

DRAFT UW-Madison Finance and Administration—Facilities Planning & Management—FY 2018 - 2020

Our Mission: We provide community focused, campus-wide services that support and inspire excellence at UW-Madison.

Our Vision: We enhance the experience of learning, discovering, working, and thriving at UW-Madison through integrated services and stewardship.

FY 2018-2020 OBJECTIVE: Define and implement foundational changes to the financial and administrative processes at UW-Madison as part of the institutional strategy to position us for the next 50 years.

Our Operating Principles:
Simplicity • Innovation • Accountability •
Collaboration • Safety • Wellness



STRATEGIES (Accountability Partners)	FP&M Strategies	Unit-level Plans to Implement Strategies
<p>1. Improve Campus Life Engage with key campus partners (students, faculty, & staff) to deliver UW-Madison’s expectations for a diverse, inclusive, safe and respectful campus to enable students and all members of the university community to achieve their full potential in learning, working and living.</p>	<p>Create facilities, sites, infrastructure, and spaces that support research, learning, outreach, safety, wellness, social interaction, and leadership.</p>	<ul style="list-style-type: none"> • Implement and follow the principles of Universal Design to support engagement, inclusion, and diversity on campus. • Support and lead creation of a campus-level safety initiative. • Foster a culture of sustainability on campus by implementing the recommendations to reinvigorate the Office of Sustainability.
<p>2. Be a Best Place to Work Develop culture that positions employees to excel in their current position and achieve career aspirations while delivering the core missions of the institution. Expand competitiveness in marketplace to build and retain a highly competent and diverse workforce.</p>	<p>Focus on employee happiness, safety, and well-being to create a culture of engagement, inclusion, and diversity in order to attract and retain talented employees.</p>	<ul style="list-style-type: none"> • Implement a full Employee Life Cycle program to drive employee engagement and retention. • Implement a workforce planning process that aligns the requirements and priorities of FP&M with our employment needs. • Establish and maintain a talent database that tracks performance, assessment, demographics, education, experience, skills, and career interests for all high potential/high performing employees. • Implement formalized employee recognition and wellness programs to support employee engagement and retention. • Develop compensation strategies to ensure fair and competitive wages for all FP&M employees. • Create a computer access and training program for employees who do not regularly use computers to support engagement and retention and facilitate employee communication.
<p>3. Enhance Financial Performance and Growth Position UW-Madison for the next decade through growth and optimization of financial resources. Partner with external entities to drive increase flexibility with removing barriers (obstacles?) that we control.</p>	<p>Implement a system of facility and infrastructure investments based on mission risk reduction, lifecycle cost-benefit analyses, best management practices, sustainable operations, and data-driven decision-making.</p>	<ul style="list-style-type: none"> • Develop a system of Total Cost of Ownership (TCO) to ensure the acquisition, operation, reuse, and disposal of property assets to support the university’s mission in an efficient, cost-effective manner. • Improve space utilization for existing programs and create a structure to repurpose underutilized space in a timely and effective manner. • Identify and advocate for new funding sources (fees, grants, surcharges, new partnerships, etc.) and innovative ways to maximize existing funding sources. • Develop a metering program to evaluate energy and utility use and to identify opportunities for improved efficiency and increased operational sustainability. • Implement a budget and reporting system to improve financial oversight, management, and informed decision-making.
<p>4. Ensure Service Excellence Remove barriers to productivity in the educational and research missions by implementing improvement processes and tools. Educate stakeholders about barriers, cost of services to foster enhanced decision making.</p>	<p>Create a high performing, customer-centric service delivery system that increases customer confidence through strategic planning; improves satisfaction through superior execution; and increases customer understanding through transparency.</p>	<ul style="list-style-type: none"> • Improve project management, work planning, and control to support effective and efficient operations, responsive services, improved maintenance levels, and reduced deferred maintenance. • Advance the Service Excellence initiative by implementing the APR recommendations regarding work requests, renovation project delivery, and a new CMMS. • Implement systems to support graphical data-driven decision-making (performance metrics, data systems, training, responsibilities, workflows), including GIS, BIM, CAD, etc. • Develop communication strategies that increase FP&M brand awareness, enhance transparency, and support customer confidence in FP&M. Specific FY18 projects include completing website conversions, integrating FP&M’s multiple websites, and designing them to be customer-centric and service-oriented.
<p>5. Develop Infrastructure and Investment Optimize UW-Madison’s investments in physical and system assets to support our growth objectives while ensuring strong and effective financial controls as well as delivery of facility and infrastructure needs.</p>	<p>Provide safe, relevant, flexible facilities in an environment of constrained funding and increased demand.</p>	<ul style="list-style-type: none"> • Develop a method to continuously update the facility condition inventory that is tied directly to the Campus Master Plan and supports funding for deferred maintenance. • Develop a facility space plan and land acquisition strategy to support increases in student enrollment, education and research space needs, and administrative space needs. • Develop strategies to increase autonomy (delegated authority, etc.) and alternative project delivery methods (P3, CMAR, DB, etc.) for large and small capital projects.