

Service Improvements Made to FAS Business Services

Customer feedback is essential in helping FAS know what we are doing well and where to improve. FAS employees continue to be committed to delivering service with C.A.R.E. by: working **Collaboratively** with customers to achieve their goals and purposes; being **Accountable** for delivering what is expected and complying with policies and procedures; being **Responsive** in understanding and adjusting to changing needs and responding to customers in a timely manner, and being **Efficient** by delivering high quality products and services in a cost effect manner.

Below you will find selected service improvements made since the 2012 Customer Survey, listed by FAS Department:

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Audit Services

- Implemented a continuous monitoring program to test key exceptions and inform management of any irregularities
- Trained and enabled users in Controller's Office and Contracts and Grants Administration to create their own continuous monitoring scripts using the Audit Command Language (ACL) tool
- Participated in Compliance Week to demonstrate UCSFs commitment to good corporate conduct and to provide information on the various facets of the UCSF Compliance program to UCSF staff
- Meet with Control Points on periodic basis to discuss ongoing project status and upcoming new projects to facilitate planning
- Developed key resources across UC campuses to leverage expertise in known high risk areas to better provide services to our clients

UCSF IT

- UCSF IT organizational consolidation: made progress with minimal disruption to the business and no adverse effects to service delivery
- UCSF network - refreshed components of the infrastructure to improve speed and reliability
- Mission Bay - completed design and lab work
- Enhanced the wireless network - installed new wireless access points and decommissioned wireless controllers
- 1GB wired network - for researchers
- Upgraded network bandwidth - at remote sites at lower cost
- Created the Data Security Compliance Program (DSCP) - conducted the most comprehensive- Enterprise-wide HIPAA risk assessment since 2007
- Web developer security - launched training program
- Implemented secure file transfer system - simplify transmission of sensitive information.
- Selected and implementing one common VoIP (voice over ip) system for the enterprise to lower telephone costs
- Launched the OE Data Center services - began building out the environment
- Grew the client base for IT Field Services - outlined plan to make operations financially self-sustaining. Consolidation completion on track for Dec 2014
- Windows XP - resolved the end of life support issue
- Finance3, eProposal, Spend Analytics, Drupal user kit - Delivered numerous business applications that are critical to the organization, improves productivity, or support better decision-making
- Implemented the Cogito Data Warehouse - improved reporting and developed a comprehensive Research Data Browser based on Cogito as part of our Network Data Warehouse (NDW) strategy. Determined the scope for next phase of our NDW development

Controller's Office

- Consolidated Disbursement's customer service functions into central Controller's Office Solution Center, providing one stop shop for customer inquiries
- Implemented new Chart of Accounts
- Implemented My Reports – new financial reporting system
- Created Finance3 website to be the single source of information, training, and job aids
- Developed and implemented more than 80 training modules for the new Chart of Accounts and My Reports
- Upgraded Controller's Office website
- Provided training sessions to campus financial staff on Contract & Grant topics and hosted quarterly new RSA orientations
- Automated Meeting & Entertainment reimbursement form
- Streamlined General Ledger verification procedures
- Improved Quarterly Financial Report process
- Rolled out upgraded travel portal
- Implemented new Post Authorization Notice (PAN) review process to strengthen controls and compliance
- Facilitated transfers of gifts for spending by offering users the option to initiate the transfer using the inter-business unit journal entry functionality in the new Chart of Accounts

Budget & Resource Management

- UPlan – Launched new campus wide planning tool, provided training and support during spring planning cycle; developed modest quick-win enhancements in response to planner feedback
- Faculty Upgrade/Downgrade Process – Created new procedures for upgrade/downgrade funding adjustments
- Allocations – Streamlined allocation letter and materials and incorporated allocations into UPlan Commitment Tracking module; eliminated permanent budget journals
- Recharge Auto-approval – Provided automatic extended approval for recharges with 2012-13 year-end balances within the allowable 8.3% threshold in order to reduce workload during COA conversion
- Presentations – Provided presentations to various groups on the Core Financial Plan, Ten-Year Financial Plan, Comprehensive Capital Plan, and UCSF Debt

