Services
- Timescale: Ongoing.
- Milestones: N/A
- Metrics: Database integrity, systems uptime

Activity = PROJ. & FIN. SUPPORT / Div; Fin. Services / Effort Reporting Administration

- Activity Type: Service
- Description: Planning, forecasting and tracking of division human capital
- Timescale: Ongoing
- Milestones: User friendly reports
- Metrics: Accuracy of monthly reports and forecasts.

Activity = PROJ. & FIN. SUPPORT / Div; Fin. Services / Financial Analysis

- Activity Type: Service
- Description: Trend analysis, forecasting and recommending changes
- Timescale: Ongoing.
- Milestones: WPAS submission, OMB53 submission
- Metrics: Trend reports, Salary Projections, Fenced funding analysis

Activity = PROJ. & FIN. SUPPORT / Div; Fin. Services / Procard Admin

- Activity Type: Service
- Description: Management and oversight of procard use in division
- Timescale: Ongoing.
- Milestones: N/A
- Metrics: Audits

Activity = PROJ. & FIN. SUPPORT / Div; Fin. Services / Purchase Requisition Gatekeeping

- Activity Type: Service
- Description: Monitoring and processing purchase request through the division and laboratory process
- Timescale: Ongoing
- Milestones:
- Metrics: # days requisition in approval process, # requisitions returned to user.

Activity = PROJ. & FIN. SUPPORT / Div; Fin. Services / Software Licensing

- Activity Type: Service
- Description: Management and oversight of software licenses in division and or lab
- Timescale: Ongoing
- Milestones:
- Metrics: Contracts renewed on time, accuracy of chargeback's

Priorities
The top priority is to provide financial management services and support to Division management in a manner that supports ongoing operations. Cost performance is tracked, analyzed and reported monthly. Responses to external data calls are accurate and on time.

The second priority is given to internal projects aimed at improving operational efficiency or effectiveness. Those projects with the potential for the broadest impact on the Division will receive highest priority within the project suite.

Staffing
The Financial Management Group is currently staffed with one part-time and four full-time individuals. Cross training of staff began in FY09, significant progress was made in this area and work will continue into FY10. In FY09 we increased our financial analysis capabilities with the addition of a new person to the group.

Additional support is needed from the CD Databases and Applications Department, for development work and maintenance support on the financial reporting and budget application software.

Change Control
Changes in goals, objectives, and priorities will be discussed and negotiated between the CD Division Head and the Head of the Office of Finance and Project Management.

Risk Assessment
1. Changes in goals or objectives could lead to failure to provide financial services in a timely manner.
2. Limited availability of resources from other groups, such as databases and applications, delays server upgrades and implementation of new systems.