FAS Administrators’ Town Hall

February 25, 2021
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<td>Closing / Q &amp; A Session</td>
<td>Leslie Kirwan</td>
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Welcome

Leslie Kirwan
Dean for Administration and Finance
Human Resources Update

Chris Ciotti
Associate Dean for Human Resources
EAP Access

• The EAP offers 24/7 free, confidential help for all Harvard staff and adult household members in wide ranging areas including but not limited to:
  - Legal and Financial Problems
  - Mental Health and Crisis Care
  - Grief and Loss
  - Child Care and Elder Care

• Register on the EAP’s website for access to a library of career development and wellness videos, webinars, and articles; two free books per year from the Online Bookshelf; and to make an appointment with a counselor.

Further information can be found on the HARVie website at https://hr.harvard.edu/employee-assistance-program
For those with school age children, the Office of Work/Life is partnering with EdNavigator to offer two free resources to benefits-eligible Harvard employees to deal with the stress of the COVID-19 pandemic:

1. The KindaGuide helps working parents navigate remote and hybrid schooling as well as provides guidance on interactive activities for kids to do at home.

2. Personal Education Advisers assist with managing educational challenges, understanding if your child is ready for college, and how to best utilize learning resources available to your family.

Learn more at https://hr.harvard.edu/schools-and-after-school-programs.
FAS HR is offering the Following Programming and Training this Spring:

1. The final Diversity Dialogue of FY21 will be held at the end of March with Dr. Crystal Fleming returning for Part Two of her discussion on anti-racism awareness and activism. For updated information, visit https://hr.fas.harvard.edu/fas-diversity-dialogues.

2. FAS managers are invited to register for one of four sessions on Managing From Anywhere. Visit the FAS HR website for enrollment information: https://hr.fas.harvard.edu/managing-anywhere

3. All FAS staff are strongly encouraged to register for one of the new Title IX training sessions that will cover the revised Title IX regulations from the Department of Education and how they affect Harvard’s policies. More information is available at https://hr.fas.harvard.edu/title-ix-training-fas-staff.
FAS Task Force on Visual Culture and Signage

Robin Kelsey
Dean of Arts and Humanities,
Shirley Carter Burden Professor of Photography
FAS TASK
FORCE ON
VISUAL
CULTURE AND
SIGNAGE
A part of Dean Gay’s commitment to advancing racial justice in the FAS

“How and where we memorialize individuals, events, and moments in our institutional history should reflect our core institutional values and commitments to truth, knowledge, critical thinking. The visual culture of the FAS should honor our past in a truthful way, while also celebrating the diversity and vitality of our present and instilling a sense of pride and belonging that is equally available to all members of our community. Honest and rigorous conversations about how we weave together our past, present, and future through our visual culture and symbols are necessary to build the stronger, more equitable future we envision.”
WHAT IS VISUAL CULTURE?

Our visual culture and signage are crucial ways in which we communicate our values to the world and affirm them for ourselves. Every image on a website, every picture on a wall, every sculpture in a courtyard, every plaque on a building, and every sign on a walkway leaves an impression of who we are and who we aspire to be.
HOW OUR WORK IS ORGANIZED

5 working groups:
1) Principles and Guidelines (Co-chairs, Robin Kelsey and Sheree Ohen)
2) Resources and Constraints (Chair, Jennifer Allen-Atkinson)
3) Signage and Outdoor Spaces (Chair, Dan Byers)
4) Inventory, Model Spaces, and Priority Opportunities (Chair, Maryellen Fitzgibbon)
5) Outreach (Chair, Sandra Naddaff)

Full Task Force meets monthly
Representation from all FAS divisions
Working groups meeting every 1-2 weeks
COMMUNITY OUTREACH

FAS community wide survey

Focus groups with Undergraduates and Graduate Students

Listening tour:
Divisional Faculty meetings
FAS Faculty Council
Administrators’ Town Hall
Undergraduate Council
Graduate Student Council
Harvard Foundation Student Advisory Council
FAS Postdoctoral Association
Faculty Deans
Campus Services Group (Dining Hall, Custodial Staff)
Employee Resource Group
Division of Continuing Education DIB Council
Harvard Alumni Association Board
EMERGING PRINCIPLES

- Our visual culture and signage should convey our values in an intentional way.
- Our visual culture and signage should make openness and accessibility a priority.
- Our visual culture and signage should present a dynamic view of our institutional history.
- Our visual culture and signage should celebrate our strengths in the arts.
- Our visual culture and signage should center our educational mission.
OUTSTANDING QUESTIONS AND ISSUES

- **Jurisdiction**: A major roadblock to change is a lack of clarity around who controls spaces and the procedures to follow if a unit wants to make changes.