UCSF Risk Management and Insurance Services

- Construction risk – Risk Management achieved savings for Medical Center Design and Construction and Campus Capital Programs approaching \$2 million through the University Controlled Insurance Programs
- Clinical Research Risk Management (CRRM) generated cost avoidance savings of \$72,238 and, in addition, developed a research advisory regarding episodes of syncope (fainting) to improve subject safety for the CHR in coming years
- Equipment Maintenance Insurance – equipment maintenance savings of over \$200,000 were achieved by shifting Office of Research and Core equipment maintenance and service contracts from manufacturers' warranties to The REMI Group
- Shuttle safety – Risk Management completed a three-year UCSF vehicle accident review with Transportation Services and implemented an enhanced driver training program, fleet wide
- Be Smart About Safety – oversaw development of 21 risk mitigation projects capturing \$1.9 million of UCOP risk reduction funds for such diverse projects as laptop theft reduction/encryption; ergonomics assessment; remote laptop recovery software; improving seismic safety; forensic network security; and expanded Chancellor's Wellness program
- Global Health – Provided assistance to multiple Global Health travelers requiring medical assistance as well as travelers caught in civil unrest in Egypt. UCSF travelers registering domestic and international travel increased to nearly 4500 trips

Supply Chain Management - Campus Procurement and Contracts (CPC)

- Bear Buy – Launched next generation procurement system in collaboration with UC Berkeley
- Bear Buy-Launched next sourcing tool for Buyers, shortening the time required to process bids
- Spend Analytics tool launched for the system. Increased knowledge on what we buy to support our purchasing activities and sourcing activities
- Began the Buyer outreach program where we meet with departments with department specific supply chain scorecards to review past activity and look at how procurement can support upcoming activity
- Collaborated with Accounts Payable to implement automated invoicing and AP Director, increasing the speed and accuracy of invoice entry and processing to make them available to departments sooner, reduce central resource requirements for manual entry, and increase capture of fast pay terms. Also accelerated ACH to speed payment to vendors, reducing complaint to departments and resources and cost necessary for manual checks

Supply Chain Management - Distribution, Storage and Mail Services

- New Surplus Program Launch - Developed and launched a new surplus program that is UCSF centric utilizing both BearBuy and a web-based portal enabling all sales to occur online
- Truck Traffic Reduction Plan - Collaborated with the Long Range Development Planning committee to remove more vendor trucks from all campus locations via our cross dock delivery program routed through Oyster Point. This effort coincides with the university's sustainability and community relations efforts, and leverages the UC's transition from Fed Ex to UPS (which will save departments up to 25% on freight bills)
- Mission Hall Delivery/Pickup Planning - Collaborated with planners and other key service providers to assist departments in preparation for the delivery and pick-up of all incoming and outgoing mail/parcels for the new Mission Hall Building slated to open in September 2014
- New UCSF Benioff Children's Hospital Delivery/Pickup Planning - Facilitated collaborative work with the Medical Center to establish the new mailing address for the hospital at Mission Bay. Additionally, set-up new internal department mail box delivery points and determined the plan for the medical gases/alcohol needs for all departments that will be assigned throughout the hospital in preparation for the 2015 opening
- New Route Enhancements - To cater to the needs of upcoming Mission Bay Hospital and Mission Hall occupants, previously coordinated Mission Bay/China Basin mail/parcel/cylinder delivery routes have been enhanced. The goal is to make the deliveries in the most efficient manner and to keep the vendors' and DSM truck traffic to a minimum in those locations. UCSF Departments located now in Emeryville have been added to the route structure as well
- Emergency Operations Command Partnership - Reviewed with both the UCSF Police Department Emergency Operation Center and the San Francisco City and County Department of Public Health to updated all emergency water and supplies that are 'ready-in-place' for deployment from our Oyster Point warehouse should an emergency occur
- Online Warehouse Management System Enhancements - Improved navigation, search functionality, reliability, and faster response times for our customers. New online order invoices provide more detailed information of COA recharged commodity orders and labor service requests. New service item codes for labor services were added that clearly define the type of work provided and revenue reporting. Generated work orders that include customer information, warehouse notes and type of service being provided that can be printed and handed to the drivers/helpers when going out on a service call

