

AGENDA

**SLU Business Manager Meeting
December 14, 2006
Medical School Lecture Hall A
9:00a.m.-10:30a.m.**

- 1) Meeting Overview/Announcements: Linda Pizzo (10 minutes)**
- 2) What's new in Facilities Management and Civic Affairs division: Chris Regan and Denise Taylor (20 minutes)**
- 3) Recent Change in Commitment Office Document Routing and Introduction of Jenny Custovic, new Financial Services Coordinator: Lisa Zoia (10 minutes)**
- 4) Information Technology Services Restructuring: Ellen Watson (30 minutes)**
- 5) Business Process Improvement Discussion: Linda Pizzo (20 minutes)**

Business Manager Meeting

Minutes of the Meeting of December 14, 2006

Meeting minutes of the Saint Louis University Business Managers held at 9:00 a.m. on Thursday, December 14, 2006 in the Medical School Lecture Hall A.

Business & Finance Staff Present:

Lisa Zoia	Linda Pizzo	Lee Kneibert	Tawnya Musial
Sharon Gajewski	Mary Drexl	Vicki Cassady	Bob Woodruff
Greg Haney	Tom Meadows	Jenny Custovic	Dale Goode
Rob Devereaux	Bruce Andres		

Guests in attendance: Ellen Watson, Keith Hacke, Austin Winkelman, Tom West, Kate Ball, Chris Regan

Number of Business Managers Present: 51

Linda Pizzo welcomed everyone to the meeting and had the new CADE business manager, Mary Anderson, introduce herself to the group. Linda announced that the Business Managers Meetings will be held in either the Busch Student Center or in the School of Medicine, Lecture Hall A. They won't necessarily switch every other month – it depends on the room availability. Please check the [meeting schedule](#) for the location of all future meetings. Members from Business & Finance in attendance also introduced themselves to the attendees.

Facilities Management

Linda introduced Chris Regan, Associate Vice President of Service Operations, to discuss the reorganization of Facilities Management and Civic Affairs. Chris provided an [organizational chart](#) of the Division, which is divided into three main departments, Facilities Planning and Management, Service Operations and Public Safety.

Mail Services - Distribution Center and Service Operations

Tom West, Manager of Materials Management and Distribution Services for the University gave a presentation on the new Distribution Center and storage services that will be announced to the entire University in January, 2007. The new facility, the Earhart Building, is located at 3100 Washington Ave. This warehouse is equipped to handle record storage and retrieval in a timely manner. Currently the maximum turn-around time for requesting a storage box is 24 hours, but most are retrieved and delivered in 4 hours. At this time there is no charge for the storage and retrieval service, but Tom anticipates that may change in the future as their true costs are realized. Furniture storage will also be available. All surplus furniture will be picked up at no charge and placed in the warehouse. A complete list of items available is being compiled, and will be posted on the [Mail Services Website](#). Photos of the items will also be posted so you can make a selection without having to visit the warehouse. Once the items are catalogued and posted on the web, there will be an announcement in Newslink. If you want something from the surplus furniture, you will be charged for delivery, approximately \$45/hour. Any records kept at the Distribution Center will be in a secure area. Departmental mail costs can be tracked by department using the Mail Services web site. At the [website](#), click on the Billing & Account information mailbox located at the bottom left side of the screen. To log on, user name – Department number, password, SLU123.

Space Management

Kate Ball, Manager, Facilities Planning spoke on space management throughout the University. Currently each area of the University is being asked to evaluate their space, and make certain that the University knows where each employee is sitting, and which storage areas are being used, etc. A

campus-wide inventory is underway. After the inventory is complete, a cost per square figure will be available for each building. This information is also critical for Emergency Preparedness. Kate asked all managers to look at their space and see if there are ways to use it more efficiently. The University receives compensation from the government based on the square footage that is used for learning and research. If you have file cabinets filled with records that you rarely access, consider moving them to the Earhart Building. A question was asked regarding the length of time we are required to keep records. Austin Winkelman, IT services, is currently working on a record retention policy for the University. The policy should be in place sometime next year and that information will be brought to the Business Managers as soon as the policy is finalized.

Information Technology Services Restructuring

Ellen Watson, Vice President, Information Technology Services, gave a [presentation](#) on her department's restructuring. The current challenge for IT is email services. The email system has been overloaded with spam and IT is outsourcing for spam filtering services. SLU is receiving approximately 1,000,000 emails each day and 85% to 90% of those are virus infected or spam. The new filters will be installed on January 1, 2007 and when SLU offices reopen on Tuesday, January 2, each user can set up their own parameters for screening email or not make any changes. The filtering system is compatible with all email systems currently being used on campus. Spam filtering products do not stop phishing. Ms. Watson reminded everyone that they must use common sense when responding to email. No reputable bank contacts you on-line to ask for your banking information. After IT measures the success of this product they will look into other email solutions. All computer issues, requests, complaints should all be processed through the help desk – 977-4000 or helpdesk@slu.edu. Everyone is still accountable in the IT department, but this central contact point allows for the most efficient response and the best tracking of problem areas. IT is moving to a process orientation rather than a one-off task orientation. Due to the evolving products and the lack of technical support once a system is upgraded, IT is always changing. SLU IT does not attempt to be on the cutting edge of IT, but waits until a product is in use in some capacity and the product "bugs" are worked out before bringing it the University. The IT department hopes to relocate to a larger, more secure facility in the near future. Currently the all drives are backed up nightly. Backup tapes are kept at a secure off-site location. Ms. Watson said they are currently looking into storing tapes at a site out of the region in the event of a major disaster.

Process Improvement Teams

Linda Pizzo reported that all of the teams have met at least twice. Surveys are being sent from each group to the business managers. Linda encouraged everyone to make their best effort to respond to the surveys since their feedback will help direct the teams and the future processes. Linda also will send the Business Manager Development survey to University leaders. There will be approximately 6 or 7 surveys per person, taking 5 to 15 minutes for each survey. They do not all need to be completed at the same time. Linda again asked everyone to make their best effort to respond.

What's New

Linda Pizzo is putting an announcement in Newslink letting the University community know about the [What's New](#) feature.

2007 Meetings

Linda Pizzo announced that Father Biondi will be our guest speaker at the January meeting and that there will be a presentation on Best Practices at that meeting also. There will be a presentation on Salary Planner at the February meeting. She encouraged anyone with suggestions for future presentation to please email your suggestions and ideas to Linda at lpizzo@slu.edu.

The meeting ended at 10:30 a.m.

Minutes respectfully submitted by Mary Drexler.