- **Agency**: We must balance the need for centralized standards against the importance of local autonomy and creativity.

- **Access to resources**: Uneven access to our collections and a lack of diversity within those collections hamstring efforts to initiate change.

- **Risk tolerance**: Even good faith efforts to change our visual culture will involve missteps and disagreements. We must empower our community to take risks and constructively engage across lines of difference.

- **Expectations**: Our present visual culture represents an enormous investment. Renewing it will take considerable time and resources. Active engagement in the process will make the pace easier to bear.

- **Trade-offs**: Change demands the careful balancing of compelling and competing institutional interests (e.g., age value and inclusivity, Harvard as public and private space).
Upcoming Security Initiatives

Jillian Dudek
Senior Project Manager,
HUIT

Paige Manning
Project Manager,
HUIT
## PC Security Update Summary

<table>
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<th>WHY?</th>
<th>To strengthen the security of Windows computers and accounts and reduce the risk of compromise.</th>
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<tr>
<td>WHO?</td>
<td>FAS faculty and staff Windows users and Windows PC workstations that have been identified by the project and confirmed with the department. *Tablets and mobile devices do not require the security update.</td>
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<tr>
<td>WHAT?</td>
<td>Migrate to a new security platform (the University Active Directory).</td>
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<tr>
<td>WHEN?</td>
<td>The security update will be coordinated with each department on a rolling schedule through calendar year 2021. Department Administrators will be consulted to schedule the updates.</td>
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| BENEFITS?     | • Strengthen Harvard University’s security and reduce the risk of compromise to accounts and computers  
                • Simplify the logon process by using your HarvardKey to access your computer, network drives, and more! |

Note: On-campus computer (workstation) migrations will be coordinated separately.
## PC Security Update - What You Can Expect

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<th><strong>Before</strong></th>
<th><strong>During</strong></th>
<th><strong>After</strong></th>
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<tr>
<td><strong>Prepare for the update</strong></td>
<td><strong>Perform the security update</strong></td>
<td><strong>Confirm your access</strong></td>
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<tr>
<td>• <strong>Schedule your computer’s security update.</strong></td>
<td>• <strong>Be at your computer and connected to VPN at your scheduled time.</strong></td>
<td>• <strong>Connect to pre-logon VPN to log in to your computer for the first time.</strong></td>
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<tr>
<td>• Connect to VPN for a minimum of 4 hours to allow your computer to check-in and register for the update.</td>
<td>• Reference the provided instructions in your email confirmation or calendar invite and follow the listed steps.</td>
<td>• Reference the provided instructions for logging in for the first time.</td>
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<td></td>
<td>• Popup messages will inform you when the process has started, when the reboot will occur, and when the update is complete.</td>
<td>• Check that your desktop looks the same, your files are accessible, and your network drives are available.</td>
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<tr>
<td></td>
<td>• Please note that your computer will be unavailable while the update is running.</td>
<td>• You’ll need to log back into applications that require HarvardKey – including Zoom and Office 365 – as you initially access them throughout the day.</td>
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<td>• Allow approximately one hour to complete the update process.</td>
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## PC Security Update - FAQs

<table>
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<tr>
<th>Question</th>
<th>Answer</th>
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<tr>
<td><strong>What is going to change?</strong></td>
<td>• HarvardKey email and password will be used to login to your computer (workstation)</td>
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| **What happens if a user is unable to connect to VPN on migration day?** | • Users will be required to confirm VPN connection prior to migration day  
  • If issues occur with the VPN connection, users should contact Support Services via [IT Help](#) for assistance  |
| **What happens if a migration fails?**                                  | • The AD Migrations team will monitor the status of the workstations through the migration process  
  • If the migration process fails, users should contact Support Services via [IT Help](#) to complete the migration process. In the meantime, they should still be able to login with their FAS credentials |
| **Is it possible to automate the migration and not involve users in the process?** | • The full migration process cannot be automated as users will be required to log in to their workstation and VPN with their HarvardKey username and password to launch and confirm the migration process |
**Mac OS Upgrades**

