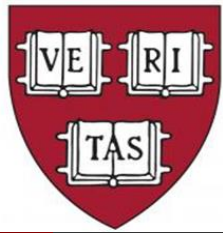# Administrators' Town Hall will be starting soon…

Rules of the Road

- **Attendees** are asked to **stay on mute** with **video off** to preserve meeting bandwidth

- If you have a **general question** that you think others would benefit from, please use the **chat** to send a message to "Everyone"

- Q&A is **not** a forum for **specific questions**. If you have a specific question, please follow up with one of the subject matter experts or email adminops@fas.harvard.edu

- Please be mindful that while the chat is monitored, we may not be able to respond to every question during the meeting
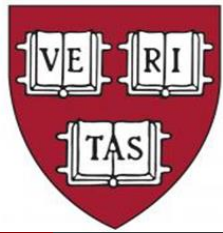
Please note: The chat from this meeting will be saved to help update future FAQs. We will not be distributing the chat transcript
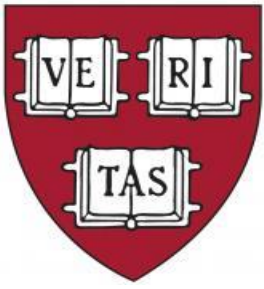
FAS Administrators' Town Hall

January 20, 2022
Zoom

Agenda

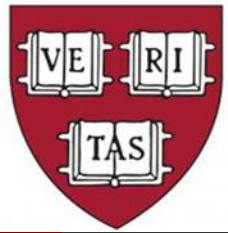|	
Welcome	Scott Jordan
HUIT	Klara Jelinkova
COVID Update	Dr. Giang Nguyen
Opening Comments & Finance Updates	Scott Jordan, Jay Herlihy
OPRP	Zak Gingo
HR	Kathy Santoro
Administrative Operations	Mary Ann Bradley, Bill DeSimone, Jennifer Theodos, Lynda Caines
Closing	Scott Jordan

Welcome

Scott Jordan

*Dean of Administration and Finance*

HUIT Update

Klara Jelinkova

Vice President, University & FAS
Chief Information Officer

My Role as FAS CIO
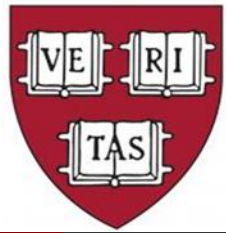
- Working with FAS on proactively addressing emerging needs through planning and strategy to advance FAS mission and goals

- Addressing technology related risks, privacy, and accessibility issues

- Ensuring cohesive, coordinated, and seamless service delivery to FAS, faculty, students, and staff

- Coordinating technology delivery by HUIT and as needed, other providers supporting FAS
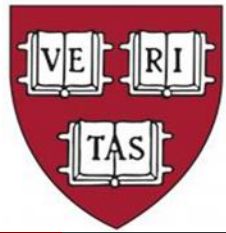
FAS / HUIT Partnership

- Develop, support, and evolve key applications and tools needed to support FAS mission and goals

- Provide critical enterprise IT services as well as direct support to members of the FAS community

- Ensure and deliver technology, consultation, and support for FAS teaching, learning, and research

- Advance technology strategy through project review and engagement with governance committees such as the faculty FAS Standing Committee on IT and FAS Project Review Board
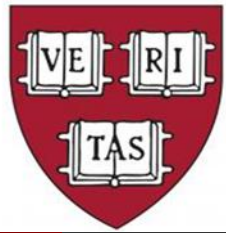
Spring Readiness: Zoom

- Although the FAS is continuing with in-person teaching this spring, we're ready to support remote teaching

- All FAS faculty, staff, and students continue to have Zoom institutional licenses to host meetings up to 300 participants

- We have worked with the FAS Registrar to grant large meeting licenses to instructors of predicted large courses in case they need to hold remote classes

- Large meeting and webinar licenses are also available for other events—contact the Service Desk for help with this or any other needs you have beyond classroom support

