

Task No.	Task	Start Date	End Date	Revised End Date	Status
<b><i>Goal 1: Develop processes that are both data-informed and "frictionless" (minimize manual interventions)</i></b>					
1	Phase I of Emergency Response Plan (ERP) developed	10/1/2017	6/30/2018		On-Track
2	ERP training started	10/1/2017	9/30/2018		On-Track
3	Improve fiscal internal controls & implement audit recommendations	10/1/2017	9/30/2018		On-Track
4	Develop improved chart of accounts	10/1/2017	9/30/2018		On-Track
5	Establish process for monitoring fund balance reserves.	10/1/2017	9/30/2018		On-Track
6	Modify purge process	10/1/2017	9/30/2018		On-Track
7	Implement the SS&P e-procurement solution	1/1/2018	9/30/2018		On-Track
8	Leverage HR Liaisons to improve hiring and training process	10/1/2017	9/30/2018		On-Track
9	Update and clarify TM policies	10/1/2017	9/30/2018		On-Track
10	Update payroll process	10/1/2017	9/30/2018		On-Track
11	Redefine class and compensation evaluation system	10/1/2017	9/30/2018		On-Track
12	Implement revised performance management system	10/1/2017	9/30/2018		On-Track
13	Upgrade TM staff and update SOPs	10/1/2017	9/30/2018		On-Track
14	Improve quarterly fiscal reports	10/1/2017	9/30/2018		On-Track
15	Improve HRIS through new staff and processes	10/1/2017	9/30/2018		On-Track
16	Improve process of monitoring and analysis of legislative, regulatory and budgetary actions	10/1/2017	9/30/2018		On-Track
17	New data set for University switchboard	10/1/2017	1/1/2018	3/31/18	In-progress
<b><i>Goal 2: Improve responsiveness and quality of service delivery</i></b>					
18	Improve Banner training	10/1/2017	9/30/2018		On-Track
19	Develop SOPs to improve time to fill vacancies	10/1/2017	9/30/2018		On-Track
20	Develop a university professional development program	10/1/2017	9/30/2018		On-Track
21	Improve relationships and collaborations with DC agencies	10/1/2017	9/30/2018		On-Track

## Teaching &amp; Learning Supports

22	Select a new financial business partner for a solid P-Card operation	3/1/2018	9/30/2018		On-Track
23	Re-enforce the mandatory OP use of the Supply Store	10/1/2017	9/30/18		On-Track
24	Establish and publish a FAQ	12/1/2017	9/30/18		On-Track
25	Establish and publish a SS&P Customer Service Feedback document	12/1/2017	2/1/2018		On-Track
26	Security awareness campaign	10/1/2017	9/30/18		On-Track
27	Pay to print launched	12/1/2017	6/1/2018		On-Track
28	Call center launched	10/1/2017	11/1/2017		Complete
29	Improve food service delivery	10/1/2017	9/30/2018		On-Track
30	Sign pouring rights agreement with Pepsi or Coke	10/1/2017	9/30/2018		On-Track
31	Launch Parking Panda	10/1/2017	9/30/2018		On-Track
32	Build-out of Book-Store	10/1/2017	9/30/2018		On-Track
33	Expand Reproduction Sites	10/1/2017	9/30/2018		On-Track
34	Switchboard migration	10/1/2017	3/1/2018		On-Track
	<b><i>Goal 3: Improve IT infrastructure and service delivery</i></b>				
35	Relocate Data Center to the Student Center	10/1/2017	9/30/18		On-Track
36	Banner class reviews completed	10/1/2017	9/30/18		On-Track
37	Deploy operational security for compliance	10/1/2017	9/30/18		On-Track
38	Win10 deployment	10/1/2017	2/1/18		On-Track
39	Infrastructure upgrade completed	1/1/2018	9/30/18		On-Track
40	Implement Looking Glass/myUDC portal	10/1/2017	9/30/18		On-Track
41	Implement 3 Phases of Banner 9 deployment	10/1/2017	9/30/18		On-Track
42	Assessment and standards creation for AV infrastructure	10/1/2017	3/1/18		On-Track
43	Launch of IT Governance	10/1/2017	1/1/18		Complete
	<b><i>Goal 4: Maximize space utilization</i></b>				
44	Implement New Sustainability Initiatives - Cost Savings	10/1/2017	9/30/18		On-Track
45	Develop Classroom of the Future concept in Bldg. #41	10/1/2017	9/30/18		On-Track
46	Replace the roofs on Bldgs. #41, 46E & 46W.	10/1/2017	9/30/18		On-Track
47	Expand Campus Cleaning Campaign	10/1/2017	9/30/18		On-Track