<table>
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<tr>
<th><strong>WHY?</strong></th>
<th>Ensure HUIT managed computers stay in compliance with Harvard IT Security requirements, standardizing how Harvard Mac computers receive critical updates so they have access to the latest technology.</th>
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<tr>
<td><strong>WHO?</strong></td>
<td>Mac users with a computer on one of the following operating systems - Yosemite (10.10), El Capitan (10.11), Sierra (10.12), High Sierra (10.13) or Mojave (10.14).</td>
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<tr>
<td><strong>WHAT?</strong></td>
<td>Upgrade Mac computers with older operating systems.</td>
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<tr>
<td><strong>WHEN?</strong></td>
<td>Over the next several months, a HUIT project team will work with FAS Administrators to reach out to those who need to upgrade. The majority, those on High Sierra and Mojave, are eligible to self-service and can complete the upgrade on their own. Those on Yosemite, El Capitan, and Sierra will need technical assistance from HUIT.</td>
</tr>
<tr>
<td><strong>CONTACT?</strong></td>
<td>Paige Manning, Project Manager End User Strategy and Service Delivery, <a href="mailto:paige_manning@harvard.edu">paige_manning@harvard.edu</a></td>
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Note: Excludes Chem Bio Labs, Physics Labs, SEAS
Office of Physical Resources & Planning Update

Zak Gingo
Associate Dean for Physical Resources
Crimson Clear

- Average compliance = way up, especially among undergrads
- Please keep it up

Testing

- Average compliance = up, but slipping
- Stay vigilant

Masks

- Harvard standard
- Personal cloth masks to supplement (if desired)
- N95s – save for the health care professionals

Vaccines

- Most doses going to “mass vaccination” sites; very few to HUHS
- Visit: https://www.maimmunizations.org/
- On campus protocols (distancing, masks, etc.) do not change
- Vaccination policies will be a University decision, tied to Commonwealth direction
Contingent Labor Overview

To improve management of Harvard's $100M+ annual spend on contingent labor, reduce risk, and save money, Harvard has changed the way to source temporary labor.

• We have adopted a new business model for the procurement of temps – instead of relying on many agencies, Harvard will now rely on one service provider (or MSP), Yoh, who will source temps from agencies for us at negotiated, favorable rates.

• We have implemented a new vendor management system (or VMS), Fieldglass which has been configured and hosted by Yoh. Harvard managers will use Fieldglass to source talent and enter and approve hours.
Key Terminology: Contingent Workers

- Those whose work arrangements differ from “regular”, non-temporary, direct employees, mainly by having a defined or limited tenure
- Includes workers provided by outside staffing and temp agencies, independent contractors and consultants. Often called “contractors” or “temps”

Agency ("Supplier") Recruited Workers:
Recruited/identified by a staffing or temp agency and billed by the hour

Mass & Out-of-State Payrolled Workers:
Identified by Harvard, these workers are employed by an external payroller, such as AllSource. Payrollers bill Harvard hourly for time worked. Often, these are people working out-of-state for Harvard. Sometimes, these are resources who do not qualify as an IC.

Independent Contractors:
Self-employed, self-directed individuals providing services that are not in Harvard’s usual course of business (Also called an IC or a 1099)

Scope of Work (SOW) or Fixed Price Contractors:
Firms and the consultants they employ who charge Harvard based on the completion of deliverables or milestones (that is, based on the scope of work completed, not the hours worked)

Legend
In Scope of MSP now  Out of Scope of MSP
Benefits to FAS from the Yoh MSP Program

**Hire Better Talent**
- Hiring enabled by Yoh’s expansive staffing supplier network
- Worker performance ratings and supplier metrics allow us to measure quality
- Yoh will manage and optimize supplier mix over time