Spring Readiness: Network

- HUIT continues to upgrade the Wi-Fi infrastructure in residential buildings:
  - Engagement with College on specific locations
  - Preparation to support different potential scenarios

- Performance issues last Fall:
  - Caused by vendor software issue
  - Vendor has conducted a full audit of network architecture
  - Underlying issues addressed

- HUIT will closely monitor network performance, including a system that uses Zoom call quality data to better assess the student learning experience

- Please, report any areas of poor signal by submitting a ticket to the Service Desk and a coverage report via **wifimap.huit.harvard.edu**
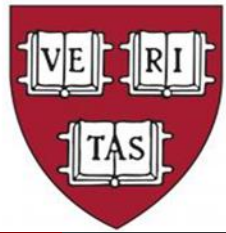
HUIT Organizational Changes

- **Steph Gumble promoted to Chief Operating Officer:**
  - New: IT Service Management and Support Services, including the Service Desk, Field Support, Project Management, and Collaboration services
  - Current: Administration, Communications, Finance, HR, and Vendor Management

- **Jason Snyder promoted to an expanded Chief Technology Officer role**:
  - New: Unified Communication Services, including phone and email platforms, End User Architecture & Engineering, and Active Directory
  - Current: Enterprise Architecture & Engineering, Network, Identity & Access Management, and Technology Shared Services

- **Jason Shaffner promoted to Associate Vice President, Administrative Technology Services**
  - New: growing portfolio of key enterprise and University-wide administrative systems
  - Current: leads Administrative Technology Services team, and the PRC and ITCRB planning processes
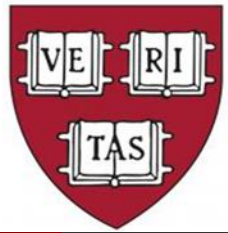
FAS Landscape Study

- **Goal**:
  - **Learn** more about the entire FAS organization
  - **Understand** how technology is used at the local level in many distributed departments
  - **Identify** how I can work on behalf of all of you to ensure the best possible technology operations for the FAS

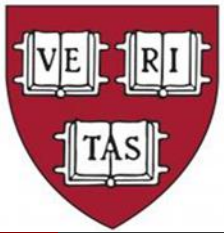# FAS Landscape Study

- **Objectives**:
  - Develop local technology profiles
  - Conduct service assessments
  - Review existing governance structures and processes
  - Prioritize areas of focus and produce recommendations

- Many thanks to Heather Lantz and Erica Bradshaw for assisting me with the study

- I look forward to hearing your thoughts

- Klara Jelinkova
- UCIO@Harvard.edu

THANK YOU!

COVID Update

Dr. Giang Nguyen

Director, University Health Services

Small Group Conversations - Budget Process Feedback

Scott Jordan

Dean for Administration and Finance

Jay Herlihy

Associate Dean for Finance

Budget Process Listening Sessions

3	Divisional DA Meetings
5	Small Group Conversations with DAs and Center Directors
1	Small Group Conversation with Department Chairs
120	Total Attendees for Small Group Conversations

Thank you!
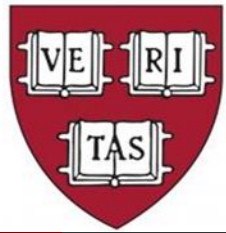
What We Heard – Common Themes
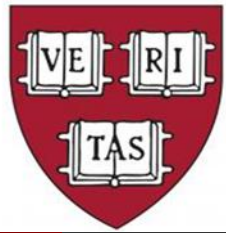
General Feedback

- Departments want guidance on whether they can return to pre-pandemic spending levels

- The budget process feels like a waste of time (for some)

- Budgets are too detailed – they are done at the object code level

- The budget process is not aligned with a separate strategic planning process

Lack of Flexibility

- Departments want more flexibility to use funds in different areas during the year to respond to changing needs

- There is too much focus on budget variance from the previous year

Can't Carry Balances Forward

- There is incentive to spend all the money in your budget because departments cannot carry funds over to the next year

- There is no clear way to put aside funds to fund activities that happen every other or every third year (such as a conference or speaker series)

