Amherst College
Office of Human Resources (OHR)

Supervisory Forum
December 19, 2018
Agenda

10:30 AM  Welcome and Introductions
10:35 AM  Icebreaker
10:50 AM  BIG Project
11:20 AM  BIG Table Discussion
11:40 AM  Group Feedback
11:50 AM  Adjourn
BIG: A Mammoth Project

@instachaaz
AMHERST IS AN AMAZING PLACE. LET’S MAKE IT EVEN BETTER.

• Simplify our complex procedures
• Upgrade our outdated systems
• Increase job satisfaction
• Make interacting with the College easier for everyone: students, parents, alumni, faculty, staff
A sample process map (seriously)
43 separate steps, 9+ people, 6+ different forms
WHAT ARE WE GOING TO DO?

BIG: A Mammoth Project

A comprehensive effort to simplify processes and modernize systems
WHAT WILL THIS WORK ACCOMPLISH?

- **Simplify processes** and alleviate inefficiencies
- Meet increasing demand for *easy-to-use technology* to attract and retain *faculty and staff*
- Create a **BIG**ger and better experience for *students, parents, and alumni*
- Improve *data security & privacy*
- **Meet Board of Trustee demands** to modernize and to mitigate growing risks
- Improve *data visibility*, reliability, and usefulness
- **Avoid the cost and risk** of current system obsolescence
EXAMPLES OF BIG CHANGES TO PROCESSES

- Business expense processing and reimbursement
- Leave tracking and reporting
- Hiring process (from request to onBoarding)
- Course registration
- Budget analyses and insight
- Procurement process
- Data management (elimination of rekeying data from one system to another)
WHAT WILL THIS WORK INVOLVE?

- Input and insights from many people
- Commitment of time and effort over a few years...
- ...but with the help of an implementation partner with the expertise to guide our BIG project
- A capital project and budget
- New cloud-based system(s) to replace and enhance functionality of Datatel/Colleague (including AC Data)
Formed a **Steering Committee** called **BIG (Business Improvement Group)** to lead the transformation:

Co-Chairs:  
Kevin Weinman, Chief Financial & Administrative Officer  
David Hamilton, Chief Information Officer  

Others:  
Jesse Barba, Director of Institutional Research  
Jim Brassord, Chief of Campus Operations  
Katie Edwards, Director of Financial Systems and Projects  
Sandy Genelius, Chief Communications Officer  
Brian Holley, Associate CIO for IT Ops & Chief Info Security Officer  
Maria-Judith Rodriguez, Chief Human Resources Officer  
Lisa Rutherford, Chief Policy Officer and General Counsel  

“T3” - Working group to prioritize IT projects

Other groups to follow: evaluate system options, manage the project, provide advisory input, etc. **WE WILL NEED YOUR INVOLVEMENT!**
Selected schools who have completed or are currently executing a migration to a cloud-based system:

Bowdoin, Wellesley, Smith, Vassar, Brown, Yale, Pomona (and all Claremont Consortium schools), Bucknell, etc.

We will be an early adopter, but will benefit tremendously from learning from their experiences.
WHAT WILL WE NEED FROM YOU?

● **Enthusiasm** for much-needed change

● **Willingness** to envision and design a new future

● An **eagerness to lead and participate**

● A **desire to learn** new systems and processes

● **Patience & tolerance**
  ○ This will take some time, and not be easy.
  ○ Not every process and system can be replaced at once.
  ○ For hiccups, delays, and temporary imperfections

Most important: a great **BIG** positive attitude
GUIDING PRINCIPLES FOR DECISION-MAKING

- Adopt the leading practices and processes of the cloud-based system(s) that we select
- Make exceptions rarely, and only if they help achieve a strategic advantage
- Simplify wherever possible
- Design business processes with the user experience in mind
- Make thoughtful, deliberate, and timely decisions
- Ensure users have access to meaningful data
- Embrace change in a BIG way
WHAT COMES NEXT?

● COMMUNICATION AND INPUT
  ○ Meet with governance groups and divisions/departments (Fall/Winter)
  ○ Identify policies and processes, and solicit ideas for improvement during discovery phase (Winter/Spring)

● BUILD THE “BUSINESS CASE” FOR A BIG INVESTMENT IN NEW SYSTEMS AND PROCESSES
  ○ Complete ROI analysis and funding strategy (Fall/Winter)
  ○ Develop a project outline (Winter)
WHAT COMES NEXT?

● VENDOR RECOMMENDATIONS
  ○ Evaluate cloud-based systems (Winter/Spring)
  ○ Evaluate implementation partners (Winter/Spring)

● INTERNAL AND BOARD APPROVALS TO PROCEED
  ○ Approval of the President to move forward (Spring)
  ○ Board authorization of system/implementation partner selection and project budget (Estimated Timing: May, 2019)
What is your **BIG** idea?

Tell us about the systems and processes you think could be improved by emailing

**BIG@AMHERST.EDU.**
BIG Table Discussion/Feedback
1. How could the work in my area benefit from what I understood or heard about BIG?

2. As someone who is in a leadership/supervisory position here at Amherst, what are some things I can do to help make this project a BIG success?
1. What did you find exciting about the BIG project?

2. What are you concerned about?

3. What suggestions do you have to help this work meet its full potential?

4. If you are willing to be a participant in this project, please leave your name here, or send an email to BIG@amherst.edu.
Questions?
Thank you for your participation!