**Reduce Administrative Burden**
- All time reporting and approvals done in one system, Fieldglass
- Approved time from Fieldglass automatically aggregated to one invoice which is transmitted to Harvard nightly with no manual work for administrators
- Harvard pays Yoh and costs are distributed internally based on CoA coding

**Limit Employment Risks**
- Yoh manages pre-employment screening, worker employment agreements and tenure limits
- Suppliers are responsible for employer compliance, like regulations and benefits eligibility

**Realize Savings from Efficiencies of Scale**
- Suppliers will use Harvard set rate cards and mark-ups will decline
- More savings over time through volume discounts, quick pay discounts, and rate negotiations
Updated screen layouts

• Focus is on:
  • Shopping cart
  • Checkout Process
  • Navigation/layout of transaction documents: i.e. Requisitions, POs, Invoices

• Things that DO NOT change:
  ▪ Document Search: (released the new doc search a few months back)
  ▪ Forms: PR, NR
  ▪ Approval Folders
  ▪ Supplier Icons
  ▪ Receipts screens and process (although the PO will have the new look & feel, the screens for creating a receipt are unchanged)
  ▪ Other B2P modules: Supplier Portal, Sourcing, TCM
Change Management Approach

• **Timeline for launch:** Scheduled for March 15th

• **User Readiness**
  - “What’s Changing?” guide/video that will highlight the changes
  - A refresh of the current training materials
  - **Brown Bags** to showcase the new layouts and answer questions
    - FAS Brown Bag – Wednesday, March 10th 3-4pm
    - [https://harvard.zoom.us/j/95250877699?pwd=VlBKYYl3V0I1eFBiUEorY3U3YiszQT09](https://harvard.zoom.us/j/95250877699?pwd=VlBKYYl3V0I1eFBiUEorY3U3YiszQT09)
  - **Existing Office Hours** to provide live support after the launch (Central & FAS will hold office hours)
    - FAS Office Hours – March 15th & 16th 2-3pm
  - **FAS Teams Channels** will be reactivated for support
Change Management Approach

• Communication Approach

  ▪ Two emails from FAS Admin Ops:
    • What’s Changing (to be sent to end users on 3/1)
    • Launch Day (to be sent to end users on 3/15)
  ▪ All information will be posted on the B2P Blog
  ▪ Organization Message on B2P homepage will be updated
  ▪ eNews article in March
  ▪ https://b2p.procurement.harvard.edu/blog
New Process – Department Telephone Billing

• The process for reviewing your telephone costing and billing will soon be changing!

• The report currently found in RUFFAS will migrate to new reporting system, IVY

• Instead of processing changes through FAS Finance, changes will be made in SNOW Lite

• Changes made directly into the system; effective immediately

• Training to be provided by HUIT Communication Services

• Fact sheet and job aid to be sent to DAs
HART will be migrating into the Oracle Analytics Server (OAS) as part of the overall solution for administrative reporting at the University.

HART will be the first major administrative reporting system to be available within OAS; the Student Information Analytics (SIA), and some GMAS reports will be available later in this fiscal year.

Users should expect a change to the HART URL as well as a change to the look and feel of the application.

No anticipated issues with customizations

The HART migration is tentatively scheduled to take place in April 2021.

There will be no HART release of new functionality or bug fixes in March.
Register for classes on the Harvard Training Portal at TrainingPortal.Harvard.edu:

**Finance Fundamentals III – Mastering Reimbursements**: Tuesday, March 16 – 10:00am - 12:00pm

**Finance Fundamentals IV - Monitoring Funds**: Tuesday, April 6 – 10:00am - 12:00pm

**Finance Fundamentals V - Maximizing Funds**: Tuesday, April 27 – 10:00am - 12:00pm

**Finance Fundamentals VI - Mastering Procurement**: Tuesday, May 11 – 10:00am - 12:00pm
You are invited!

- Please join us for Leslie’s Retirement Celebration on March 9th from 3:00 – 4:00 p.m.

- Registration link sent from Dean Gay’s Office on Monday, Feb 20th

- Program includes:
  - FAS and University speakers
  - Video compilations
  - Word Cloud
  - And more!