Facilities Services

- Implemented FMTrack Mobile – this tool allows frontline staff to be more efficient and this tool increases work order completion accuracy and allows for real time reporting to customers of job actions and status
- Improved Custodial Set-Ups – updated protocols in conjunction with the Customer Service Center to assist supervisors manage event setups more efficiently while reducing errors

Police Services

- Seventy-two Electronic Display Boards were installed throughout the UCSF campus. The electronic display boards are part of the WarnMe mass notification system and provide current information to the UCSF community
- Accomplished Mission Continuity plans for 100% of the UCSF departments with essential or critical functions. Mission Continuity furthers the University mission and maintains viability following a disaster or disruption
- The UCSF PD installed in-car video cameras in the patrol units to continue a safe crime free environment promoting strong community partnership

Capital Programs

- Improved work order response - Development of a Web-based Work Order intake process to help route Work Orders to the right staff for efficient response (in partnership with Facilities Management)
- Streamlined project management - Implementing a new business system to manage financial, scheduling, communications, and other aspects of project management
- Lean Construction Practices – Developing and implementing new and improved project delivery processes utilizing Lean Construction Techniques

Campus Planning

- Improve responsiveness – Streamlined filing process and updated file retention policy to improve responsiveness to customer inquiries and requests for background information. File retrieval is faster and more efficient resulting in quicker responses
- Website improvements – Finalizing conversion of website to Drupal platform and updating content to include information on staff roles and responsibilities so that customer inquiries can be better targeted and responded to more efficiently
- Training for project managers – Participated in training session to provide guidance for Capital Programs project managers on procedures for major capital projects. The session clarified roles and responsibilities and provided training on completion of Project Planning Guides

Real Estate Services

- Improve responsiveness - Fine tuning a new business case decision making approach to better document and justify campus real estate decisions and increase appropriate response to campus and medical center needs for real estate solutions
- Execution of documents – initiated the use of digital transaction management via the use of docuSign for signing documents electronically and file sharing
- Customer Satisfaction Survey – in order to address customers concerns suitably and in a timely manner, Real Estate explored and will continue to explore the possibility of embedding a survey link on our staff email signature line as well as on the Real Estate website which will be monitored regularly by one of our staff
- Streamline lease and project management - implementing the use of electronic documents for all lease and project files to achieve efficiency, productivity and cost savings

Office of Sustainability

- Developed communications – Developed website Sustainability.ucsf.edu and Sustainability Metrics to improve awareness and communicate sustainability accomplishments; created sustainability video LivingGreen at UCSF and The Right Bin to inspire UCSF community to take action
- Developed new program - Developed LivingGreen Office, LivingGreen Lab, LivingGreen Unit certification program to share best practices with office, labs, and clinic/units. Certified over 60 offices, labs, and units in three years, saving over \$300,000 in energy, water and waste costs
- Created the “Greening the Medical Center” page on the LivingGreen Website and published their first Medical Center Sustainability Report in 2013
- Created leadership campaign with quotes from the Deans, CEO, CVS and Chancellor supporting sustainability awareness, efforts and programs
- Hosted a Health and Sustainability Summit with three guest speakers and over 50 faculty and staff to explore how to reach the goal of UCSF as national leaders in health and sustainability by 2025
- Increased our waste diversion rate to 64% on the campus and 46% at the Medical Center by end of FY2014
- Published the GHG Emissions Reduction Strategy as part of the LRDP to provide a roadmap to meet our goal of reducing emission to our 1990 levels by 2020
- Developed our Water Action Plan to reduce water usage by 20% by 2020
- Sustainable food offerings in patient and cafeteria reached 26% and exceeded UCOP goal of 20% by 2020
- Held successful LivingGreen Fair and Recycled Art Show with over 1200 attendees and 60 vendors

Fitness & Recreation

- In collaboration with UCPD, opened a mini fitness center at the Mission Center Building and added this benefit to the Premier memberships
- Increased access to a fee for service in-patient massage program in partnership with the Medical Center
- Added internet and cable to Bakar Fitness Center 4th floor cardio machines and internet to six cardio machines at Millberry Fitness Center
- Improved pool lighting on the 4th floor outdoor pool
- Increased floor space for stretch area on the 1st floor of Bakar Fitness Center

