Mission:
We partner with the University community to provide the technical, financial, physical, information and human resource infrastructure essential to being one of the greatest public universities in the world.

Vision:
We will become a high-performance organization by:
- Being known for our deep expertise (both technical and business)
- Demonstrating our understanding of the University’s businesses
- Serving as fiduciaries of the University assets (physical, financial, human, information and technology assets)

B&F Values:
- Respect and Diversity
- Ethics and Integrity
- Innovation
- Collaboration
- Professional Growth and Development
- Quality and Customer Service
- Health, Safety and Environment
- Community

Strategies:
- Work in collaborative manner to meet customer needs
- Leverage technology investment for strategic gains and operational efficiency
- Attract, develop, retain and invest in highly-productive and diverse staff
- Develop and expand programs that promote good stewardship of our resources and protect the citizens of our community

FY2008 B&F Goals (From Sept 13, 2007 B&F Forum presentation)

Goal 1: Become the University’s PROVIDER of CHOICE for the UM services we offer

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Metrics</th>
<th>Targets</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Customer Satisfaction</td>
<td>Customer Satisfaction Improvement Process</td>
<td>2009 Customer Survey targets set (AVP/unit) Related action plan(s) created and communicated to appropriate AVP staff</td>
</tr>
<tr>
<td>1.2 Coordination of Customer-impacting initiatives and improvements</td>
<td>Review of initiatives, timetables and customer impacts during CFO Senior Staff meetings and B&amp;F Forum meetings to minimize customer impact</td>
<td>Monthly review during CFO Senior Staff meetings beginning in Sept, 2007 “Pop Up” reviews of new upcoming initiatives held during B&amp;F Forum sessions</td>
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</table>
2. Become the **EMPLOYER of CHOICE** for high performing staff members and teams

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<tr>
<td><strong>2.1 Employee Satisfaction</strong></td>
<td>Overall Employee Satisfaction Index scores as tracked on the bi-annual B&amp;F Customer Survey</td>
<td>B&amp;F Overall Employee Satisfaction score remains the same or improves</td>
</tr>
<tr>
<td>Employee Satisfaction Improvement Process</td>
<td>All units have action plans prior to the March 2008 survey to sustain or improve their scores towards a <strong>goal of 73</strong> by the fourth survey, March 2010</td>
<td></td>
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3. Demonstrate **BEST IN CLASS LEADERSHIP** in managing University resources with respect to quality, cost, service and long term impact for the University

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<td><strong>3.1 Effective internal (B&amp;F) implementation and early adoption of relevant University-wide initiatives</strong></td>
<td>Wellness</td>
<td>All B&amp;F members of the B&amp;F Forum participate in the e-learning training programs addressing workplace stress, mental health and substance misuse</td>
</tr>
<tr>
<td>Internal controls</td>
<td>0% of B&amp;F units respond “No” in any category on the September 2007 unit certification</td>
<td></td>
</tr>
<tr>
<td>IT Security</td>
<td>IT risk assessments performed on at least 5 B&amp;F units</td>
<td></td>
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**B&F Key Initiatives for FY08**

1. Develop leading practices in the recruitment, retention and development of outstanding faculty and staff. (Laurita Thomas)
2. Integrate the benefits and wellness strategies to assure effective stewardship of university resources and support the well-being of the UM community. (Laurita Thomas)
3. Strengthen internal controls and improve the financial management of Employment, Procurement and Cash Handling. (Peggy Norgren)
4. Implement Business Intelligence Strategic recommendations that were agreed upon by the schools and colleges, Health System, and administrative units. (Laura Patterson)
5. Implement the Information Technology Security Program. (Laura Patterson)
6. Design and implement enterprise wide systems (e-Research and development) (Laura Patterson)
7. Support the Provost’s Space Utilization Project. (Laura Patterson and Hank Baier)
8. Implement Major Capital Projects (Residential Life Initiative, Children and Women’s, Stadium) (Hank Baier)
9. Begin six point Environmental and Energy Initiative (Hank Baier)