

The Companion

The Division of Business and Financial Affairs Newsletter



Division of
**BUSINESS &
FINANCIAL
AFFAIRS**
C H A N N E L
I S L A N D S



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Greetings from the Vice President

Welcome to the inaugural edition of The Companion, a new publication by and for the Division of Business and Financial Affairs. As our division continues to change and grow, I believe it’s incredibly important for us to keep the lines of communication open. While we’re a far-ranging Division both in our locations across campus as well as the services we provide in support of the University, there are many things that bring us together, including our love of this institution, our passion for supporting student success in everything we do, and our care for and support of our colleagues. I’m truly proud of the work this division does and believe we each have a part in the growth and success of the University. The Companion is designed to highlight the amazing people and work in our division, to keep you all updated on how we’re contributing to the University’s mission, and maybe even to give you something to chat about with your colleagues around the filtered water station.

The Companion will be published three times a year, with spring, summer and fall issues. This is the first of hopefully many issues, and I’m sure it will change and improve over time. If you have ideas for how we can improve The Companion, we want to hear from you. Interested in contributing to the next edition? Let us know. You can contact Nathan Bowden, Director of Strategic Operations, with your ideas.

I hope you enjoy The Companion.

Ysabel Trinidad, Vice President for Business and Financial Affairs

Strategic Initiatives Highlight: Shared Services Solution Center

Across our division, units and departments are leading important work that contributes to our campus Strategic Initiatives. These efforts cover a wide range of activities such as enhancing staff development through new trainings and other professional development opportunities that cultivate skills and leadership.

We also lead several activities that are strategically preparing the campus for sustainable growth. In addition, BFA continues its ongoing commitment to the pursuit of efficiencies and improved effectiveness across our systems and services through process evaluations and streamlining, automated workflows, and leveraging technology. Our division units also support numerous strategic initiatives-related activities led by other divisions.

With each issue of *The Companion*, we intend to bring you more detail about the incredible work our division is doing in support of the Strategic Initiatives. This issue, we highlight the Shared Services Solution Center (SSSC).

The SSSC provides a one-stop-shop and first layer of support services to students, faculty, staff, and others. These services include, among other things, assisting with campus account access and security issues, other IT-related services, student financials, and records. The SSSC supports campus efforts to improve business process, increase service efficiency, effectiveness, and capacity, as well as improve the customer experience.

The center does this in a couple important ways. First, the center addresses general-level issues so higher-level staff are able to focus more of their time on duties requiring their subject matter expertise. Second, the center helps to gather data to inform business process development and improvement opportunities to increase effectiveness. The center also helps

to produce training materials for new hires who will be implementing these business processes.

In January 2019, the SSSC expanded its services to include support for faculty and staff with Human Resources questions. In the first few months, center staff were able to resolve 40% of calls without transfer to higher-level staff. The center was able to route an additional 37% of calls directly to the relevant HR subject matter expert without the need for intermediate-level staff review. The data collected by SSSC has also already contributed to eight (8) improved HR business processes. As the SSSC continues to expand its services, this impact on our campus's business processes will only grow and, in turn, help the campus grow.



At work inside the SSSC call center



SSSC trivia at an open house event held in February



Human Resources Office in Lindero Hall

HR Frequently Asked Questions

Q. What is the turnaround time for employment verification and what is the fax number it needs to be sent to?

A. The turnaround time is about 1-2 days after it has been submitted. Please fax to 805-437-8491.

Q. I am getting married soon. Can I add my new spouse and/or stepchild(ren) to my coverage or do I have to wait until there is an open enrollment period?

A. You have 60 days from the date of marriage to add your spouse and/or stepchild(ren) to your health and/or dental coverage. After 60 days, "special enrollment" or "late enrollment" criteria may apply for health coverage only. You must contact Human Resources, provide a marriage certificate and sign the appropriate documents.

Q. How much time do I get for funeral leave/bereavement?

A. This will differ depending on the employment agreement and unit under which you work. Check your collective bargaining agreement by visiting the following website: www2.calstate.edu/csusystem/faculty-staff/labor-and-employee-relations/Pages/default.aspx. Most agreements provide employees with five days of bereavement leave, which can be used all at once or separately.

Q. When will my direct deposit begin after I sign up?

A. Depending on your financial institution, it usually takes 30-45 days. Always check on payday to see if your deposit has begun.

