

Service Delivery at Iowa State University

Finance Service Delivery FY2023 Annual Report

Prepared for:

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Executive Summary

Fiscal year 2023 (July 1, 2022 – June 30, 2023) marked the fourth year of Finance Service Delivery at Iowa State University, highlighting continued improvements in customer satisfaction, operational efficiency, and employee development.

Customer Satisfaction & Productivity Gains For the fourth consecutive year, Finance Service Delivery saw increased customer satisfaction. Customer satisfaction has steadily increased over four years, reaching 95% in FY23, up from 88% in FY20 [See chart]. 98% of respondents stated that their concern was accurately addressed, and 98% felt that their interactions were personal, professional, and courteous.

Finance Service Delivery saw a 5% increase in Workday transactions, reaching 510,527, and a 41% rise in ServiceNow incidents, totaling 122,074 — a reflection of expanded service utilization. Despite the higher volume, the team maintained strong efficiency, with average completion times holding steady at 4 days for Workday transactions and 0.8 days for ServiceNow requests.[See chart].

Key accomplishments

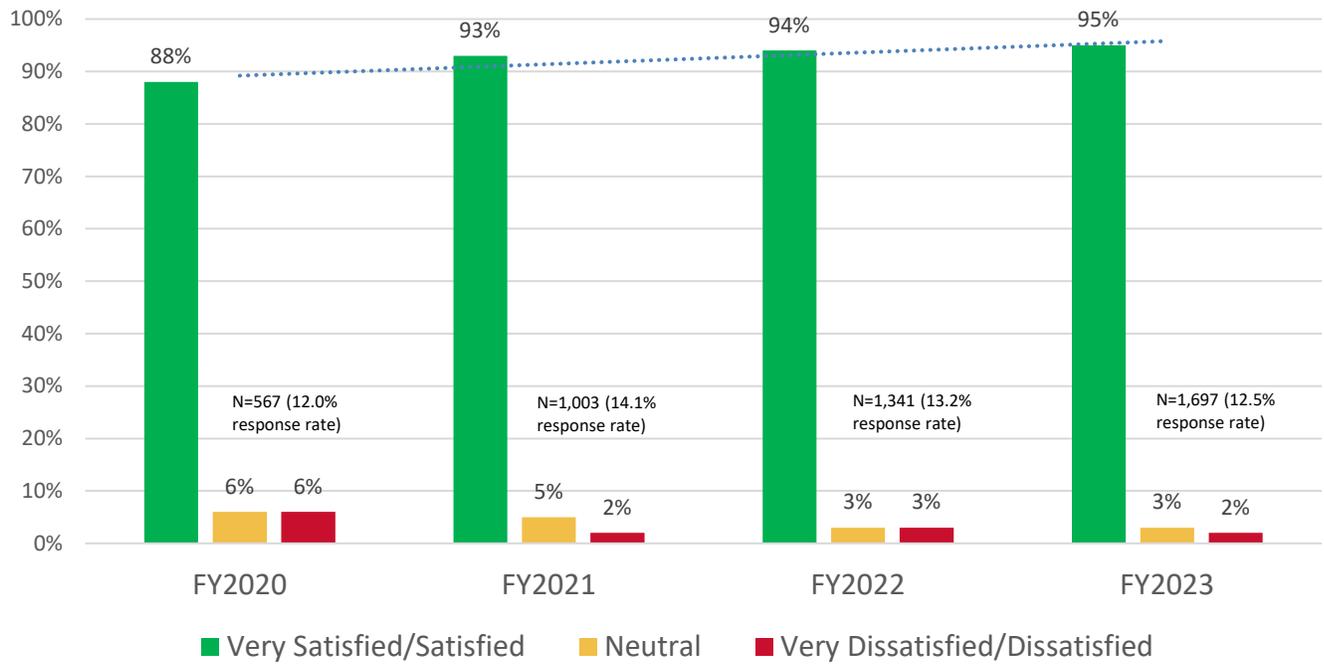
Employee and Leadership Support

- Completed reclassification of procurement and expense specialists to appropriately align job classification with duties and responsibilities.
- Optimized supplier invoice processing to reduce manual work, avoid payment errors, and maximize payment discounts.
- Implemented post-training competency assessments and surveys for specialists to gather feedback on the effectiveness of training efforts.
- Provided support for the interim Senior Vice President for Operations and Finance.

