



News from the CSC

New Discounts Available through Apple Online Store

Additional discounts are now available through the Apple Online Store for purchases of three types of Mac products: Macbook Air, MacBook Pro, and iMac. The average of about 4% savings is on top of the education discounts already in place.



On July 17 and 18, the CSC team led two training webinars to walk through the processes for creating an Apple ID and placing orders using the Online Store. There were 47 attendees representing 23 campuses on the webinars.

Visit the CSC web page to get more information about these new discounts – what they are and how to get them. There is also a training manual that will walk you through the process. For more information, please contact Elizabeth Kozarits at elizabeth.kozarits@us.ibm.com.

Board of Trustees Supports the CSC

On June 18, the Board of Trustees voiced strong support for the Campus Service Cooperative (CSC) and approved the two CSC decisions presented.

- ✓ Cycle One contracts worth \$58.9 million over three years, comprised of the following individual contracts:
 - Janitorial supplies for \$5.9 million over three years
 - Office supplies for \$6.5 million over three years
 - Managed print for \$23.1 million over three years
 - IT software and accessories for \$23.4 million over three years.
- ✓ Delegation of decision for investment in Cycle Two to the Chancellor
 - Cycle Two continues the work now underway and funds the CSC through 2014.

One Board member likened the CSC to a “Skunk Works” program – referring to the famous aerospace program known for cutting-edge innovations and successfully operating outside traditional bureaucratic constraints. The CSC looks forward to taking advantage of this flexibility to continue identifying new ideas and improving service delivery across all colleges and universities.

First Round of Contracts for \$15 Million Nearing Completion

The Group 1 contracts for office supplies; janitorial supplies; paper; and maintenance, repair, and operations (MRO) supplies are in the final stages of negotiations. These contracts represent over \$5 million in annual spend. From the 12 suppliers that responded to the request for proposal, 9 were invited to participate in oral presentations and negotiations. These face-to-face meetings with potential suppliers gave members of the scoring team (consisting of both campus and system office representatives) the opportunity to go beyond pricing and address such things as additional services and savings that will be offered throughout the duration of the contract life cycle, marketing and compliance techniques, campus visits, and dedicated account management.

The CSC bundled the four categories of spend into one RFP to create a hyper-competitive bidding environment. Since these categories included related products, suppliers could bid across multiple categories and possibly outside their core offerings of goods and services, thereby creating the best possible systemwide pricing.

Currently the CSC team is collaborating with finance team members from campuses and system office to validate savings estimates against 1,800+ line items across the four contract categories. Additionally, the CSC team is working with the Office of General Counsel to finalize the contracts' terms and conditions. The CSC expects this first round of contracts to be awarded mid to late July. Once the contracts are awarded, the CSC will send out detailed information about each contract and you will find links and other useful information on the CSC website.

CSC expects to award multiple Cycle One contracts before the end of August

Contracts	Estimated Availability	Key Actions
Apple Computers	July 1	Online portal developed by Apple; details in training materials
Sherwin-Williams (Paint)	July 5	Go to Sherwin-Williams store; identify system affiliation for discounted price
Office Supplies; Paper; Maintenance, Repair & Operations; Janitorial Supplies	End of July	Use new contract; details to be provided at contract award
IT Hardware Peripherals & Software	End of July	
e-Learning Solutions	Early Aug	
Managed Print	End of Aug	

CSC is asking campuses and the system office to postpone buying in these categories pending systemwide contract availability.

In addition to these contracts, the CSC is currently evaluating three additional spend categories to determine the best possible contracts and pricing. For cellular services, the CSC expects the savings opportunities to be available mid-August. For couriers and postage meters, the CSC expects to have its sourcing analysis completed by the end of August.

CSC Process Pilots Are in Full-Swing

The CSC process team, together with volunteers from the colleges, universities and system office, has been hard at work getting process pilots launched. After hosting a series of workshops, the team held a series of follow-up discussions with front-line staff and managers. During these follow-up discussions, the team identified ways to integrate with current process improvement efforts, defined ways IT can enable the processes and documented them in a business story format, and established the pilot structure. The first pilots kicked off in June.