- There is fear that if you reduce spending in one area or eliminate an FTE you will never get it back

What We Heard – Common Themes

Unexpected Expenses

- Departments have incentive to hoard funds because they are expected to cover unexpected expenses

Equity

- It is demoralizing to staff when non-exempt staff get raises and exempt staff do not
- Departments are interested in some expense areas being allocated centrally to increase transparency and equity – e.g. food and beverages

Budget Process Timing

- The timing of the budget process often requires that staff work on them during the winter break

What We Heard – Common Themes

Budget Workbooks

- Some departments maintain shadow worksheets that they use to share summarized data with their Chair or Center Director

- Some really like the budget workbooks and some find them intimidating and overly detailed

- Small departments are interested in a shorter budget workbook that focuses on funds that can be allocated

Training

- Some Department Administrators don't feel they have to skills they need to do their budget

- Some Chairs are interested in a high-level training to review the basics of fund accounting and budgeting

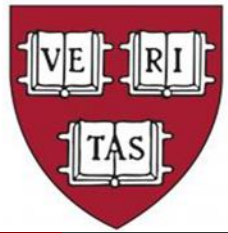# Budget Reimagining Timeline

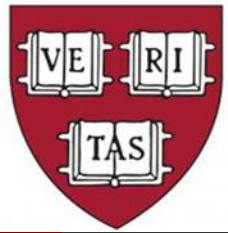| Budget Process Review	FY22											FY23		
	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan +
Listening Tour	██													
Convene Steering Committee		███████████████												
Convene Working Groups			███████████████											
Reporting and Accountability					███████									
Strategic Planning							███████							
Implement Recommendations												███████		
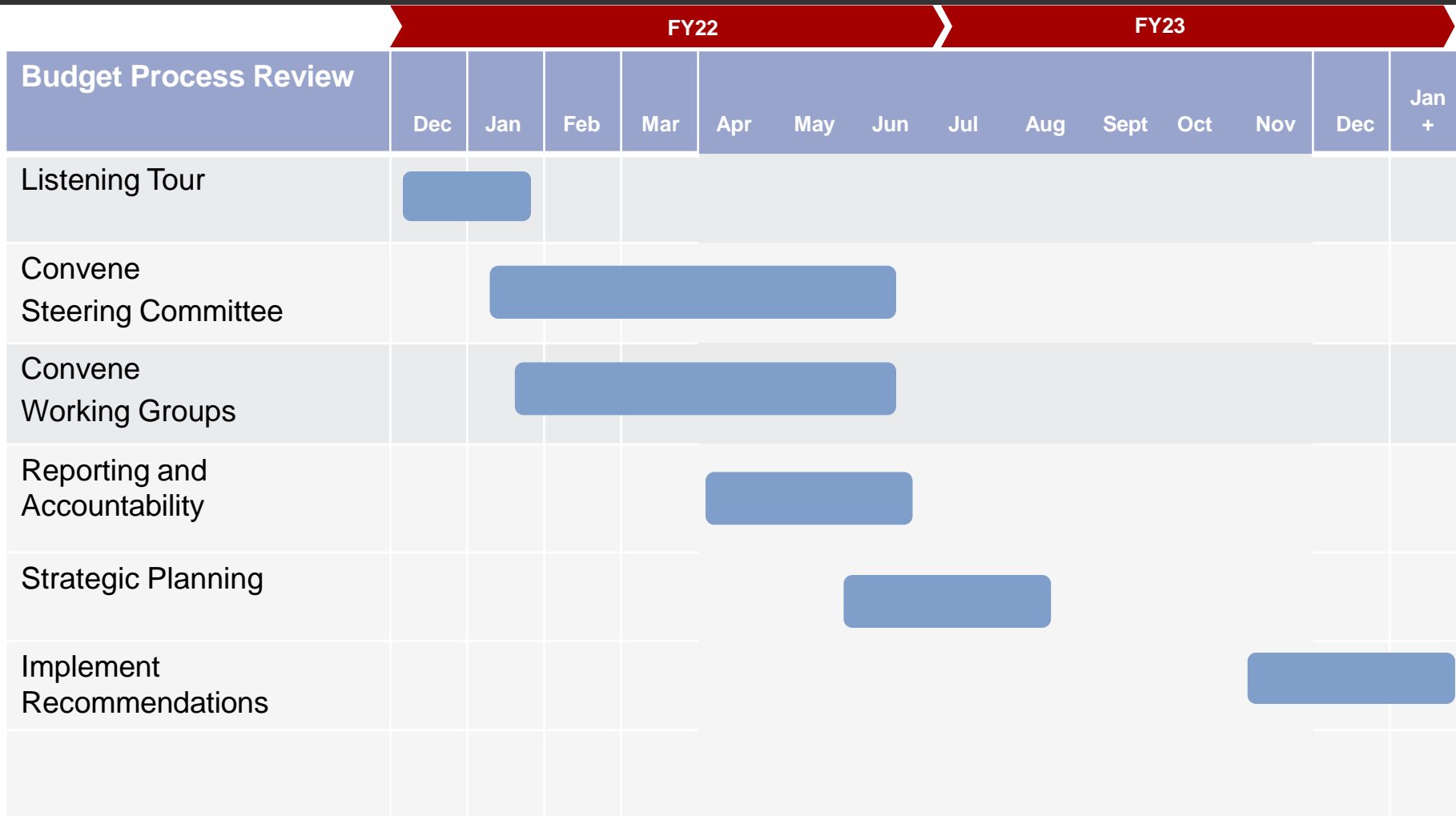
Key Areas of Focus

