

**UTIA-UT Knoxville Finance & Administrative Processes
Working Group Recommendations**

1. The committee recommends a Human Resources Committee be formed. We recommend that Mary Lucal chair this committee to review and evaluate policies, procedures, and workflow including but not limited to:
 - Hiring Processes;
 - Across-the-Board Job Titles;
 - Professional Development (Exempt and Non-Exempt);
 - Standardized Pay Increases for Obtaining Degrees;
 - Exit Interview Process;
 - Forms Conversion -- paper to electronic; and,
 - Other HR issues as identified by this committee.
2. The committee recommends to form a committee to determine a best practice for standardization of merit increases for split appointment personnel as part of the budget process and we recommend that Amy Stover chair this committee.
3. The committee recommends the consolidation of sick leave banks. Currently, UTK and UTIA have separate sick leave banks. Combining these banks will not only eliminate duplication of effort, but will also assure consistency of practices in the Knoxville area.
4. The committee recommends a review to determine if there are efficiencies to combining the employee relations committees for the Knoxville area.
5. The committee recommends that UTK review to ensure that the College of Veterinary Medicine and the Herbert College of Agriculture have seats on the Student Tech Fee Committee.
6. The committee recommends that UTK will semi-annually host seminars for student clubs at UTIA. These seminars will connect student leaders with experts from the Knoxville area to guide them with keeping accurate and timely accounting records.
7. The committee recommends that a committee be formed to review structure and workflow of International programs/activities of both UTK and UTIA. This committee should evaluate simplified and unified processes.
8. The committee recommends that the UTK Office of Institutional Research would be responsible for reporting for UTK and UTIA. This will ensure combined reporting for the Knoxville area.
9. The committee recommends that reporting for fundraising dollars be combined for the Office of Development in the Knoxville area. Chip Bryant and Tom Looney will be responsible for development of the process to standardize joint reports for departments/colleges. This will ensure all colleges and departments receive same data in the Knoxville area.
10. The committee recommends that UTK and UTIA will establish or enhance a 4-H scholarship program for under-served or under-represented counties, particularly in rural or distressed areas. UT Extension will provide \$500K from its Quasi endowment account which will be matched by UTK to establish a new Quasi account in the 4-H Department. Development should seek a matching donor for which the scholarship program can be named. Provisions/criteria of the award recipients will be in accordance with the UT Promise. Scholarship recipients may major in any discipline offered by UT Knoxville.
11. The committee recommends the following items be referred to Research Committee.
 - a. The committee recommends the UTK and UTIA Conflict of Interest Review Committees should be combined. Currently there are two committees that review conflict of interest forms independently. By combining these committees, duplication of effort will be eliminated and processes will be streamlined.

- b. The UTK Office of Export Control will be responsible for all of the Knoxville area. Existing workflows will be modified to route to this office.
12. The committee recommends that a committee be assigned to diagram workflow of the OSP post award process. This committee would evaluate combining post award accounting for sponsored projects and streamlining processes, i.e., electronic billing and reviews. Possibility for combining monthly brown bags between UTIA and UTK.
13. IT Committee reviewed shared resources. – Angela Gibson worked with Joel Reeves to review activities. Report below:
- a. I talked with Joel Reeves on Friday afternoon to investigate any opportunities for our IT units to work more collaboratively. We both agree that through our service level agreement (SLA), UTIA is leveraging as many services as it can from UTK's OIT. The services that are unique to UTIA, are the ones that UTIA's ITS department support. UTIA's ITS department staff is lean with 13 FT and 2 LDA position. All but 5 staff have a specific business unit support focus. Areas where we may be able to collaborate or leverage more UTK services in the future are:
- UTIA may leverage UTK's WordPress (WP) multisite environment after UTIA's contract with Campus Press ends in FY 2024. UTK did not have a multisite WP environment when UTIA was seeking a vendor for this service. UTIA pays \$8,000/year for the remainder of its contract. Savings would be minimal.
 - There may be opportunities to collaborate on IT security. UTIA and UTK's IT security personnel already collaborate frequently. There is a need for formal system security plans to be conducted across both entities. Collaboration and responsibility sharing would have to be determined based on IT security personnel's current workload.
 - Explore possibility of sharing 1 FT networking staff. This would depend on the UTIA having a staff vacancy within the ITS department.

b. Services UTIA's ITS provides:

- Institute-wide web support services (design, content management, and training) Institute's multisite for WordPress system.
- Networking support services for offices and centers throughout the state that are not located on the Knoxville campus and are not supported by UTK's OIT (95 county Extension offices, 3 regional Extension offices, 4 4-H centers, 10 research and education centers). In most cases, these locations have a contract with a local internet service provider (ISP) and have installed UTIA's secure networking equipment which enables blocking on external site traffic to PCs at their location and enables a virtual private networking (VPN) for outbound internet traffic. This is part of UTIA's SHIELD project.
- Custom designed database reporting systems for Extension and AgResearch (SUPER and INTRANET). These systems are needed to
 - track volunteers, publications, and work plans
 - create county Extension budgets
 - create dossiers for Extension staff for promotion
 - manage activities and track event participation
 - Design mobile applications to fit needs of Extension staff, volunteers, and users
 - Provide guidance on all IT security policies, procedures, and standards.
 - Responds and manage IT security incidents.
 - Leads IT security assessment and audit responses

- Database application design and support for National Bobwhite Conservation Initiative (NBCI).

c. Services provided and systems supported by UTK's OIT that UTIA leverages:

- Software/hardware procurement, distribution, and licensing
- Student information system – Banner
- Accounts and access management through the “Central Directory”
- Audiovisual technology
- Backup and recovery
- Business information systems
- Faculty information systems
- Support for computer labs
- PC/Equipment support
- Email, Calendars, and instant messaging system(s)
- Electronic file storage and sharing (T-storage, OneDrive, and Google Drive)
- Helpdesk support
- Instructional design and support
- Information security (tools and resources)
- Network device registration (IP names and addresses)
- Teaching tools
- Telephone/VOIP system and support for offices on the UTIA Knoxville campus
- Server farms/virtual server deployment
- Video conferencing (Zoom)

d. UTIA uses the following services that are provided, and systems supported by UT System:

- IRIS (SAP) Financial
- Taleo Human Resource system