Need an answer to your own HR question? Contact the Shared Services Solution Center at extension x8490.

President's Staff Award for Excellence Nominees

We would like to honor the following individuals in the Division of Business and Financial Affairs who were nominated for the President's Staff Award for Excellence awarded in April:

- **Bianca Acosta**, Facilities Services
- **Martha Ferguson**, Human Resources
- **Lorraine Jackson**, UAS
- **Leah Torres**, Student Business Services

The Staff Award for Excellence annually recognizes outstanding staff members for their contributions to the University community. We thank the BFA nominees for their contributions to the division and CSUCI.



President Beck speaks at awards ceremony

Where is this?



Answer on next page

Recipe Corner

Fennel, Watermelon, Feta and Olive Salad

Ingredients

- 4 cups seeded watermelon chunks
- 1 large fennel bulb, thinly sliced
- ½ cup coarsely chopped pitted Kalamata olives
- 1 large red onion, thinly sliced (about 2 cups)
- 1 bunch green onions, green part only, chopped
- ¼ cup chopped fresh basil leaves
- 1 ½ cups crumbled feta cheese
- ¼ cup fresh lemon juice
- ½ cup extra-virgin olive oil
- 2 tablespoons balsamic vinegar
- 1 teaspoon kosher salt
- ½ teaspoon black pepper

Method

- 1) Put the watermelon, fennel, olives, red onion, green onion, basil leaves and feta in a large bowl.
- 2) Add lemon juice, olive oil, vinegar, salt and pepper and toss well.
- 3) Divide among salad plates and serve.

Recipe provided by John Lazarus, Executive Director, University Auxiliary Services

Where is this?



Answer:
Sierra Hall
Sustainable
Rooftop
Garden



Carlos Miranda (left) and Neal Fisch (right)

BFA Spotlight: Information Security

You've seen their emails. Maybe you've taken one of their awareness training courses. A few unlucky souls have even had the need for their help in removing malware after experiencing an information security incident. They're the Information Security team, and they're here to protect us and our data from the daily spam, phishing and malware actor attempts that occur at CSUCI.

Part of Information Technology Services (ITS), Information Security is a two-person team that includes Neal Fisch, Director of Enterprise Services & Security, and Carlos Miranda, Associate Director of Information Security. Neal and Carlos provide a number of services to keep the campus safe, including reviewing hardware, software, and vendor contracts, providing end-user awareness training, as well as responding to daily security threats and incidents.

Those security incidents include what are called Business Email Compromise events, or BECs. BECs are phishing scam attempts that target employees using fake emails to try and gain access to protected data and accounts. You've probably seen the emails that often follow an attempted BEC, notifying the campus of a phishing attempt and providing instructions on what to do if you opened a suspicious email. That's the Information Security team at work. Behind the scenes, they're working daily to deter, detect and respond to a barrage of these BECs.

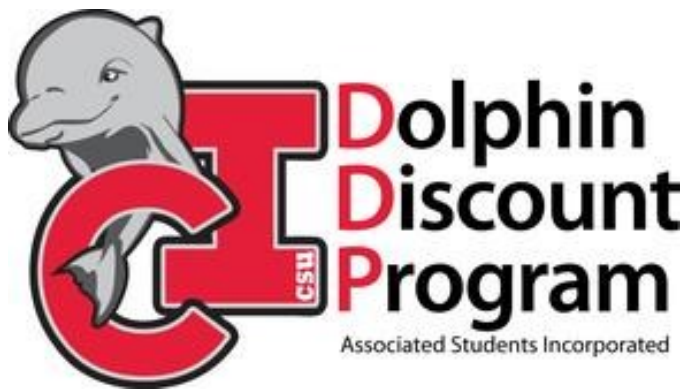
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The Information Security team has also been working recently on rolling out Multi-Factor Authentication (MFA) to the campus, which can help protect University information from security threats even if a user's account login has been compromised. MFA requires more than one type of credential confirmation (for example, through a mobile phone or a key fob) before a user can access the University's information systems. The Information Security team is in the process of rolling out MFA technology to all employees starting with those employees who have access to the most sensitive information. For more information on MFA at CSUCI, check out the "2FA" website: <http://go.csuci.edu/2fa>.

Of course, information security isn't just the responsibility of Neal and Carlos. It's incumbent on every employee to be sensitive to attempts to access University data and to alert the Information Security team if they receive a suspicious email. If you receive a suspicious email, forward it immediately to infosec@csuci.edu.