- Financial Planning

- Strategic Planning

- Workforce Planning

- Capital Planning

- Annual Budget Process

- Tools and Reports that Support Budgeting

Next Steps

- Convene Steering Committee
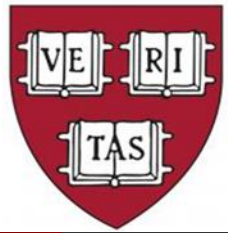
- Convene Working Groups

- Define Workplans

Campus Reopening & Mask Updates

Zak Gingo

Associate Dean for Physical Resources and Planning

Campus Reopening and Masks

Reopening Highlights:

- In person classes start January 24
- Regular door lock/unlock schedule
- Students isolating in place/5 day isolation period
- Aggressive testing cadence continues
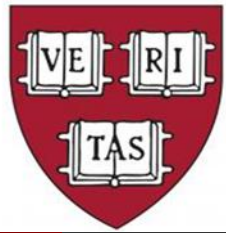
Mask Information:

- Good fit and keeping mask on is critical to effectiveness
- Medical procedure masks remain standard
- KN95 masks available to order
- Cloth masks should be worn with procedure mask/KN95

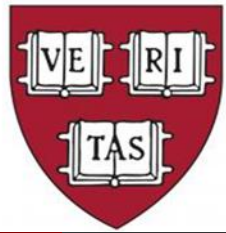# Vaccination & Booster Compliance Updates

Kathy Santoro
*Interim Associate Dean
for Human Resources*
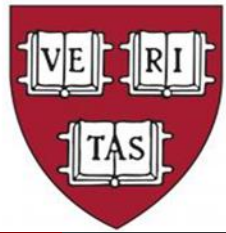
Vaccination Compliance Process

- Employees must be **fully** vaccinated or have an approved exemption from HUHS to be in compliance.

- After January 31, fully vaccinated will include being **boosted** within 30 days of being eligible.

- Harvard's vaccination and booster requirement will be included in job postings and offer letters.

- Hiring managers should ask if job candidates will comply with the requirement before proceeding with a verbal offer.

- We ask DAs to help remind ALL new hires (including Temps/LHTs), and those people returning from *paid leaves of absence* about the compliance requirement as part of their onboarding or return to work.

