

SET Project Talking Points



What is the Service Enhancement Transformation (SET) Project?

- SET is a universitywide project created to improve and simplify how **HR, payroll, finance, unit-based post-award and procurement** services and processes are delivered; the project is part of the Knight Vision program.
- The goal of SET, as outlined by President Cartwright, is to improve the administrative structure that drives our operational excellence and efficiency. This means improving services for all users, leveraging modernized technology to better our processes and services, and aligning the administrative structure to best meet our needs.

Why are we implementing a new finance and HR operating model now?

- We've focused on growing our student population and research capabilities, without providing sufficient resources for a sustainable infrastructure, resulting in aging technologies, redundant processes, mis-aligned organizational structures, and duplicative roles. Today, our administrative processes and services are performed by our staff who are frequently "generalists." With generalist roles, an individual's responsibility is often split between many different functional areas, preventing staff from developing deep expertise in any one area and impacting mission-critical work.
- Continuing to function in this way would result in more of the same issues for our institution. And without addressing the underlying challenges of our existing business infrastructure, the benefits of the new Workday technology would not be fully realized. Our goal is to embrace the attributes of effective organizations: strategy-led, people-driven, and technology-enabled.

What are the benefits of SET?

Benefits to our People	Benefits to our University
<ol style="list-style-type: none">1. Creating defined, uniform roles, responsibilities and competencies for faculty/staff and supervisors.2. Providing staff with more effective training opportunities, boosting their ability to develop specialized skills, and clearly defined pathways for advancement. ➤ Note: there will be time dedicated specifically to provide training for employees.3. Providing service coverage so faculty/staff have specialist backup in their absence.4. Reducing duplicative work by simplifying and standardizing processes, yielding an improved work environment that benefits from central offices' support.	<ol style="list-style-type: none">5. Increasing service speed, quality, and consistency.6. Reducing risk from non-compliant processes and practices.7. Using modern, state-of-the-art technology to improve upon outdated processes, providing uniform, high-quality customer experiences.8. Aligning with Workday to simplify processes, reducing approvals and oversight.

What will the SET model look like?

- SET will unify most of the HR and finance activities at the college and division level:
 - Colleges and divisions will have a dedicated Finance Business Center.
 - There will be multiple shared HR Business Centers for colleges and divisions.
- **Central Offices** will have a new relationship with and connection to the college/division Business Centers:
 - The college and division business centers will receive dedicated training, development, and support from the central offices.
 - Central offices will partner with the college and division Business Centers to develop standard operating procedures.
- **An Administrative Service Center** will be a smaller unit that will process high-volume, low-dollar transactions, as well as customer support for our entire university.

What SET is NOT?

SET will align resources for new processes; SET is not designed to reduce staff.

How do I stay informed?

- Communications around the new finance and HR operating model will be transparent and developed in coordination with the broader Knight Vision program.
- Keep up to date through the Knight Vision website at knightvision.it.ucf.edu, email knightvision@ucf.edu, subscribe to our monthly newsletter at knightvision.it.ucf.edu/get-involved, and provide feedback at <https://tinyurl.com/KnightVisionFeedback>.