

Service catalogues communicate the scope of services provided by the university for each function and include where responsibility sits for delivery.

The service catalogues are supported by service descriptions for each unit responsible for delivery, which detail service level and expectations.

These are living documents that are managed and updated by the relevant co-sponsors and are accessible to all.

This service catalogue document:

- is sponsored by Brenda Hemmelgarn and Martin Coutts.
- has been approved by the Service Excellence Steering Committee (SESC).

## CENTRES OF EXPERTISE

### Resource Planning

- Develop budget process and schedule
- Develop planning assumptions
- Develop institutional resource allocation models
- Prepare institutional-level budget
- Prepare institutional-level forecast
- Cost benefits analysis for new institutional projects
- Provide templates and oversight for costing models

### Financial Reporting

- Prepare annual audited financial statements, notes and FSD&A
- Manage year-end process and OAG Annual Audit
- Research and implement new accounting standards
- Develop and implement institutional accounting policies and procedures
- Prepare tax-related reports and filings
- Prepare monthly financial statements
- Prepare institutional monthly management reports
- Develop standard report formats
- Prepare monthly journals (institutional accounts and B/S)
- Manage and approve COA (structure and standards)

### Procurement

- Develop procurement strategies for purchasing categories
- Manage RFP and tender processes
- Manage preferred travel supplier agreements

- Prepare RFIs, RFPs, and tenders
- Manage staff credit card policies and guidelines
- Procurement policy and procedures
- Negotiate vendor and consulting contracts
- Dispute resolution for contract issues
- Oversight and management of campus wide agreements
- Payment Card Industry (PCI) program management
- Oversight and guidelines for collections
- Financial data stewardship
- Business system owner — financial systems
- Provide specialists advice
- Manage SW license agreements (IST)
- Manage library resource agreements (library)
- Manage major service agreements (IST and F&O)

### Investments and Treasury

- Establish and maintain banking relationships
- Issue, service and manage long-term debt
- Investment income budget and forecasts
- Develop investment and endowment policies
- Support board investment committee
- Cashflow management
- Manage foreign exchange
- Select and monitor fund managers

### Insurance and Risk

- Procurement of institutional insurance
- Risk assessment for liability, indemnity and insurance
- Oversight and financial reimbursement of insurance claims

## COLLEGE/FACULTY/UNIT & SERVICE PARTNER

- Manage and oversee faculty/unit revenues and expenses
- Manage faculty/unit COA
- Implement financial controls
- Prepare faculty/unit-level budget
- Prepare faculty/unit-level financial forecasts
- Provide input to the institutional plan based on academic strategy
- Develop costing models for programs/courses
- Develop costing for projects
- Cost benefits analysis for new faculty/unit projects
- Prepare monthly journals (faculty/unit Op. and Res.)
- Prepare monthly management financial statements
- Provide or support access to specialist advice
- Approve financial reporting to granting agencies
- Provide SME and technical info for RFI, RFP, and tenders

### SHARED WITH CENTRE OF EXPERTISE

- Prepare analysis of budgets and forecasts
- Develop costing for organizational units
- Screen and select suppliers
- Maintain relationships with major suppliers

## SHARED SERVICES

### TRANSACTION PROCESSING HUB

#### Financial Reporting Support

- Process monthly journals (all)
- Prepare financial reports to granting agencies
- GST support and monthly filing

#### Procurement and Accounts Payable

- Setup preferred suppliers in system
- Issue and manage staff credit cards
- Match receipts and prepare credit card Recs
- Entry of receiving info into system
- Prepare one-time payments to suppliers
- Setup and maintain creditor accounts
- Verify 3-way match
- Process payment to suppliers
- Process reimbursements to students
- Process reimbursements to staff
- PCI compliance processing
- Prepare tax returns for students and individuals

#### Accounts Receivable

- Setup and maintain debtor accounts
- Create invoices for services (external)
- Create invoices for research projects

- Create invoices for student fees and other charges
- Account collection activity
- Debt management and refunding
- MarketPlace Store setup, maintenance and testing

#### G/L Account Reconciliation and Data Maintenance

- Administer chart of accounts
- Ongoing maintenance of reports (e.g. n-Vision requests)
- Maintain research project accounts in G/L
- Reconciliation of AP and AR-related data
- Reconciliation of AP and AR G/L accounts
- SupplyNet data maintenance, training and communication

### SHARED WITH CENTRE OF EXPERTISE

- Monitor financial controls and compliance
- Bank and other G/L account reconciliations

### SHARED WITH COLLEGE/FACULTY/UNIT & SERVICE PARTNER

- Cashier activity
- Petty cash management
- Physical shipping/receiving, delivery and inventory of goods
- Order goods and services