Vaccination Compliance Process

Noncompliant with Vaccination Requirements	Reminder *	Warning	Final Warning	Unpaid Leave of Absence	Termination for Cause
Staff	/////	X	X	X	X
Temps/LHTs	/////	X	X	/////	X
New Hires	X	X	X	X	X
Returning from a paid leave of absence	X	X	X	X	X

*   Existing staff/Temps/LHTs have already been reminded multiple times; reminders will be reinstated as part of the booster compliance process.

Vaccination Compliance Process

- *Tentative* timeline for noncompliant new hires and those returning from paid LOA:

  - Approximately one week after start date - a reminder

  - Two weeks later - Warning

  - Two weeks later - Final warning and unpaid LOA (for staff only; temps/LHTs will not be placed on LOA and will have their appointment ended instead)

  - Two weeks later (approximately 7 weeks after being hired or returning from paid leave) - Termination

- Those on **unpaid LOA** cannot return until compliant but can remain on unpaid LOA until compliant without being terminated.

- Warning letters will remain in the person's personnel file.

- The University's compliance process will be adapted in February for additional compliance with the University's booster requirement.
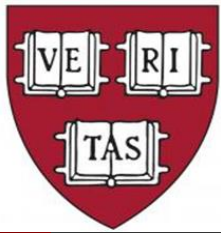
Administrative Operations Updates

Mary Ann Bradley

Associate Dean for Administrative Operations

Technology to Enable Hybrid Work in FAS

Bill DeSimone

Director, Support Services

The FAS Hybrid Work Enablement

Program Reminders

- Successful hybrid work models are based on the premise that we can be productive from various locations

- FAS Leadership and HUIT are committed to ensuring that all staff have the capability to work from various locations

- This plan will utilize FAS funding to ensure that the FAS Refresh program participants have the correct tools to be productive both at home and on campus

- Desktop users will be afforded the opportunity to switch to a laptop bundle ahead of the normal refresh cycle

- Laptop users can request additional peripheral tools to create productive workspaces in various locations
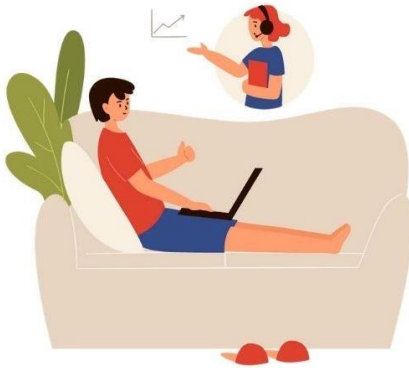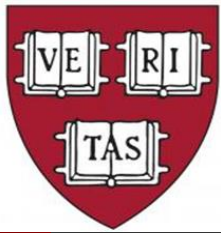
Items being sourced for this effort include:

- **Laptop Computers –** These devices will be offered to anyone who participates in the FAS Refresh Program and has a HUIT issued desktop computer as a sole primary device.

- **Peripheral Devices** – Laptop computers that are issued as part of this desktop refresh program will include a peripheral bundle. For those that already have a laptop provided by the FAS Refresh Program, peripheral devices will be offered as an a la carte option to support home and office workspaces
  - External Monitor
  - Docking Station (Windows Only)
  - Wireless Keyboard and/or Mouse

- **Scope** – Approximately 600 desktop users will be offered a laptop bundle as a replacement option. Additionally, members of the FAS will be afforded the opportunity to request additional peripheral devices, if needed

What can you expect to happen next?

- **Desktop Users (FAS Refresh Eligible)** – You will receive an email from a HUIT address (huit-deployment@Harvard.edu) which will guide you to our survey
  - You may choose to refresh your desktop with a laptop bundle including vendor appropriate peripherals
  - You may choose to keep your desktop and it will be refreshed at the regular interval
  - A summary report will be provided to the local DA for final review and approval

- **Current Laptop Users (FAS Refresh Eligible)** – You will receive an email from your Department Administrator that will direct you to a form for peripheral selection
- You may choose to select additional peripherals to ensure that you have productive workspaces
- Once the selection process has completed, HUIT staff will work with each recipient to arrange options for either pickup at one of our locations, on-campus delivery or if circumstances warrant, ship to your home at departmental expense
- Fulfillment may be impacted by supply chain issues
- We will ask that you encourage staff to respect timelines
  - We will have a finite and predetermined window for selection (Think Open Enrollment) – two weeks from survey distribution date
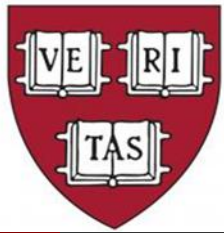
Questions?

