

**Kristen Gibson, Executive Director, Contracts Administration**

Introduction

- Kristen joined UH as the Executive Director of Contracts Administration in September. Her previous work experience was in real estate and banking.
- The Contracts MAPP and SAM have been updated and are currently being routed for approval.
- The Contracts Administration website has been redesigned to be more intuitive.
- Kristen's phone number is 713-743-9169.

**Lisa Castro, Department Business Administrator, Plant Operations**

Plant Operations Website and Online Work Request

- The Plant Operations website (<http://www.uh.edu/plantops/>) has been redesigned to be more user friendly, including an online Work Request.
- The online Work Request has been available for about two months and Plant Operations has been making continual improvements to it.
- To complete the online Work Request, click on the "Service Requests" picture on the Plant Operations home page and you will be taken to the online form.
  - The first section of the form requests information about the person typing the request online.
  - The second section requests information about the problem that needs to be resolved and the person making the request, which may or may not be the same person typing the request online. Departments can also attach up to two documents, if needed.
- Once the Work Request has been entered, a confirmation page will appear. In addition, the person entering the Work Request and the requester will receive an email with the Work Request number.
- Departments can see the status of Work Requests by entering their Work Request number on the Plant Operations website: [http://www.uh.edu/plantops/emanual/WR\\_intro.htm](http://www.uh.edu/plantops/emanual/WR_intro.htm). Staff must first log into the Plant Operations website with their CougarNet user ID and password.
- Departments may continue to use the old Work Request form (Word document) for a short time, if they wish, but it will be phased out in the near future, and all Work Requests will be entered online.
- Lisa is available to conduct training classes on using the online Work Request, if needed. Contact Lisa at [lcastro5@central.uh.edu](mailto:lcastro5@central.uh.edu) to schedule training.

**Sandy Coltharp, Director of Training and Development, Human Resources**

Mandatory Training Update

- Mandatory training consists of the following modules:
  - Fraud Awareness and Prevention
  - Code of Ethics
  - Secure Our Systems
  - FERPA
  - EEO/Sexual Harassment

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- For FY11, each UHS employee will read a summary of the mandatory training information and acknowledge their understanding through WebCT, rather than watch a video and take a quiz.
- In addition, all regular faculty, all exempt staff, and non-exempt staff with procurement responsibilities will complete the annual External Consulting and Related Party Disclosure forms in WebCT, as was done last year.
- Also, annual role-based training will be required for employees whose responsibilities involve handling cash (including checks) and/or making cash deposits, processing credit card transactions as a UHS merchant, using or providing administrative support for P-Cards or Travel Cards, and oversight of petty cash or change funds. Employees must pass a quiz to receive credit for these courses.
- By October 25, each employee will receive an email that indicates which training they need to complete, including mandatory training, role-based training, and the External Consulting and Related Party Disclosure Form, if applicable. Employees will be instructed to complete the training by December 20.
- Once a week, employees will receive an email reminding them of training they have not completed. After they complete all of their training, they will receive an email that congratulates them on completing their training.
- Employees who do not complete all of their required training and forms will not be eligible for a merit increase.
- Mandatory training will also be available in Spanish and HR will work with departments that have employees who do not use computers, so that they can complete the training as well.
- Employees hired during FY11 will be enrolled in mandatory training for new hires, which includes the video and quiz, and will be required to complete this training within their 30 days of employment. New employees will also be enrolled in role-based training as determined by their department.

#### ePerformance Training

- ePerformance is the online process for conducting staff evaluations and is completed through the HR System. All staff employees will be evaluated annually using ePerformance beginning in January 2011.
- Human Resources is conducting various types of ePerformance training, including general information sessions for staff, training for supervisors, training for trade employees, and training for executive directors and higher positions. Online training and a PowerPoint presentation are also available to employees.
- For more information about ePerformance, go to:  
<http://www.uh.edu/hr/emprelations/eperformance.htm>

#### Discover UH – The Business

- Discover UH – The Business (formerly Understanding UH Business) will begin October 22 and continue each Friday through December 3. The purpose of this program is to help UH employees understand how the University accomplishes its mission through its business operations.

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- Currently, over 30 employees have been nominated to attend and more nominations are expected. HR will determine which employees are allowed to attend based on available space and whether employees attended Understanding UH Business previously.