There are three pilots in progress.

- **SWIFT to ISRS Reconciliation:** This finance process involves regular reconciling of data between the State of Minnesota’s SWIFT system and the ISRS system to ensure accuracy of records and verify that both systems contain the same information. The CSC is now closely monitoring progress at Bemidji State University and Fond du Lac Tribal and Community College as they begin using the “advanced template” during the SWIFT to ISRS reconciliation process. This advanced template, designed specifically for SWIFT, rather than the previous MAPPS system, enables users to better track the SWIFT to ISRS reconciliation process, decreases the overall number of setup errors, and improves process times. The initial feedback from participants has been extremely encouraging and the team is actively addressing participant feedback and refining the template. Throughout the process, the CSC team has been working closely with Ge Thao and Metody Popov who have been instrumental in shaping the pilot and preparing the advanced template for use. In addition, Ge and Metody are currently leading the development of a white paper that will address common reconciliation discrepancies.
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- **Faculty Assignments:** Working closely with the Faculty Assignment Management Automation (FAMA) project, the CSC team is migrating two campuses (Rochester Community and Technical College and Pine Technical College) to automated features that will enhance their faculty assignment process. The two features are a Notice of Appointment Letter (HR4050) and Employee Mailing Label Reports (HR 3120t10). These two automated features are currently
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available to employees, but many campuses are not aware of their existence or choose not to use them. In collaboration with Debbie Schadewald, who leads the FAMA effort, the CSC team has already collected initial feedback from pilot participants who have expressed their satisfaction with these enhanced features and offered advice on how to improve these features moving forward.

- **MN Grant Unit Counting:** The CSC team is working with the system office’s ITS and Financial Aid staffs to refine and test a centralized table that will eliminate redundant work streams for students and staff. This centralized table, developed by Linda Gregersen and her team, will eliminate the need for Financial Aid employees to enter transcript information for internal transfer students, increasing data consistency across campuses and improving process times. User testing for this centralized table has begun with Minnesota State University Moorhead, Bemidji State, St. Cloud State, Metro State, Hibbing Community College, and Century College. Once this testing is complete and the results are analyzed, this enhanced feature will be available for all institutions.

Initial feedback from campus and system office participants is that these process improvements will enhance the faculty, staff, and student experiences. For example, in the Faculty Assignments area, the faculty experience will be improved through standardizing communications with faculty affecting pay and benefits. Further, automating additional elements of the process and improving coordination between human resources and Academic Affairs will reduce errors and shorten process times, improving the overall faculty experience.

How are Campuses Selected to Participate in Pilots?

When working with campus and functional area leaders to identify campuses to participate in the process pilots, the CSC uses the following criteria as a guide:

Pilot Selection Checklist			
<p>Pilot Participant</p> <ul style="list-style-type: none"> ✓ Capacity to perform pilot ✓ Interest and willingness to participate ✓ Expertise to properly execute 	<p>Campus Diversity</p> <ul style="list-style-type: none"> ✓ Incorporating different types of institutions (2-yr and 4-yr) ✓ Including Institutions of varying sizes ✓ Including those who have not participated whenever possible 	<p>Functional Area Leads</p> <ul style="list-style-type: none"> ✓ Pilot participant and campus selection has been recommended by or vetted through the Functional Area Leads ✓ Agree that the proper range of campuses and participants are included to ensure pilot success 	<p>Existing Campus Capabilities</p> <ul style="list-style-type: none"> ✓ Campus is not currently using enhanced feature ✓ Taking advantage of current process improvement efforts whenever possible

The pilot selection process is meant to ensure broad participation and generate buy-in while providing the insight needed to thoroughly assess the new process. If you're interested in participating in a pilot, or would like additional information regarding our current pilots, please contact Haynes Cooney at haynes.cooney@us.ibm.com.

Future Pilots

The next wave of process pilots, scheduled to begin in late July, will include Tracking Verification Setup, Purchasing Cards / Business Expenses, Onboarding, and Payroll. The CSC is also continuing baseline metrics in order to properly quantify the benefits of each pilot. These metrics will continue to be tracked as we test additional enhancements.

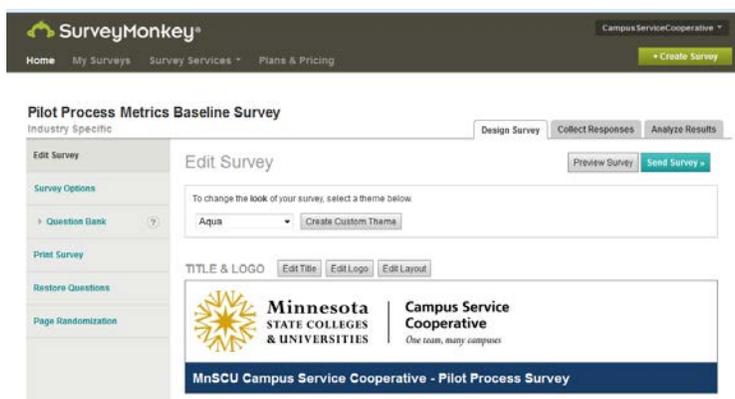
Throughout the pilots, it is essential to remember that change management is a constant theme of the process improvement efforts, and that the real benefits of these efforts will only be realized as campuses fully embrace standard processes. To date, the CSC has communicated with and engaged campus presidents, campus leaders, and frontline staff to build a strong foundation for change and help ensure success.

Process Survey Results are In!

Thank you to the 276 campus leaders and frontline staff who participated in the CSC's Pilot Process Metrics Baseline Survey! Your feedback has been, and will continue to be, instrumental in properly establishing baselines for each process and quantifying our process improvement results.

The CSC has closed the survey and the team is now in the process of analyzing the hundreds of survey responses and dozens of suggestions. Here's a quick summary of who has participated in the survey overall:

- At least one individual participated from 36 out of 37 campuses, as well as the system office.
- 30% of survey participants were primarily aligned with financial aid; 30% primarily with human resources; and 40% primarily with the business office.
- 60% of the participants are managers, 40% are front-line staff.
- Within the functional areas, manager and front-line staff participation is: financial aid (59% managers/41% front-line); human resources (63%/37%); business office (59%/41%).



This survey has already proved to be a very valuable tool for gathering managerial and front-line inputs on key processes, gathering performance data, and learning how FTEs are

distributed within functional areas. As we analyze these results, the CSC will continue to communicate findings and encourage an open dialogue to gather your opinions and thoughts.

Second Reverse Auction Conducted for Cisco SMARTnet

On June 19, the CSC conducted its second on-line reverse auction, this time focused on Cisco SMARTnet. The SMARTnet services maintain network and IT infrastructure, and reduce downtime through hardware and software technical support. Nine suppliers were invited to participate in the reverse auction using an e-Sourcing tool; all of these suppliers are currently part of the State of Minnesota contract for SMARTnet. The intent of the reverse auction is to better understand competitors' available pricing and offerings.

The results from this reverse auction were positive and yielded a potential savings opportunity for the prepayment of SMARTnet services – additional savings of 1.5%, 2.1%, and 5.1% for the prepayment of years one, two, and three, respectively.

e-Procurement Task Force Kick-Off Meeting

The CSC formed an e-Procurement Task Force to explore the opportunity of implementing an e-Procurement tool for the system.

What is an e-procurement tool? An e-Procurement tool would enable campuses or the system office to electronically manage all of its sourcing activities, contracts, spend analytics, and actively manage its suppliers. Most importantly it will give campuses and the system office the ability to use an intuitive, “Amazon.com-like” catalog solution that integrates into the current financial system.

The Task Force is comprised of members of the Collaborative Sourcing Team, IT, Financial User Group, Business Office Managers, and others. The kick-off meeting was held via ITV on June 24 with a goal of developing system requirements for an e-Procurement tool that will be used in an RFP. As its initial effort, the Task Force has reached out to e-Procurement suppliers to facilitate demonstrations to outline the capabilities of their respective tools.



For more information about the CSC, please visit us on the web at www.csc.mnscu.edu.
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