Crimson Fax

Jennifer Theodos

*Director, Communications Technology Services*

Crimson Fax

Crimson Fax (XMFax) is an easy-to-use, secure, cloud-based faxing service for faculty and staff across the University.

Features
- Cloud-based offering, fax from anywhere
- Cover sheets, email notifications of success/failure
- Individual, shared, and delegate faxing capabilities
- Security up to Level 4 data
- Fax file storage – 30 days

Other Benefits
- Reduce the need for physical fax lines on campus
- Reduce dependency on copper wiring
- Help to migrate legacy Centrex lines to VOIP
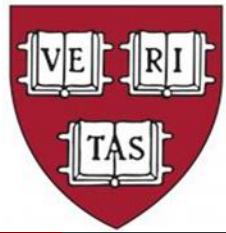
Crimson Fax Service Offering

Individual Faxing (1 User, 1 Fax line)	Shared Faxing (Up to 10 users, 1 Fax line)
• Single user with their own fax number • Send and Receive faxes • Email notifications for incoming faxes, and successful or failed outgoing faxes	• Set of users who share a single fax line, but have individual access to send and receive • All users receive email notifications of incoming faxes

Crimson Fax Costs

	Cost per line per month
VoIP Virtual Line	$ 3.10
Crimson Fax Service	$10.05
Total	$13.15
Current Analog Fax Line	$25.10
Monthly Savings *	$11.95

* Savings do not include the reduction in hardware and printing costs or the reduction of the fax board in MFD devices provided by Ricoh.

- The first year will be considered a pilot year and will bill monthly
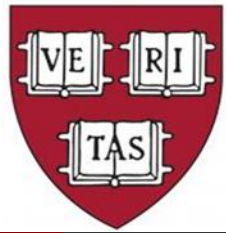- Lines will begin to bill in the month they are converted

Migrations

Next Steps

- Communication to be sent to current owners
  - Review your inventory of fax lines
  - Identify which fax lines to disconnect or migrate to Crimson Fax
  - Identify if the fax machine will need to be re-cycled
- Disconnect lines that are no longer needed
- HUIT will partner with current owners to migrate fax lines that are still needed

Considerations before migrating fax lines

- Only migrate departments that require documents to be sent/received via fax
- Consider using other tools (e.g., Email or OME) based on the security level of the data
- Fax lines associated with a Multi-functional devices (MFDs, Ricoh) can migrate but are limited to the supported service offerings.

Concur Update

As of 11/9/21, Concur migrated to a new payment processor (Bambora) for "out of pocket" direct deposit payments. Users must complete a one-time opt-in process to continue to receive out-of-pocket reimbursements. The opt-in process authorizes Bambora to make deposits using the existing banking information in Concur.

- Banking details do not need to be re-entered

- Delegates cannot opt in on your behalf

- Cannot be done through the mobile app

- For more information, please review the [complete Bambora Opt-In Instructions](#)

Finance Fundamentals – Mark your calendar

Finance Fundamentals I – Managing Cash:
> January 26 – 10:00 a.m. – 12:00 p.m.

Finance Fundamentals II – Managing Compensation:
> February 16 – 10:00am - 12:00pm

Finance Fundamentals III – Mastering Reimbursements:
> March 23 – 10:00am - 12:00pm

Finance Fundamentals IV - Monitoring Funds:
> April 5 –10:00am - 12:00pm

Finance Fundamentals V - Maximizing Funds:
> April 20 –10:00am - 12:00pm

Finance Fundamentals VI - Mastering Procurement:
> May 14 – 10:00am - 12:00pm

Register for classes on the Harvard Training Portal
at TrainingPortal.Harvard.edu: