

FAS Administrators' Town Hall

February 25, 2021
Zoom



Agenda

Welcome

Leslie Kirwan

Financial Update

Leslie Kirwan, Jay Herlihy

Human Resources

Chris Ciotti

FAS Task Force on Visual Culture and Signage

Robin Kelsey

HUIT

Jillian Dudek, Paige Manning

OPRP

Zak Gingo

Administrative Operations

Katherine Gates, Sean McQuarrie,
Stephanie Nasson

Closing / Q & A Session

Leslie Kirwan



Welcome

Leslie Kirwan

Dean for Administration and Finance



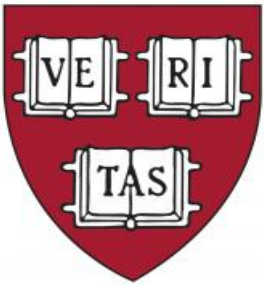
Financial Update

Leslie Kirwan

Dean for Administration and Finance

Jay Herlihy

Associate Dean for Finance



Human Resources Update

Chris Ciotti

Associate Dean for Human Resources



- 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>**



The Office of Work/Life – New Resources



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>.



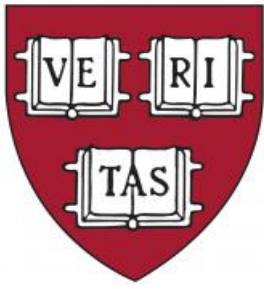
New FAS HR Trainings and Programming



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



TASK FORCE CHARGE

- 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.

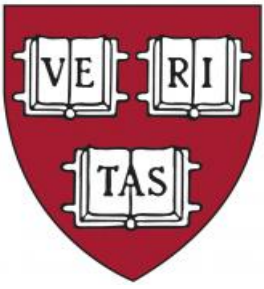
Our visual culture and signage should present a dynamic view of our institutional history.

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 hamstringing 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

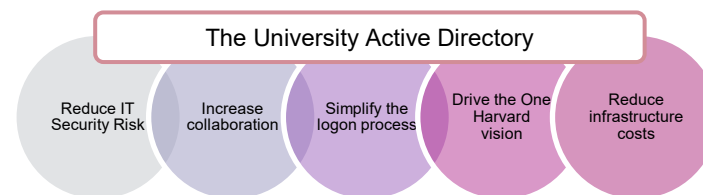
Jillian Dudek

*Senior Project Manager,
HUIT*

Paige Manning

*Project Manager,
HUIT*

PC Security Update



PC Security Update Summary

| | |
|--|---|
| WHY? | To strengthen the security of Windows computers and accounts and reduce the risk of compromise. |
| WHO? | 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. |
| WHAT? | Migrate to a new security platform (the University Active Directory). |
| WHEN? | 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. |
| BENEFITS? | <ul style="list-style-type: none">Strengthen Harvard University's security and reduce the risk of compromise to accounts and computersSimplify 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

Before

Prepare for the update

- **Schedule your computer's security update.**
- Connect to VPN for a minimum of 4 hours to allow your computer to check-in and register for the update.

During

Perform the security update

- **Be at your computer and connected to VPN at your scheduled time.**
- Reference the provided instructions in your email confirmation or calendar invite and follow the listed steps.
- Popup messages will inform you when the process has started, when the reboot will occur, and when the update is complete.
 - Please note that your computer will be unavailable while the update is running.
- Allow approximately one hour to complete the update process.

After

Confirm your access

- **Connect to pre-logon VPN to log in to your computer for the first time.**
- Reference the provided instructions for logging in for the first time.
- Check that your desktop looks the same, your files are accessible, and your network drives are available.
- You'll need to log back into applications that require HarvardKey – including Zoom and Office 365 – as you initially access them throughout the day.

PC Security Update - FAQs

What is going to change?

- HarvardKey email and password will be used to login to your computer (workstation)

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?

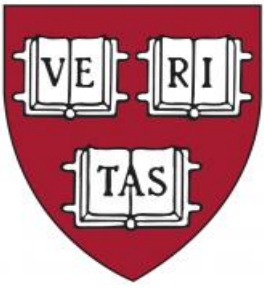
- The full migration process cannot be automated as users will be required to log in to their workstation and VPN with their HarvardKey username and password to launch and confirm the migration process

Mac OS Upgrades



Mac OS Upgrades Summary

| | |
|--|---|
| WHY? | 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. |
| WHO? | 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). |
| WHAT? | Upgrade Mac computers with older operating systems. |
| WHEN? | 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. |
| CONTACT? | Paige Manning, Project Manager End User Strategy and Service Delivery, paige_manning@harvard.edu |
| Note: Excludes Chem Bio Labs, Physics Labs, SEAS | |



Office of Physical Resources & Planning Update

Zak Gingo

Associate Dean for Physical Resources



Crimson Clear, Testing, Masks and Vaccines

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





Administrative Systems Update & Support

Katherine Gates

*Senior Director of Planning and
Administrative Initiatives*

Stephanie Nasson

*Senior Director of Administrative
Operations*

Sean McQuarrie

Director of Procurement Operations



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



Buy2Pay New User Interface - What's Changing?

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=VIBKYlI3V0l1eFBiUEorY3U3YiszQT09>
 - **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

RUFFAS

Department Phone Costing and Billing

- 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 - New UI and Migration



- 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.



Finance Fundamentals – Remaining sessions

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!

