

BUSINESS SERVICE CENTER

Fourth Quarter 2014

Shared Services. Shared Success.



BSC METRICS REPORT

Summary

The UNT System Business Service Center's (BSC) mission is to support our member institutions by efficiently providing quality cost-effective business services that are valued by our customers. In our continuing support of this mission, the BSC has entered into an agreement with each of our member institutions regarding the services we will provide them in the areas of Client Services, General Accounting, Payroll Services and Procurement Services.

As part of this agreement, we have committed to reporting on a regular basis specific data elements that are being tracked within the BSC. The BSC will provide a quarterly production report with metrics to the member institutions on these agreed upon key performance indicators.

The following pages contain the metrics through the fourth quarter of FY'14:

BSC Reporting Data Elements

	Function	Item	SLA Ref	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to Date
1	Client	Number of knowledgebase visits	4.2, 7.2.1(3)	14,703	13,480	11,183	7,574	46,940
2	Client	Percent time knowledgebase available excluding scheduled downtime	4.2, 7.2.1(3)	100%	100%	100%	100%	100%
3	Client	Percent knowledgebase answers considered helpful		N/A	N/A	N/A	N/A	N/A
4	Client	Percent tier 1 calls returned within 1 business day	4.2 7.2.1(1)	N/A	N/A	N/A	N/A	N/A
5	Client	Percent tier 2 calls returned within 3 business days	4.2	N/A	N/A	N/A	N/A	N/A
6	Client	Percent tier 1 calls resolved within 1 business day		N/A	N/A	N/A	N/A	N/A
7	Client	Percent tier 2 calls resolved within 3 business days		N/A	N/A	N/A	N/A	N/A
8	Client	Percent emails responded to within 1 business day	4.2, 7.2.1(2)	N/A	N/A	N/A	N/A	N/A
9	Client	Percent tier 1 emails resolved within 1 business day		N/A	N/A	N/A	N/A	N/A
10	Client	Percent tier 2 emails resolved within 3 business days		N/A	N/A	N/A	N/A	N/A
11	Client	Customer satisfaction survey ratings	5.3	NRP	93%	NRP	91%	92%
12	Client	Number of BSC functional training activities for UNT System (all entities): all types	7.2.4(1)	N/A	7	11	19	37

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	Function	Item	SLA Ref	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to Date
12a	Client	Number of BSC functional training activities for DAL: all types	7.2.4(1)	N/A	2	1	5	8
12b	Client	Number BSC functional training activities for HSC: all types	7.2.4(1)	N/A	2	3	4	9
12c	Client	Number BSC functional training activities for SYS: all types	7.2.4(1)	N/A	0	0	1	1
12d	Client	Number of BSC functional training activities for UNT: all types	7.2.4(1)	N/A	3	7	9	19
13	Client	Number in attendance at BSC functional training activities for UNT System (all entities)	7.2.4(1)	N/A	218	166	322	706
13a	Client	Number in attendance at BSC functional training activities for DAL	7.2.4(1)	N/A	27	25	31	83
13b	Client	Number in attendance at BSC functional training activities for HSC	7.2.4(1)	N/A	64	39	76	179
13c	Client	Number in attendance at BSC functional training activities for SYS	7.2.4(1)	N/A	0	0	2	2
13d	Client	Number in attendance at BSC functional training activities for UNT	7.2.4(1)	N/A	127	102	213	442
14	Payments	Cost per payment per full time equivalent (FTE)		N/A	N/A	N/A	N/A	N/A
15	Payments	Average turnaround time to process payments	7.2.12	N/A	N/A	N/A	N/A	N/A
16	Payments	Total dollars of payment discounts taken		\$11,524	\$1,756	\$2,806	\$2,892	\$18,976

