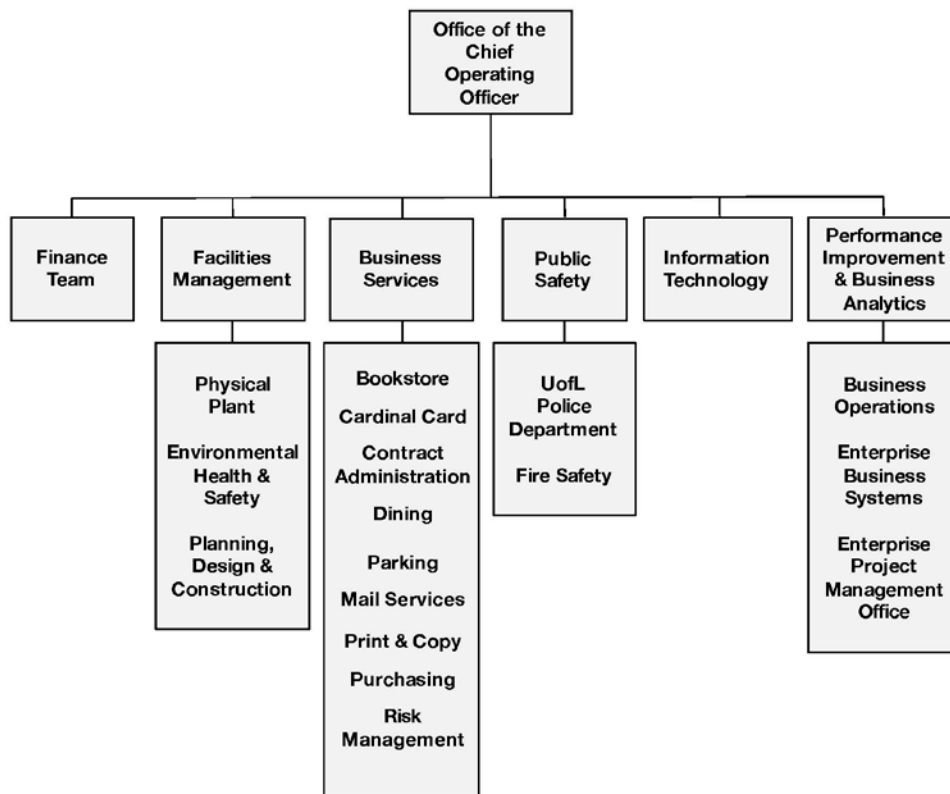




Lee M. Smith

Interim Vice President of Operations/Chief Operating Officer



- **Budget shortfall of \$48M**
- **Needs to be solved within the 2017/18 fiscal year**
- **Responsibility for leading \$20M in savings initiatives
across General Operations & Procurement**



Savings Target: \$10M

- Energy Savings
- Software/Hardware License Renegotiation & Elimination
- Reduction of Off-Campus Leases
- New Leases of University Properties
- Improved Negotiation of Contracts

