

NAVIGATOR REPORT

January 12, 2009

In September, Ohio State contracted with the outside consulting group, Navigator, to review the HR and financial business processes in Arts and Sciences as well as the organizational structure for administering these processes. Navigator spent more than three months on campus in discussion with subject matter experts including fiscal and HR officers, departmental staff and chairs, university business operations teams (i.e., Internal Audit, Purchasing and Receiving, Human Resources) to understand and map current processes: they also reviewed data from a variety of sources to determine current volume of relevant fiscal and HR transactions.

Arts and Sciences received the 270 page Navigator report over winter break. The report includes:

- recommendations on streamlining business processes
- proposal for restructuring business organization by creating shared service centers for HR and fiscal transaction level activities
- recommendations for longer term implementation of new technology solutions
- analysis of potential improvements in services
- analysis of projected cost savings over five years
- recommendations for implementing changes

The deans and fiscal officers are in the process of reviewing the details of the recommendations and the potential both to improve services across Arts and Sciences and to create significant cost savings.