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	Function	Item	SLA Ref	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to Date
17	Payments	Number of special request paycycles for UNT System (all entities)	7.2.12	11	8	10	7	36
17a	Payments	Number of special request paycycles for DAL	7.2.12	1	1	0	1	3
17b	Payments	Number of special request paycycles for HSC*	7.2.12	0	0	0	0	0
17c	Payments	Number of special request paycycles for SYS	7.2.12	3	1	3	1	8
17d	Payments	Number of special request paycycles for UNT	7.2.12	7	6	7	5	25
18	Payments	Number of payments processed for UNT System (all entities)	7.2.12 7.2.13	18,658	15,906	19,385	18,365	72,314
18a	Payments	Number of payments processed for DAL	7.2.12 7.2.13	543	445	576	557	2,121
18b	Payments	Number of payments processed for HSC	7.2.12 7.2.13	6,510	5,847	7,372	6,827	26,556
18c	Payments	Number of payments processed for SYS	7.2.12 7.2.13	807	756	848	770	3,181
18d	Payments	Number of payments processed for UNT	7.2.12 7.2.13	10,798	8,858	10,589	10,211	40,456
19	Payments	Number of reallocations for UNT System (all entities)	7.2.12(5)	143	78	137	209	567
19a	Payments	Number of reallocations for DAL	7.2.12(5)	1	0	2	0	3
19b	Payments	Number of reallocations for HSC	7.2.12(5)	62	46	77	124	309
19c	Payments	Number of reallocations for SYS	7.2.12(5)	9	8	0	0	17

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	Function	Item	SLA Ref	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to Date
19d	Payments	Number of reallocations for UNT	7.2.12(5)	71	24	58	85	238
20	Payments	Percent of invoices processed within 5 business days	7.2.12(1)	92.6%	96.3%	97.2%	94.5%	95.1%
21	Payments	Percent of invoices received in good order	7.2.12(1)	94.2%	96.3%	97.2%	94.5%	95.5%
22	Payroll	Cost per check per full time equivalent (FTE)		N/A	N/A	N/A	N/A	N/A
23	Payroll	Percent of employees on EFT for UNT System (all entities)		N/A	93.6%	94.9%	96.1%	96.1%
23a	Payroll	Percent of employees on EFT for DAL		N/A	94.6%	95.3%	96.7%	96.7%
23b	Payroll	Percent of employees on EFT for HSC		N/A	95.8%	96.7%	97.4%	97.4%
23c	Payroll	Percent of employees on EFT for SYS		N/A	99.3%	99.6%	99.8%	99.8%
23d	Payroll	Percent of employees on EFT for UNT		N/A	92.7%	94.3%	95.5%	95.5%
24	Payroll	Percent of tax payments paid on time for UNT System (all entities)	7.2.9(1)	N/A	100%	100%	100%	100%
24a	Payroll	Percent of tax payments paid on time for DAL	7.2.9(1)	N/A	100%	100%	100%	100%
24b	Payroll	Percent of tax payments paid on time for HSC	7.2.9(1)	N/A	100%	100%	100%	100%
24c	Payroll	Percent of tax payments paid on time for SYS	7.2.9(1)	N/A	100%	100%	100%	100%
24d	Payroll	Percent of tax payments paid on time for UNT	7.2.9(1)	N/A	100%	100%	100%	100%

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	Function	Item	SLA Ref	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to Date
25	Payroll	Percent of payroll payments to employees and vendors processed without error/ delay	7.2.5	N/A	N/A	N/A	N/A	N/A
26	Payroll	Retirement contributions wire requested by deadline for UNT System (all entities)	7.2.7	100%	100%	100%	100%	100%
26a	Payroll	Retirement contributions wire requested by deadline for DAL	7.2.7	100%	100%	100%	100%	100%
26b	Payroll	Retirement contributions wire requested by deadline for HSC	7.2.7	100%	100%	100%	100%	100%
26c	Payroll	Retirement contributions wire requested by deadline for SYS	7.2.7	100%	100%	100%	100%	100%
26d	Payroll	Retirement contributions wire requested by deadline for UNT	7.2.7	100%	100%	100%	100%	100%
27	Payroll	Total number of employees paid per full time equivalent (FTE)		N/A	N/A	N/A	N/A	N/A
28	Payroll	Number of employees paid off-cycle through special requests approved by institution administration for UNT System (all entities)	7.2.5(3)	N/A	27	28	57	112
28a	Payroll	Number of employees paid off-cycle through special requests approved by institution administration for DAL	7.2.5(3)	N/A	0	0	0	0

