



Post Secondary Sector
Administrative Service Delivery Transformation Project

Project Overview

Purpose of the project

The Ministry of Advanced Education and the public post-secondary institutions will collaborate to assess opportunities for shared procurement and back office administrative services across the public post secondary sector to achieve best value and fiscal plan targets, which includes

- reduced costs
- improved quality
- improved risk management, and
- enhanced services.

The project will build on the effective and efficient practices and cost savings already achieved by individual institutions.

The project will protect the quality of academic programs by challenging the post-secondary sector to reduce administrative costs and any other expenditures that are not related to direct academic program delivery.

Background

All public sector organizations in BC, including public post-secondary institutions, are facing a challenging fiscal environment.

The BC Government's Budget 2012 includes targeted savings in post-secondary non-academic administrative services. The recurring saving targets are \$20M in 2013/14 and a further \$30M in 2014/15.

Institutions have already achieved some cost savings, efficiencies and best practices in non-academic administrative services.

There is interest in building on the work that has already taken place at the institution level to explore potential opportunities to work across institutions to deliver additional savings and benefits.

To meet these challenges and build on the effective and efficient practices in place at individual institutions, the Ministry of Advanced Education and the public post-secondary institutions initiated this collaborative project on June 25, 2012.

Key Deliverables

- **Current state assessment**

A summary of information gathered from the Ministry and the post-secondary institutions about the current operating model in non-academic administrative functional areas.

- **Opportunity profiles**

An overview ("profile") of each specific opportunity identified including description, current delivery model, current issues, leading practices, benefits (financial and non-financial), costs and

implementation considerations (i.e. governance, funding, timing). The number of profiles is dependent on analysis.

- **High-level cost / benefit analysis**

An overall assessment of the financial and non-financial impacts of the complete portfolio of high-priority opportunities, extrapolated sector-wide where appropriate.

- **Service Delivery Transformation roadmap**

A calendar view of the opportunities to show which opportunities should be explored in the short-term and which should be considered as longer-term initiatives. The roadmap will also outline governance and implementation considerations that will need to be addressed to successfully move forward in future phases.

Approach to engaging institutions

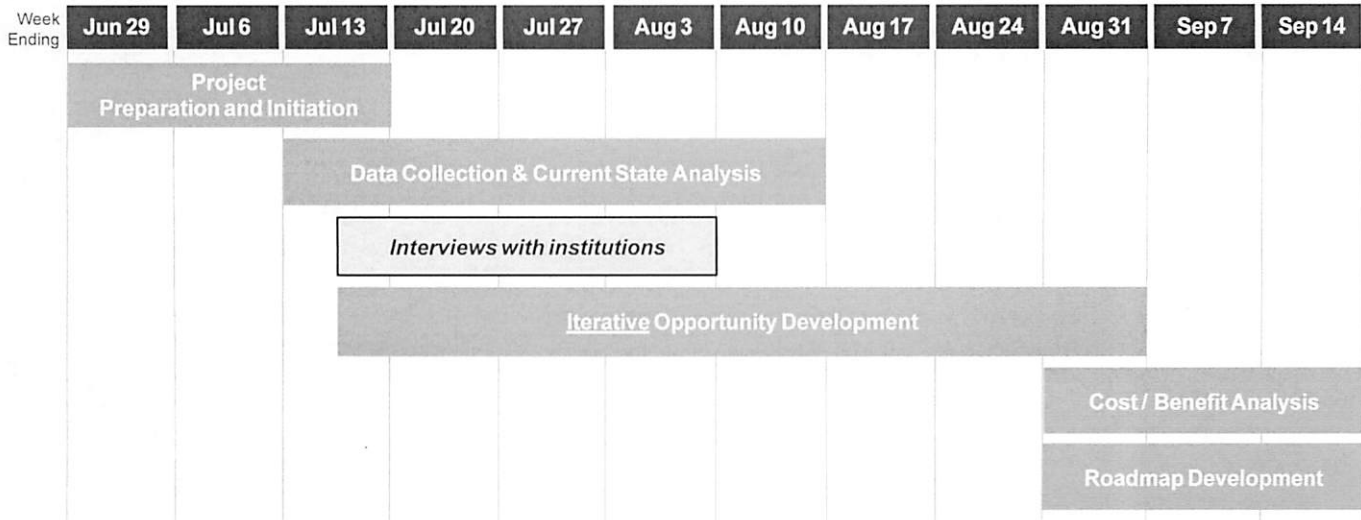
A consulting firm will work with a **representative group of nine institutions** to gather data and complete the opportunity analysis. These are the institutions on the project Steering Committee.

Other institutions will be engaged in specific functional areas based on direction from the Steering Committee.

All institutions will be canvassed for their Administrative Service Delivery Transformation ideas early in the project.

Project Plan

The Opportunity Assessment Phase is the first phase of the project. It began on June 25, 2012 and will end on September 30, 2012. The roadmap deliverable will propose a high-level plan for future phases. The following is the plan for the Opportunity Assessment Phase.



Project Leadership

Executive Committee	Steering Committee
<ul style="list-style-type: none"> • Dr. Mark Evered (UFV) • Dr. David Ross (Langara) • Dr. George Iwama (UNBC) • Mr. Jim Hamilton (Okanagan) • Ms. Kathy Kinloch (VCC) • Dr. Don Wright (BCIT) • Prof. Stephen Toope (UBC) • Ms. Cheryl Wenezeki-Yolland (Deputy Minister, Ministry of Advanced Education) • Mr. Joe Thompson (Acting Assistant Deputy Minister, Ministry of Advanced Education) 	<ul style="list-style-type: none"> • Joe Thompson (Acting ADM, Ministry of Advanced Education) Steering Committee Co-Chair • Oliver Grüter-Andrew (Chief Information Officer, UBC) Steering Committee Co-Chair • Eileen Bray (UNBC) • Doug Callbeck (VCC) • Roy Daykin (Langara) • Pat Eager (VIU) • Robert Eby (Okanagan) • Pat Hibbitts (SFU) • Lorcan O'Melinn (BCIT) • Diane Teslak (COTR) • Deborah Rasnick (Acting CFO, Ministry) • Jordan Perrey (Acting CIO, Ministry)

Project Planning and Coordination
<ul style="list-style-type: none"> • Joe Thompson, Steering Committee Co-Chair • Oliver Grüter-Andrew, Steering Committee Co-Chair • Pam Stewart, Project Director, reporting to the Steering Committee Co-Chairs • Consulting firm's engagement Lead • Consulting firm's engagement Partner