Savings Target: \$10M



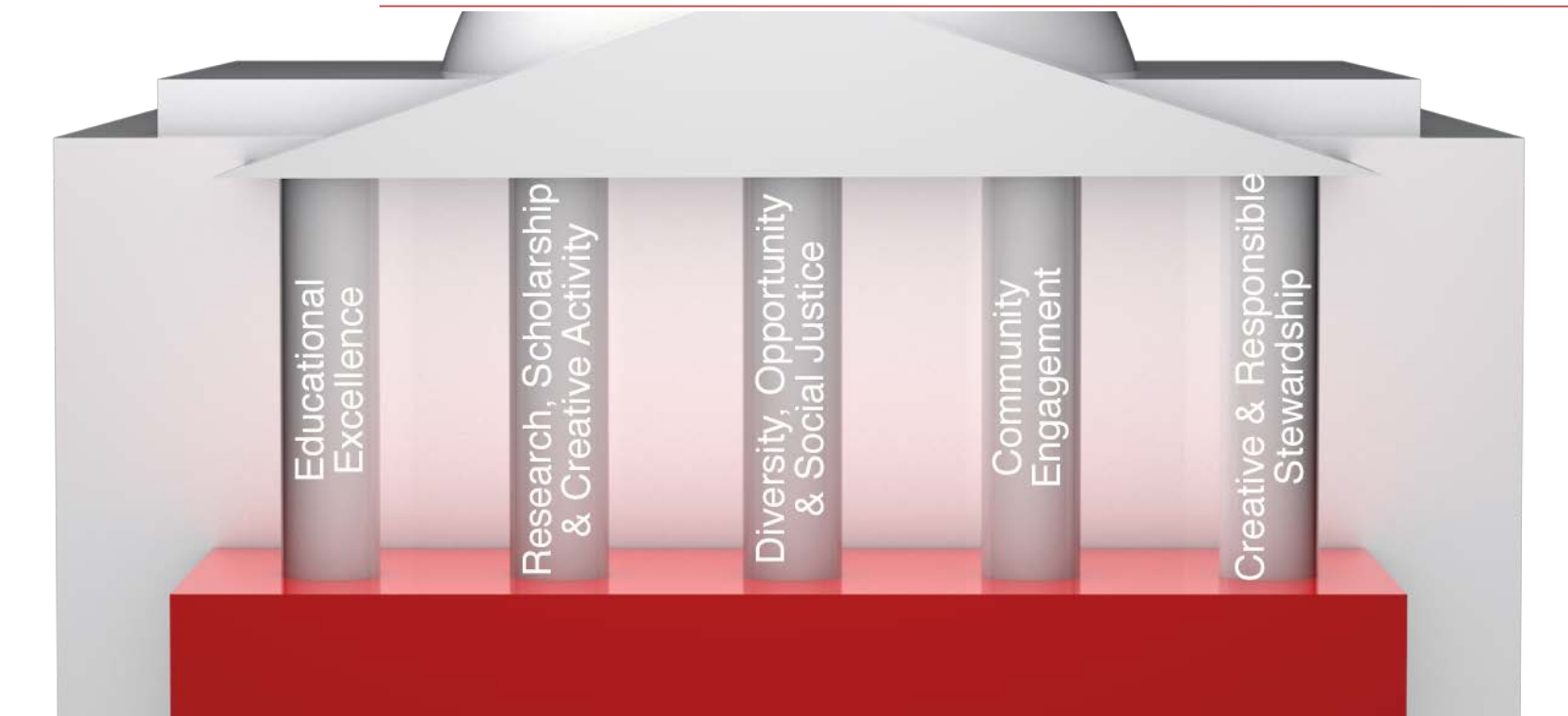
~\$320M annual spend

~\$160M addressable spend

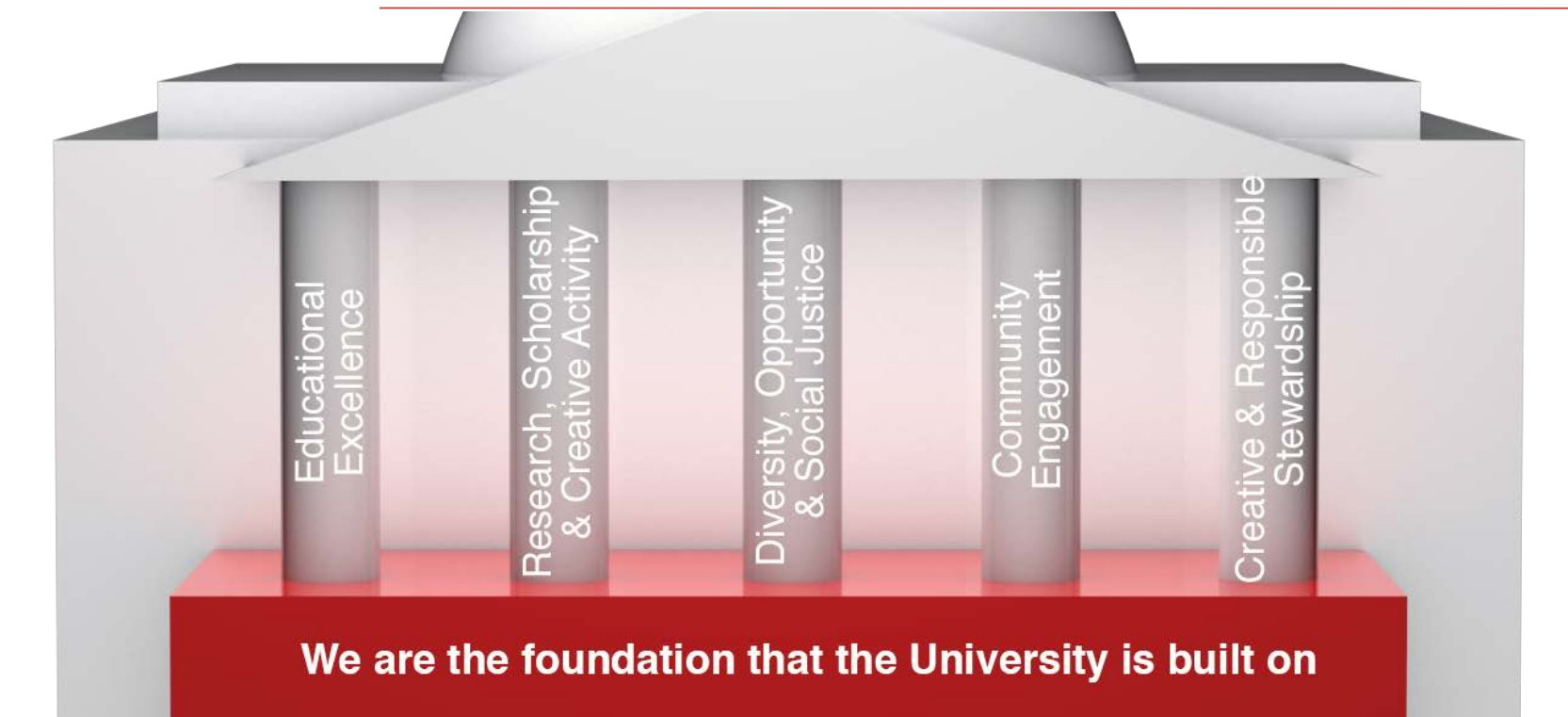
Sample Initiatives

- Price Benchmarking (GovQuote, SmartProcure)
- Multiple Quotes Requirement
- Computer & Software Purchasing
- Negotiation assistance

University's 2020 Plan Pillars



University's 2020 Plan Pillars





To provide exemplary leadership, performance accountability, and service excellence throughout the development and implementation of core university business operations

Mission

Optimize the university's resources by maximizing cost efficiencies and strengthening fiscal controls while increasing innovation and collective process redesign



- Business Operations Onboarding
108,288 sheets of paper / 2,557 hours saved
- Projected for all current projects under development
Over 2 million minutes saved or reallocated
- Over \$4.5M In Operational Savings for FY18 to Date



Optimize the university's resources by maximizing cost efficiencies and strengthening fiscal controls while increasing innovation and collective process redesign

- Achieve \$10M in Operational Savings
- Achieve \$10M in Procurement Savings
- Complete Merger of Business Ops & HSC Shared Services
- Reduce Off-Campus Leases

Goal Two – Progress to Date



Increase alternative and sustainable revenue streams through entrepreneurial efforts as part of the institution's economic development and financial health

- New 15-year Dining and Bookstore contracts with over \$32M in investments and over \$22M in commissions
- Over \$825,000 in new revenue specifically for FY18 (leases, etc.)



Increase alternative and sustainable revenue streams through entrepreneurial efforts as part of the institution's economic development and financial health

- Opportunities with 3 major RFPs: Banking Services, Managed Print and Wired/Wireless Network
- Lease additional University-owned properties

Goal Three – Progress to Date