BUSINESS SERVICE CENTER UNT|SYSTEM™

	Function	Item	SLA Ref	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to Date
28b	Payroll	Number of employees paid off-cycle through special requests approved by institution administration for HSC	7.2.5(3)	N/A	2	2	12	16
28c	Payroll	Number of employees paid off-cycle through special requests approved by institution administration for SYS	7.2.5(3)	N/A	0	0	1	1
28d	Payroll	Number of employees paid off-cycle through special requests approved by institution administration for UNT	7.2.5(3)	N/A	25	26	44	95
29	Payroll	Number of payroll overpayments for UNT System (all entities)		N/A	N/A	43	113	156
29a	Payroll	Number of payroll overpayments for DAL		N/A	N/A	3	3	6
29b	Payroll	Number of payroll overpayments for HSC		N/A	N/A	21	27	48

BUSINESS SERVICE CENTER UNT|SYSTEM™

	Function	Item	SLA Ref	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to Date
29c	Payroll	Number of payroll overpayments for SYS		N/A	N/A	0	3	3
29d	Payroll	Number of payroll overpayments for UNT		N/A	N/A	19	80	99
30	Payroll	Number of special request time administration runs requested for UNT System (all entities)	7.2.10	N/A	N/A	115	N/A	115
30a	Payroll	Number of special request time administration runs requested by DAL	7.2.10	N/A	N/A	4	N/A	4
30b	Payroll	Number of special request time administration runs requested by HSC	7.2.10	N/A	N/A	15	N/A	15
30c	Payroll	Number of special request time administration runs requested by SYS	7.2.10	N/A	N/A	4	N/A	4
30d	Payroll	Number of special request time administration runs requested by UNT	7.2.10	N/A	N/A	92	N/A	92
31	Payroll	Number of ACH reversals to avoid overpayments for UNT System (all entities)		N/A	36	25	26	87
31a	Payroll	Number of ACH reversals to avoid overpayments for DAL		N/A	1	0	0	1
31b	Payroll	Number of ACH reversals to avoid overpayments for HSC		N/A	12	7	4	23

BUSINESS SERVICE CENTER UNT|SYSTEM™

	Function	Item	SLA Ref	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to Date
31c	Payroll	Number of ACH reversals to avoid overpayments for SYS		N/A	0	0	0	0
31d	Payroll	Number of ACH reversals to avoid overpayments for UNT		N/A	23	18	22	63
32	Payroll	Number of redistributions/ reallocations requested for UNT System (all entities)	7.2.5(8)	N/A	N/A	613	702	1,315
32a	Payroll	Number of redistributions/ reallocations requested for DAL	7.2.5(8)	N/A	N/A	2	5	7
32b	Payroll	Number of redistributions/ reallocations requested for HSC	7.2.5(8)	N/A	N/A	391	329	720
32c	Payroll	Number of redistributions/ reallocations requested for SYS	7.2.5(8)	N/A	N/A	1	4	5
32d	Payroll	Number of redistributions/ reallocations requested for UNT	7.2.5(8)	N/A	N/A	219	364	583
33	Purchasing	Number of purchase orders processed per buyer		N/A	N/A	N/A	N/A	N/A
34	Purchasing	Purchase order dollars processed per buyer		N/A	N/A	N/A	N/A	N/A
35	Purchasing	Number of purchase orders processed for UNT System (all entities)	7.2.14 7.2.15	7,180	5,205	6,541	5,580	24,506
35a	Purchasing	Number of purchase orders processed for DAL	7.2.14 7.2.15	166	111	150	207	634
35b	Purchasing	Number of purchase orders processed for HSC	7.2.14 7.2.15	2,641	1,876	2,487	1,992	8,996
35c	Purchasing	Number of purchase orders processed for SYS	7.2.14 7.2.15	185	149	152	170	656