Arts & Events

- Implemented web streaming for Chancellor's Concert Series, which has increase overall attendance by 40% over FY 1213
- Activated a Fund Now donation button on the Arts & Events website
- Negotiated local SF discounts with e-ticket processing (de Young Museum & California Academy of Sciences)

Family Services

- Quick Links to Family Policies Website - Partnered with UCSF Committee on Family Services to provide convenient web access to policies and resources for planning dependent care-related leave (i.e. pregnancy) as well as support and resources for a successful return to work/school
- Access to Parent Education Events - provided live stream video for convenient access to parent education events focusing on family nutrition and adolescent health

Transportation Services

- Expanded Bicycle Parking - Installed new bicycle racks at Parnassus (MU Garage), Mission Bay, and Mission Center to significantly increase bike parking capacity

Housing Services

- Improved wifi service at MB
- Installed low flow toilets at 145 Irving Street
- Installed new Energy Star refrigerators to all Avenues Houses. 145 Irving, and 55 four bedroom units at Mission Bay Housing
- Landscaped the MB inner courtyard to add additional bike storage
- Changed the landscaping to native plants at Mission Bay and the Aldea Center
- Implementing regular water conservation tips in our weekly Tenant Update
- Installed new water & energy efficient laundry machines at Aldea San Miguel
- Achieve Gold Star rating in energy efficient office practices
- Continuing to improving sustainability footprint on Campus

Documents/Media Services

- UCSF Print Management Program (PMP) - Completed the rollout of a print management program for FAS, that actively manages and optimizes multifunction copiers & printers and related business processes for FAS, and have now rolled it out to the UCSF and UC Berkeley campuses
- Partnership with IT Field Services for PMP ticketing in ServiceNow – UCSF customers who have enrolled devices into the UCSF Print Management Program can submit their service requests via ServiceNow as of July 2013. They can conveniently auto-generate tickets within ServiceNow by emailing dmpmp@ucsf.edu, create them at the ITFS website, or call them in to the IT Help Desk at X44100
- Digital Color Expansion – Added high-end professional quality digital color production equipment to meet increased demand for color-critical jobs

Retail Services

- Smart Choice menu items expanded to The View at Laurel Heights and Carmelina's Café at MCB
- America To Go – an online catering solution on Bear Buy – available at all campus vendor locations
- Food Truck pilot program – parked on Nelson Rising Lane (between 3rd and 4th Streets) every Thursday 11am to 2pm, our food truck program created additional food service options at Mission Bay
- UCSF Campus Store – to purchase your favorite UCSF gear pop up stores were available at select UCSF events
- Farmers' Market at Mission Bay – is now open all year round! Visit the market every Wednesday 10am to 2pm for fresh fruits and vegetables and more!
- Walgreens at UCSF – is now open! A joint effort among Walgreens, the UCSF School of Pharmacy and UCSF Medical Center, "Walgreens at UCSF" will also explore new models for improving overall patient care to learn more about this unique pharmacy at <http://www.ucsf.edu/news/2014/02/112136/ucsf-walgreens-open-new-pharmacy-explore-new-models-patient-centered-care>

Conference Center @ Mission Bay

- Sustainable meeting practices - Conference Center certifies living green meetings in conjunction with UCSF Living Green
- MBCC General Manager Certified by Green Meeting Industry Council (GMIC) as a Sustainable Event Planner
- All Seafood is purchased as "Best Choice" by the Monterey Bay Aquarium's Sustainable Seafood Initiative
- MBCC Team awarded Sustainable Team of the Year by UCSF
- MBCC Awarded Sustainable Event of the Year by GMIC for events under 1000 people
- Eliminated bottled water in meeting rooms and replaced with water bubblers and water stations
- Partnered with Terracycle to up-cycle chip bags in box lunches
- Eliminated linen on meeting room tables by purchasing eco friendly tables

MU Event and Meeting Center

- MUEMC prioritized customer feedback for facilities improvements, which will be implemented in 2015