
Strategy, Operations and Finance



Mission Statement

The Division of Strategy, Operations and Finance (SOF) provides essential services in support of WKU's Strategic Plan, *Climbing to Greater Heights 2018-2028*, and the University's student-centered mission, statement of purpose, and core values. We strive for excellence in our daily operations and are committed to enhancing the experiences of those we serve and employ. Our SOF strategic goals are as follows:

- Develop a mission-centered culture among our workforces.
- Automate, streamline, and centralize processes for improved efficiency and performance.
- Create and maintain an innovative, efficient, safe, and environmentally friendly infrastructure.
- Enhance University and Community awareness of SOF services and capabilities.

Organizational and Program Information

The Division of Strategy, Operations and Finance plays a vital role in supporting and advancing the University's commitment to academic excellence, administrative efficiency, and enabling meaningful student engagement in a digital age. Departments reporting to the Executive Vice President include Budget, Finance and Analytics; Business Services; Chief Facilities Officer; Human Resources; Information Technology Services; the Innovation Campus; WKU Police; and Strategy, Performance & Accountability.

The Assistant Vice President for Budget, Finance and Analytics oversees the following departments: Budget and Financial Planning, Student Billing and Account Services, and University Controller/Treasurer.

The Assistant Vice President of Business Services oversees Inventory Control, Materials Management, Parking & Transportation Services, Postal Services (including Passport Services and Post

Office), Printing Services, Purchasing, Shipping & Receiving, Vending Services, the BN-WKU Store, and University Properties.

Departments reporting directly to the Chief Facilities Officer include Facilities Management; Planning, Design, and Construction; and Environmental, Health and Safety.

The Assistant Vice President of Human Resources is responsible for human resources, self-insured employee health plan, workers compensation, employee wellness programs, and personnel transactions.

The Assistant Vice President for Information Technology Services leads the following departments: Applications and Programming Services, Technical Support Services, and Infrastructure & Operations.

The Innovation Campus at WKU serves to facilitate corporate/private sector engagement with faculty, staff, and students; enhance tech-based economic development in the region; manage WKU intellectual property; and develop the Innovation Campus at WKU assets.

The WKU Police Department is a professional full-service agency operating 24 hours a day, 365 days a year. The Chief of Police also oversees Access Control.

The Associate Vice President for Strategy, Performance & Accountability plays a formative role in strategic planning, and the continued development, implementation, assessment, and accountability of initiatives and ongoing practices under the WKU Strategic Plan *Climbing to Greater Heights, 2018-2028*.

Goals and Anticipated Program Activities

- Update Banner records management system to assist with RAMP and continue decentralization with the use of the budget management tool *Axiom*.
- Implement new carry forward and reserve policies to incorporate RAMP.
- Development of a long-term forecasting model.
- Continued implementation of security best practices such as increased anti-phishing capabilities, elimination of legacy email protocols, and elimination of legacy operating systems.
- Continued enhancement of remote learning and work capabilities contributing to student success. Increased efficiencies through the implementation of new services and improved functional alignment within ITS and with our campus partners.
- Increased capability and resiliency of technology infrastructure including connectivity, systems, and storage in addition to strategic use of cloud services.
- Provide and maintain an integrated maintenance deferred/critical project list for the Capital Allocation Committee.
- Complete Service Level Agreements for each department under the Chief Facilities Officer.