BUSINESS SERVICE CENTER UNT|SYSTEM™

	Function	Item	SLA Ref	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to Date
35d	Purchasing	Number of purchase orders processed for UNT	7.2.14 7.2.15	4,188	3,069	3,752	3,211	14,220
36	Purchasing	Negotiated Savings		\$16,509	\$24,649	\$10,365	\$16,563	\$68,086
37	Purchasing	Cost per purchase order		N/A	N/A	N/A	N/A	N/A
38	Purchasing	Percent of purchase orders completed within 5 days	7.2.14 7.2.15	90.5%	93.6%	92.4%	91.6%	91.9%
39	Purchasing	Contract spend as a percent of total spend	7.2.15	14.1%	16.8%	26.9%	28.6%	20.6%
40	Purchasing	Number of contracts processed for UNT System (all entities)	7.2.15	284	200	219	262	965
40a	Purchasing	Number of contracts processed for DAL	7.2.15	0	7	12	27	46
40b	Purchasing	Number of contracts processed for HSC*	7.2.15	0	0	0	0	0
40c	Purchasing	Number of contracts processed for SYS	7.2.15	0	13	24	27	64
40d	Purchasing	Number of contracts processed for UNT	7.2.15	284	180	183	208	855
41	Purchasing	Percent of contracts reviewed and worked within 5 days	7.2.15	100%	100%	100%	100%	100%
42	Purchasing	Number of special requests / handling for UNT System (all entities)	7.2.14 7.2.15	50	56	65	41	212
42a	Purchasing	Number of special requests / handling for DAL	7.2.14 7.2.15	6	4	2	1	13
42b	Purchasing	Number of special requests / handling for HSC	7.2.14 7.2.15	15	25	30	16	86
42c	Purchasing	Number of special requests / handling for SYS	7.2.14 7.2.15	3	3	1	4	11

BUSINESS SERVICE CENTER UNT|SYSTEM™

	Function	Item	SLA Ref	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to Date
42d	Purchasing	Number of special requests / handling for UNT	7.2.14 7.2.15	26	24	32	20	102
43	Purchasing	Number of purchase order formal solicitations (request for proposals) for UNT System (all entities)	7.2.15	23	4	17	16	60
43a	Purchasing	Number of purchase order formal solicitations (request for proposals) for DAL	7.2.15	2	0	3	0	5
43b	Purchasing	Number of purchase order formal solicitations (request for proposals) for HSC	7.2.15	4	2	2	1	9
43c	Purchasing	Number of purchase order formal solicitations (request for proposals) for SYS	7.2.15	8	1	1	10	20
43d	Purchasing	Number of purchase order formal solicitations (request for proposals) for UNT	7.2.15	9	1	11	5	26
44	Purchasing	Number of purchase order change orders for UNT System (all entities)	7.2.14	1,133	437	618	753	2,941
44a	Purchasing	Number of purchase order change orders for DAL	7.2.14	29	6	11	16	62
44b	Purchasing	Number of purchase order change orders for HSC	7.2.14	428	148	249	348	1,173
44c	Purchasing	Number of purchase order change orders for SYS	7.2.14	59	8	6	8	81
44d	Purchasing	Number of purchase order change orders for UNT	7.2.14	617	275	352	381	1,625
45	Purchasing	Missed savings opportunity		\$44,639	\$10,307	\$22,806	\$32,700	\$110,452

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	Function	Item	SLA Ref	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to Date
46	Purchasing	Number of requisitions processed for UNT System (all entities)	7.2.14	5,617	4,696	6,302	5,948	22,563
46a	Purchasing	Number of requisitions processed for DAL	7.2.14	161	144	142	201	648
46b	Purchasing	Number of requisitions processed for HSC	7.2.14	2,052	1,854	2,413	2,172	8,491
46c	Purchasing	Number of requisitions processed for SYS	7.2.14	139	102	146	205	592
46d	Purchasing	Number of requisitions processed for UNT	7.2.14	3,265	2,596	3,601	3,370	12,832
47	Purchasing	Dollars spent with Pcard for UNT System (all entities)	7.2.16	\$4,863,306	\$4,249,308	\$4,368,045	\$4,268,799	\$17,749,458
47a	Purchasing	Dollars spent with Pcard for DAL	7.2.16	\$119,853	\$115,376	\$124,247	\$141,261	\$500,737
47b	Purchasing	Dollars spent with Pcard for HSC	7.2.16	\$1,563,502	\$1,440,878	\$1,578,899	\$1,116,412	\$5,699,691
47c	Purchasing	Dollars spent with Pcard for SYS	7.2.16	\$45,128	\$33,767	\$117,509	\$172,618	\$369,022
47d	Purchasing	Dollars spent with Pcard for UNT	7.2.16	\$3,134,823	\$2,659,287	\$2,547,390	\$2,838,508	\$11,180,008
48	Purchasing	Number of Pcard transactions for UNT System (all entities)	7.2.16	20,892	18,106	19,055	21,467	79,520
48a	Purchasing	Number of Pcard transactions for DAL	7.2.16	586	509	586	703	2,384
48b	Purchasing	Number of Pcard transactions for HSC	7.2.16	6,061	5,930	6,575	7,035	25,601
48c	Purchasing	Number of Pcard transactions for SYS	7.2.16	174	153	486	762	1,575