**Emily Messa, Assistant Vice President, University Services**

**Mary Dickerson, Interim Executive Director, UIT Security**

UH Shredding Program

- UH will begin using Austin Task Inc. to shred documents with sensitive or confidential information. Austin Task is a state-contracted non-profit corporation dedicated to employing people with disabilities, and is certified by the National Association of Information Destruction (NAID).
- Austin Task provides tamper-proof bins for storing confidential documents that need to be shredded, and will make arrangements with the department to pick up the bins as often as needed. The bins are then taken to their Houston facility and shredded within 24 hours. The department receives a certificate from Austin Task that indicates the number of pounds shredded. Finally, the shredded paper from UH is taken to Boise Paper and used to produce recycled paper, as part of our Closed-Loop Recycling Program.
- When Austin Task picks up document bins, the department will be charged the greater of \$30 per pickup or \$.01 per pound of paper to be shredded; and an additional \$1 fee for each container exceeding five in the possession of the department per pickup.
- To order bins, send an email to [uofh@austintask.com](mailto:uofh@austintask.com). Payment may be made by voucher or P-Card. Contact Jackie Jacquez, Operations Manager, at 281-416-5177 to pay by P-Card or if you have questions.
- Some administrators expressed concern that they would need to pay for document destruction, whereas previously they sent documents to be destroyed to Records Retention at no cost (other than the cost of the Labor Shop to transport the documents). However, with Austin Task we have a higher degree of assurance that confidential documents will be handled and destroyed securely. Therefore, we will pay for that assurance.
- Since all departments, including Records Retention, will be using Austin Task, each department should have its own Austin Task bin(s) for collecting confidential documents and pay for its own document destruction. Documents should not be sent to Records Retention for destruction.
- Some administrators expressed an interest in scanning some of their non-PeopleSoft documents to a CD or hard drive. Mike Glisson will request more information from the administrators so that UH can contract with a vendor for scanning.

**Mary Dickerson, Interim Executive Director, UIT Security**

National Cyber Security Awareness Month

- UIT is disseminating information and sponsoring events during October as part of National Cyber Security Awareness Month, in order to remind faculty, staff, and students of our shared responsibility to create a safe computing environment and culture.
- Key events in October include:
  - UIT Tech Conference, October 13

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- Computer Security Awareness Training for Students (CSATS) Launch, October 18
- UIT Security Goes Green - Launch of Verisign Extended Validation (EV) Secure Sockets Layer (SSL) Campaign, October 28
- UH Cyber Security Awareness Video Contest Begins, October 29
- UIT Security is providing free security training to all college/division designated information security officers (per MAPP 10.03.06) the last week in October. Colleges/Divisions will be sent an email verifying their designees.
- UIT Security is available to do tailored security presentations at department meetings upon request.

UH Data Security Program Initiatives

- See the attached handouts for more information about the above events and other security initiatives or the UIT Security webpage: <http://www.uh.edu/infotech/security/>
- An email was distributed recently regarding a data breach at a local university. Business Administrators were reminded that sensitive data should not be stored on portable devices and Identity Finder should be used to locate sensitive information and take appropriate steps to remove/protect it.

**Nicole Broyles, Director of Business Services, UIT**  
Ending Individual Review of Long Distance Charges

- UIT performed an analysis of the time and effort spent printing, copying, distributing, and signing monthly long distance reports and estimates that UH spends about \$135,000 per year to control about \$45,000 in annual long distance costs. Therefore, UIT recommends discontinuing the monthly signing of long distance reports as a cost saving measure effective immediately. Internal Audit had no objection to their recommendation. Since signing long distance reports is not addressed in MAPP, it is simply a business practice that needs to be changed.
- UH will retain internal controls over long distance by continuing to:
  - Issue long distance codes to individuals (not groups) authorized to make long distance calls.
  - Require monthly review of long distance costs by the cost center manager or designee, which could be part of their cost center verification. The department should determine the level of review needed based on long distance expenditures.
  - Perform annual verification of long distance codes to ensure they are issued to active employees who need to make long distance calls.

**Mike Glisson, Executive Director, Finance**  
Cost Center Verification Training

- Due to the many steps involved in verifying cost center transactions, some administrators requested classroom training to help employees understand the cost center verification process.
- In addition, cost center verification instructions are listed on the Finance References page under Cost Center Verification Toolkit: <http://www.uh.edu/finance/pages/References.htm>
- Finance will begin offering monthly cost center verification training.

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Encumbering Travel and Non-PO Vouchers

- Departments can create a soft commitment for travel and non-PO purchases by creating and budget checking a voucher for the estimated amount when the travel request is created or a quote is received.
- When travel is complete or the invoice is received, the voucher should be changed to match the actual amount of the receipts/invoice, re-budget checked, and sent through workflow for payment.
- Departments can use either one of the following queries to identify vouchers previously created that are not posted:
  - UHS\_AP\_UNPOSTED\_VOUCHERS – summary of vouchers not posted
  - UHS\_WF\_AP\_NOT\_POSTED – shows where vouchers are in workflow