

CFO STRATEGIC PRIORITIES

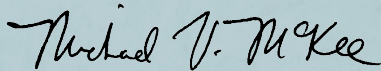




University of Florida

The Office of the Chief Financial Officer's strategic commitment to the university community aligns with the University of Florida's strategic goals of preeminence. Our commitment directly supports an efficient and effective administration that provides superior financial services to the campus community and incentivizes excellence through budget appropriations. Keeping a long-term focus while identifying short-term priorities, this publication outlines how we will meet the needs of the university as we work together to fulfill the University of Florida's strategic goals in the years ahead. We are committed to partnership, innovation and continuous improvement, and we look forward to working with you.

Sincerely,



Michael V. McKee, Vice President
& Chief Financial Officer



A woman in a dark blazer and patterned skirt stands at the front of a conference room, addressing a group of people seated at long tables. The room is well-lit with recessed ceiling lights. A projector is visible in the upper left corner. An 'EXIT' sign is visible in the background. The overall scene is overlaid with a semi-transparent orange filter.

MISSION

Provide leadership in
financial planning,
decision-making and
process improvement



VISION

Establish a standard of partnership, innovation, value-added resource maximization and financial expertise such that:

We are consulted early and work in an integrated, high-trust way with colleges and departments to continuously improve processes and make great financial decisions.

We are providing easy-to-use, innovative tools and resources for campus' financial transactions and decision-making.



LONG-TERM PRIORITIES

Streamline &
improve processes

Strengthen campus
financial skills
& knowledge

Improve communication
with campus

Cultivate talent

Enhance
customer service

Streamline and improve processes

Leverage technology and continuously improve processes to increase efficiency, provide better service and improve campus financial decision-making and compliance

Short-term priorities

Improve financial reporting tools and resources for campus (e.g., spend report, auxiliary performance, departmental reconciliation, PCard review for leadership)

Implement process improvement at the unit level: Each unit within the CFO's organization will streamline or improve at least one process within the next 12-18 months (e.g., change order, invoice processing, travel booking and expense, etc.).



Strengthen campus financial skills and knowledge

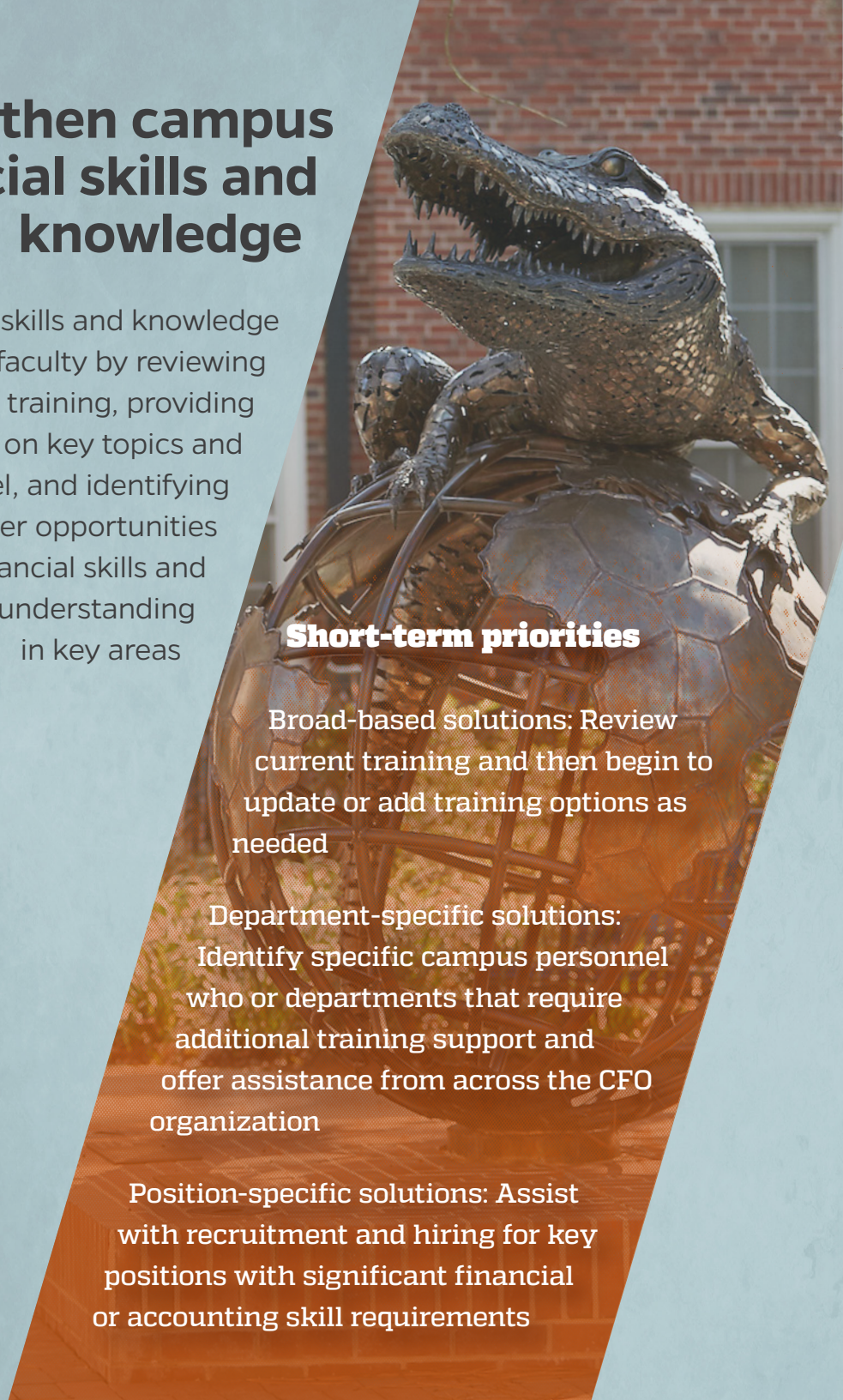
Improve the financial skills and knowledge of campus staff and faculty by reviewing and updating current training, providing additional training on key topics and to key personnel, and identifying and developing other opportunities to improve financial skills and understanding in key areas

Short-term priorities

Broad-based solutions: Review current training and then begin to update or add training options as needed

Department-specific solutions: Identify specific campus personnel who or departments that require additional training support and offer assistance from across the CFO organization

Position-specific solutions: Assist with recruitment and hiring for key positions with significant financial or accounting skill requirements



Improve communication with campus

Improve CFO Office branding and more proactively communicate resources available to campus as well as develop mechanisms for better input and feedback from campus

Short-term priorities

Develop a strategic communications plan

Unit-level communication improvements: Each unit within the CFO's organization will identify and implement specific steps to create face-to-face opportunities to meet with customers, get input and feedback, and facilitate two-way communication.



Cultivate talent

Focus on developing talent within the organization by creating a robust cross-training program across the CFO's units that increases understanding and provides professional development through job rotation, improved documentation of processes and job shadowing

Short-term priorities

Each employee will work together with his/her supervisor to identify areas for professional growth and opportunities to promote professional development.

Implement a learning program (including job shadowing, unit workshops/open houses and other ways to impart knowledge, etc.) for employees within the department and across departments



Enhance customer service

Provide excellent customer service to campus by better understanding customer needs, continuously improving processes and structure, and developing employee customer service standards and skills

Short-term priorities

Units within the CFO's organization will reach out to departments to get feedback on customer service as a way of identifying key areas for improvement at the unit level.

Units will define and clarify customer service standards.

Based on customer feedback and service standards, each unit will engage in customer service training to improve skills and practices.

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