BUSINESS SERVICE CENTER UNT|SYSTEM™

	Function	Item	SLA Ref	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to Date
48d	Purchasing	Number of Pcard transactions for UNT	7.2.16	14,071	11,514	11,408	12,967	49,960
49	Purchasing	Number of Pcard desk reviews for UNT SYS	7.2.16(2)	62	0	486	263	811
49a	Purchasing	Number of Pcard desk reviews for DAL	7.2.16(2)	3	0	37	33	73
49b	Purchasing	Number of Pcard desk reviews for HSC	7.2.16(2)	18	0	115	149	282
49c	Purchasing	Number of Pcard desk reviews for SYS	7.2.16(2)	4	0	14	41	59
49d	Purchasing	Number of Pcard desk reviews for UNT	7.2.16(2)	37	0	320	40	397
50	Purchasing	Total number of Pcard sanctions	7.2.16(2)	29	0	17	6	52
51	Purchasing	Number of Level 1 Pcard sanctions for UNT System (all entities)	7.2.16(2)	23	0	15	6	44
51a	Purchasing	Number of Level 1 Pcard sanctions for DAL	7.2.16(2)	4	0	0	0	4
51b	Purchasing	Number of Level 1 Pcard sanctions for HSC	7.2.16(2)	10	0	15	3	28
51c	Purchasing	Number of Level 1 Pcard sanctions for SYS	7.2.16(2)	0	0	0	0	0
51d	Purchasing	Number of Level 1 Pcard sanctions for UNT	7.2.16(2)	9	0	0	3	12
52	Purchasing	Number of Level 2 Pcard sanctions for UNT System (all entities)	7.2.16(2)	6	0	2	0	8
52a	Purchasing	Number of Level 2 Pcard sanctions for DAL	7.2.16(2)	1	0	0	0	1

BUSINESS SERVICE CENTER UNT|SYSTEM™

	Function	Item	SLA Ref	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to Date
52b	Purchasing	Number of Level 2 Pcard sanctions for HSC	7.2.16(2)	1	0	0	0	1
52c	Purchasing	Number of Level 2 Pcard sanctions for SYS	7.2.16(2)	0	0	0	0	0
52d	Purchasing	Number of Level 2 Pcard sanctions for UNT	7.2.16(2)	4	0	2	0	6
53	Purchasing	Number of Level 3 Pcard sanctions for UNT System (all entities)	7.2.16(2)	0	0	0	0	0
53a	Purchasing	Number of Level 3 Pcard sanctions for DAL	7.2.16(2)	0	0	0	0	0
53b	Purchasing	Number of Level 3 Pcard sanctions for HSC	7.2.16(2)	0	0	0	0	0
53c	Purchasing	Number of Level 3 Pcard sanctions for SYS	7.2.16(2)	0	0	0	0	0
53d	Purchasing	Number of Level 3 Pcard sanctions for UNT	7.2.16(2)	0	0	0	0	0
54	Supplier Mgmt.	Number of strategic sourcing suppliers	7.2.11	4	5	22	28	28
55	Supplier Mgmt.	Percent of suppliers on EFT	7.2.11	N/A	2.5%	4.7%	5.6%	5.6%
56	Supplier Mgmt.	Percent of employees on EFT for reimbursements for UNT System (all entities)	7.2.11	N/A	25.3%	28.5%	31.9%	31.9%

N/A	Not Available
NRP	Non Reporting Period
*	Function performed at institution