Strategy Implementation Groups (SIGs)

Promoting a Digital Mindset

Executive Sponsor(s)	Department
Valerie Turner	ITS

Member	Department
Joseph Nelson	ITS
Chris Moy	CSS
Terrence Odin	HR
Angela Winder	PFM
Ben Schmidt	ITS
Natalie Kahalé	ITS

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Carleton University

Objectives:

This SIG aims to foster and promote a digital mindset by focusing on three levels of digital literacy.

At the **foundational level**, this SIG seeks to understand the gap between the potential of Microsoft tools, which Carleton has already invested in, and their actual use/uptake. The SIG then aims to close this gap by enhancing F&A's knowledge, comfort, and use of these tools.

At the **mid-level**, this SIG aims to develop some best practices around key processes and tools to support consistency, efficiency, and effectiveness across F&A teams and departments.

At the **more advanced level**, this SIG aims to pilot the use of artificial intelligence (Co-Pilot) among a defined group and task to capture and share the challenges, opportunities, and potential impact.

Updates:

- **Digital Mindset Questionnaire**
    - Assess knowledge, use, skill, need and potential for 12 Microsoft tools/applications
    - Please complete! We are looking for feedback from all of F&A
- **ITS training on Co-Pilot**
- Terms for Co-Pilot pilots being developed, pilot groups being identified

F&A Front Door

Executive Sponsor	Department
Brian Billings	CSS

Partner with Stakeholders

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Member	Department	Member	Department
Cindy Taylor	HR	Steve Sweeney	ITS
Richard Sabourin	CSS	Scott Macdonald	FMP
Mandy Hair	HR	Maria McClintock	OVP (F&A)
Nancy Delcellier	ORM	Kevin Mann	FS

Carleton University

Objectives

This SIG aims to **enhance efficiency** by reducing the volume of mis-directed inquiries and the time or steps it takes to direct them to the right team/department. By reducing inefficiencies, this SIG also aims to enhance F&A customer/client satisfaction.

The SIG will:

- Understand the volume/impact of this issue

- Identify common questions/issues to be addressed in phase one

- Create a web-based tool/page that can better direct faculty and staff to the appropriate team for the key questions/issues identified

- Identify ways to assess, improve and expand upon this pilot

Update:

- Learning from the City's 311 system
- Identified top "misdirected inquiries" coming to F&A departments
- Exploring Co-Pilot and its potential to direct inquiries
- Connected with Info Carleton to ensure alignment and support

Software Rationalization

Executive Sponsor	Department
Peter Leland	ORM

Member	Department
Naz Ahmed	PFM
Sandy Nelson	FS
Chris Cline	ITS
Bruce Clemmer	ITS
Steve Fraser	ITS
Daniel Redmond	FMP
Janet Hanna	FMP

Partner with Stakeholders

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Embed Environmental, Social and Governance (ESG) Principles

Carleton University

Objectives

SIG Software Rationalization will review application inventory and make recommendations on which applications should be retired, retained or consolidated.

- Assess current state:

- Build transitional state and collect information:

Long-Term

- Review transitional processes used to collect, present and store software information.

- Collaborate with key stakeholders to create and promote a standard process for software requests, procurement, license management and reporting.
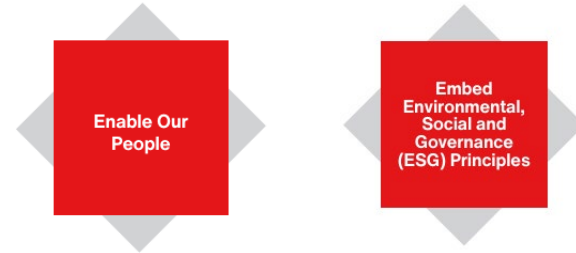
Update:

- Scan of university-level data of "software" and software-related categories from eShop, Concur and Pcard

- Key findings
  - Purchases for individual subscriptions where enterprise versions exits (e.g. Microsoft, Zoom, DocuSign)
  - Purchases for tools that could potentially be covered through our Microsoft package (e.g. YouCanBookMe, Calendly, Doodle, Survey Monkey, MailChimp, Plannerly).
  - Purchases for website hosting tools/sites (e.g. Wordpress, Wix, GoDaddy, SquareSpace)
  - Multiple purchases for tools where we don't have enterprise options (e.g. Mural, Miro, Grammarly, Prezi, Parallels, Albebits)

- Question within Digital Mindset survey re: non-Microsoft Tools

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Space Management

Executive Sponsor	Department
Andrew Urquhart	PFM

Member	Department
Angela Marcotte	FS
Gary Nower	FMP
Chad Thomison	ORM
Leanne Wilson	FMP
Ingi El Hadi	FMP
Philip Mansfield	FMP

Member	Department
Laura Wilson	FS
Peter Cech	ORM
Steve Fraser	ITS
Naomi Telfort	ITS
Michael Monreal	FMP

Enable Our People

Embed Environmental, Social and Governance (ESG) Principles

Carleton University

Objectives

The ultimate goal for this SIG is to reduce F&A's footprint within Pigiarvik to free up space for the Faculty of Science (FOS). Within this year, this SIG will:

- Assess and map F&A's current space usage across campus

- Assess and map space usage and opportunities within Pigiarvik

- Draft proposal for how to rationalize F&A's total space within Pigiarvik and develop a functional program to support different needs and functions such as a conversion of existing space to suit the needs of FOS

- Understand the financial implications of these changes and develop a budget to support the change in use

Updates:

- Pigiarvik Space Utilization Study
    - Examined - Building Data, Floor Plans as of June 2024, Variables used for space review, Floor Area distribution per Dept per Level, F&A Space and Staff Distribution, Carleton Space Guidelines & Council of Ontario University Guidelines, F&A Space and Staff Distribution - Average sqm/person
- Connecting with non-F&A Departments in Pigiarvik
- Potential plans and budget