



## **Business Services**

Strategic Plan  
Updated September 2008

### **New Synergies:**

**Launching Tomorrow's Leaders**

**Discovery with Delivery**

**Meeting Global Challenges**

**Excellence in Business  
and Support Services**

# Introduction

The mission of Business Services at Purdue University is to enable, serve, and support others. This mission is accomplished by providing timely and accurate information about University resources by giving clear direction, offering thoughtful guidance, and delivering quality service.

Business Services is a service unit that provides traditional business functions of accounting, budgeting, procurement, contracting, computing support, treasury operations, risk management and sponsored program fiscal management. The unique organizational structure also provides business support and financial management to schools, departments and units across the campus.

The focus of Business Services through its operating departments of Budget and Fiscal Planning, Business Management, Computing Services, Treasury Operations, Office of the Comptroller, Purchasing Services, and Sponsored Programs Services is directed toward building, maintaining, and improving the general framework for the University goals of New Synergies.

# Vision Statement

*Excellence in Business and Support Services* is Business Services' commitment and focus for the future.

*To define the work culture and guide staff behaviors, Business Services relies on the following values, principles, and goals.*

## Values

- Focus on goals, objectives, and results
- Effective communications
- Continuous improvement
- Customer valued quality service
- Teamwork, partnerships and integrity

## Principles

- Focus on the situation, issue or behavior, not on the person
- Maintain the self-confidence and self-esteem of others
- Maintain constructive relationships with our employees, peers, and managers
- Take initiative to make things better
- Lead by example

## Goals

- Assure financial integrity
- Value our employees and enhance opportunities for excellence
- Improve service delivery

## Goal 1

### **Assure financial integrity**

Through this goal, Business Services acts as a fiduciary and steward to ensure that the University is fiscally sound and complies with federal, state, and University operating guidelines.

### Strategies

1. Facilitate implementation of the University Strategic Plan
2. Analyze, plan, and manage University finances, processes, and contracts in global and strategic partnerships
3. Review existing capital financing plans and the process to develop future capital financing plans
4. Engage operating units in activities to assure financial integrity for effective stewardship
5. Implement programs and initiatives to increase Purdue's sustainability
6. Enhance Enterprise Risk Management awareness and practices
7. Develop innovative and creative approaches to increasing revenues and maximizing resources

## Goal 2

### **Value our employees and enhance opportunities for excellence**

Through this goal, Business Services acts to provide our staff with opportunities to work, learn, and develop; fair and equitable compensation and benefits; a diverse and inclusive work environment; and career advancement alternatives.

### Strategies

1. Actively participate in the system-wide University classification project for staff positions
2. Assist in the review of University retirement plan options
3. Expand learning and professional opportunities for Business Services staff
4. Promote programs and initiatives to increase Purdue's diversity
5. Ensure effective performance management feedback for all staff

## Goal 3

### **Improve service delivery**

Through this goal, Business Services acts to continuously review and improve work methods, policies, practices, and procedures to optimize value to our customers.

### Strategies

1. Enhance communications with our customer base
2. Continue to rollout, stabilize, and enhance OnePurdue
3. Implement integrated process for customer feedback
4. Conduct comprehensive policy reviews and updates
5. Enhance key business processes
6. Conduct ongoing organizational unit/staff assessments

## Funding the Plan

Incremental resources may be needed in accomplishing Business Services strategic plan strategies and goals.

- Internal reallocations have been a long-standing practice within Business Services and will remain a priority funding source for meeting the Business Services strategic planning goals.
- Prioritized university allocations may be necessary for major improvements or enhancements to service delivery. Each request will be carefully evaluated and justified through its direct impact on University strategic goals.

Business Services is committed to executing the University's funding formula constructed to support and implement the strategic plan.

- Tuition and fees will continue to meet ongoing operational needs as well as targeted strategic initiatives. We will provide support in planning, budgeting, assessing and collecting the funds.
- Sponsored funding will increase and be supported by our efforts in facilitating proposal submission and post award administration through the most efficient means possible.
- Internal reallocation will be supported by presenting alternative options, monitoring plans, and documenting reallocation impacts.
- Resources will be creatively managed, at the University and departmental level, by leveraging, cost sharing and other innovative means.
- Private giving will be enhanced through effective investment, stewardship, and reporting.
- State funding is vital for ongoing operations and growth in initiatives that contribute to state economic development. We will continue to provide financial management and stewardship of university resources that will inspire confidence from state officials. We will also thoughtfully and completely document our needs through the biennial request, and responses to inquiries from the Indiana Commission for Higher Education, State Budget Agency and legislators.

## Conclusion

These strategies all aim to promote and improve business functions and the staff who manage them. These strategies are opportunities to eliminate practices that no longer serve business needs, to focus attention on serving customers in a more proactive and productive way, and to enhance the positive image of Business Services in the delivery of excellence in business and support services.