



Project Charter

- *Project: Service, Streamline and Stewardship*
- *Phase I: Stewardship/Streamline: Strengthen Internal Controls - complete*
- *Phase II: Service/Streamline: Enhance Customer Experience - starting*

Phase II Objectives	Measures and Targets	Deliverables	Assumptions
The objective is to increase customer experience, streamline processes and maintain internal controls.	Streamline request to approval process for in scope processes. Update applicable forms to further streamline.	Streamlined in scope processes. Onboarding toolkit for ACs and Analysts. Comprehensive training program. Updated communication plan for business processes.	Assumes opportunities to further streamline. Assumes adequate resources for the project and implementation. Assumes campus appetite for further uniformity.

Team Members	Stakeholders	In Scope	Out of Scope
Chair: Brittani Brown Advisory: FASLC Focus Groups: SME, Focus Members	Customers	Travel Hospitality Direct Pay PCard Purchase Requisition Personnel Requisition Salary Actions (IRP/Bonus)	ASI processes