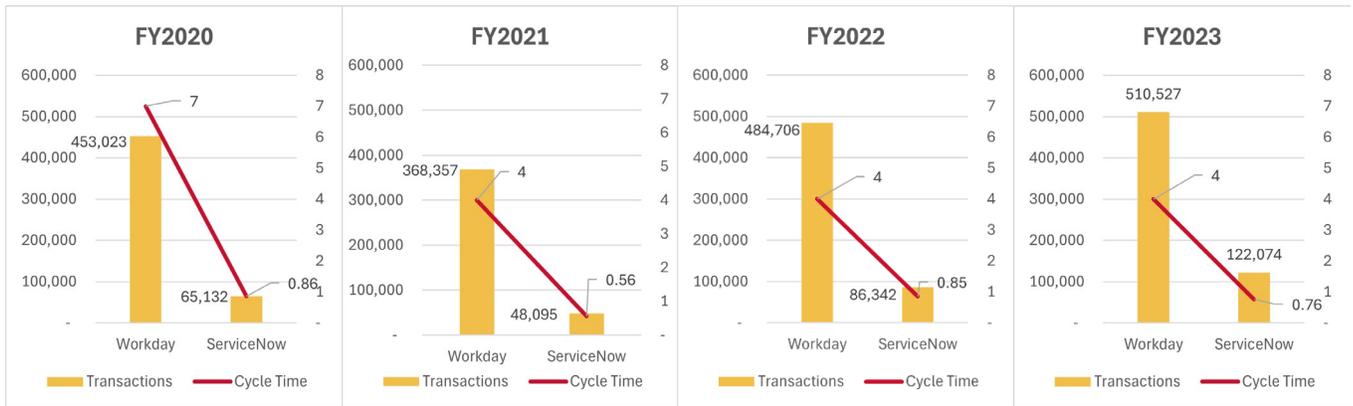
Professional Development

- Finance Service Delivery conducts Employee Development Institutes (EDIs) twice yearly for all employees (approximately 100 individuals). During FY2023, the EDIs addressed employee well-being and resilience.
- Two Leadership Development Institutes were held during FY2023, focusing on building strengths-based leadership and enhancing crucial conversation skills..

Four Year Comparison: Finance Delivery Customer Satisfaction



Four Year Comparison: Finance Delivery Operational Efficiency



FY23 Key Performance Indicators (KPIs)

Category	Key Performance Indicator	Finance July 1, 2022 – June 30, 2023
Campus Satisfaction	Customer Satisfaction Survey	1,680 responses in FY23 (13.0% response rate) <ul style="list-style-type: none"> • 95% satisfied/very satisfied • 3% neutral • 2% dissatisfied/very dissatisfied 98% felt that the interaction with FSD was personal, professional, and courteous 98% felt the question was accurately addressed
Service Delivery (SD) Employee Engagement	Voluntary attrition and internal turnover	9 FIN employees (9%) left in FY23, down from 15 in FY22 <ul style="list-style-type: none"> • 3 employees left for promotional positions within ISU • 1 employee left due to retirement • 4 employees left for positions outside of ISU • 1 employee left for an unknown reason
Operational Efficiency	Transactions processed per FTE	Workday: 6,078 ServiceNow: 1,507
	Transaction processing times (aggregated at unit/service team level)	Workday FIN Transactions <ul style="list-style-type: none"> • 510,527 transactions • Avg Days to Complete: 4 days ServiceNow Incidents <ul style="list-style-type: none"> • 122,074 assigned to FIN • Avg Days to Resolution: 0.76 days • Avg Opened per Day: 334.4
	Number of re-opened resolved ServiceNow cases	117,250 total incidents resolved <ul style="list-style-type: none"> • 1.89% (2,212) reopened once • 0.16% (196) reopened twice • 0.01% (18) reopened three times • 0.01% (1) reopened four times

FY24 Priorities

The following priorities for FY24, July 1, 2023 – June 30, 2024, were developed in alignment with Finance Service Delivery's strategies and priorities:

- **Leadership & Staffing**
 - Hire an accounts payable manager to support the team responsible for processing supplier invoices on POs and supplier contracts.
 - Hire a finance service delivery director to lead the team and establish a consistent organizational structure for the Associate Vice President across all areas of their support.
 - Establish a specialized floater position for procurement and expense support to allow for more efficient coverage for both short and long-term absences across the team.
- **Employee Development**
 - Conduct two employee development institutes and one leadership development institute for team members.
- **Process Improvements**
 - Collaborate with procurement services on implementing a third-party payment company for electronic payments to individuals.
 - Develop a recurring supplier invoice process in Workday to allow for the creation of scheduled payments on a recurring frequency, which will help facilitate timely payments for stipend recipients and others.

As Finance Service Delivery moves into FY2024, the team remains focused on advancing operational excellence, enhancing the employee and customer experience, and driving continuous improvement to support Iowa State University's mission.