Deliver exemplary professional services to everyone in the UofL community as we also foster effective collaboration

- Customer Service training
- Very high Customer Service ratings for Business Operations and IT HelpDesk

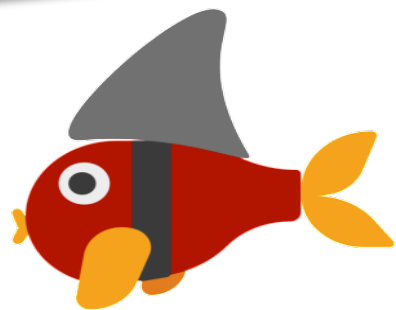


99%

Deliver exemplary professional services to everyone in the UofL community as we also foster effective collaboration



- Extend customer service surveys to additional units
- Analyze surveys and engage employees to identify additional ways to improve service
- Improve responsiveness/convenience



Develop, maintain, and protect the university's infrastructure in a manner that supports and encourages our academic, research and clinical mission

- Developed PhishBowl web resource
- Improved our electrical infrastructure
- Improving our Disaster Recovery capabilities



Develop, maintain, and protect the university's infrastructure in a manner that supports and encourages our academic, research and clinical missions

- Prioritize deferred maintenance
- Complete Outlook365 migration
- Implement additional cyber security improvements (two-factor authentication)
- Deploy new security cameras, lighting, curb cuts, and officer body cameras
- Complete 4 major construction projects on schedule/on budget
- Hire new Chief of Police



Advance the university's decision-making by leveraging improved business intelligence solutions, accurate and timely data, and predictive analytics

- Produced new user-friendly reports that detail revenues/expenses, compensation and attrition



Advance the university's decision-making by leveraging improved business intelligence solutions, accurate and timely data, and predictive analytics

- Develop additional user-friendly reports in core finance and human resources areas
- Improve data quality across core systems
- Use predictive analytics to project utility consumption

Building UofL Together



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