Did you know?

Did you know that there is a Dolphin Discount Program that allows staff, faculty and students to receive discounts at a number of local businesses, including amusement parks, restaurants and more? The Dolphin Discount Program is a collaborative effort between CSUCI and local businesses. All you have to do is show your campus ID or Alumni & Friends card at the time of purchase. A full list of participating businesses and discounts can be found here: asi.csuci.edu/ddplist.htm.

Health and Wellness Tips

Pace in life and work is constantly changing and at times can pose a challenge. A common tendency is to lose focus; however, there are tools to help. Mindfulness is a great internal resource for dealing with stress and loss of focus, and it takes practice. Through simple techniques, we have the ability to pause, be present and recognize when it is time to ease stress for both ourselves and others.

Yoga, walking, and full body exercises are especially helpful in practicing mindfulness. Mindfulness can be the difference between a positive experience or one that could compromise your perspective. The great thing is, mindfulness can be practiced virtually anywhere and can be simple or structured. The benefits of mindfulness can include improving focus and reducing stress.

Want to learn more about the practice of mindfulness and how you can incorporate it into your life? As a CSUCI employee, you have access to a number of resources on the topic of mindfulness through the website of our Employee Assistance Program provider, Optum. If you would like more information please visit this link (<https://www.liveandworkwell.com/content/en/member.html>) and click on "I don't know my access code" then select "California State University - Channel Islands." Once logged in, you can find articles and other resources related to mindfulness at the following link: <https://www.liveandworkwell.com/content/en/member/life-work/well-being/mindfulness.html>.

While you're there, you can check out the wide variety of resources available through Optum, from legal consultation services to tips on caregiving for a loved one.

Continuous Improvement at CSUCI

Continuously improving our processes is not just a way to become more efficient as an organization, but it is a way to empower the process owners and offer a better experience to each other, the students, and community at large. While there are many ways we can improve, one common tool at CSUCI is a method called Lean. Our Organizational Effectiveness (OE) team helps the campus identify ways to improve and streamline processes by advising on process im-

provement projects, managing the Lean training program, supporting Lean teams, and sharing successes with the help of the Administrative Efficiencies Committee.

Since 2014, CSUCI has trained 102 Green Belts—Lean facilitators trained to work with teams to design a better process. So far this year, eight new Green Belts have joined the ranks! OE has also launched two new trainings to compliment the facilitator or Green Belt training. Continuous Improvement Essentials training is designed to teach interested staff members about the basics of Lean. Champion Training is offered to managers to do just that, champion excellence. Champion Training provides tangible tools to assist managers in selecting improvement projects, connecting projects to



Lean Six Sigma Green Belt Training

their strategic goals, and empowering staff to participate in improvement projects.

Since the Essentials and Champions courses began in January 2019, the OE team has trained 16 team members and 10 Champions. If you're interested in learning more about Continuous Improvement and how you can support these efforts in your area, check out the Professional Development calendar for the next available session: www.csuci.edu/hr/training/pdpe/in-person.htm.

For more information about the OE program and how they might be able to assist you, check out their recently updated website: www.csuci.edu/vpbfa/organizational-effectiveness/. Keep an eye out in the next Companion issue to learn more about some of the process improvement projects our division has been implementing.



Lean Six Sigma Green Belt Graduation

Welcome Potluck

On April 9th, staff members from Administration, ITS, Budget, Planning and Analysis, and Financial Services gathered on the South Quad lawn for a Welcome Potluck. The honorees included: **Jim August**, new Associate Vice President for ITS and CIO; **Barbara Rex**, new Assistant Vice President for Budget, Planning and Analysis; **Elaine Crandall**, returning Associate Vice President for Administration; and **Stephanie Bracamontes**, newly appointed Interim Assistant Vice President for Financial Affairs. The only thing better than the weather that day was the food.



From left to right:

Valerie Patscheck, Leslie Brotcke, Anna Benscoter, Elaine Crandall, Ysabel Trinidad

From left to right:
Barbara Rex, Judy Frazier, Laurie Nichols, Jim August, Asha Ramachandra, Peter Mosinskis



From left to right:

Kim Sones, Renee Fuentes, Teresa Montoya, Leo Cervantes, Stephanie Bracamontes, Jennifer Lindquist, Nathan Bowden

Welcome New Employees!



Barbara Rex

Assistant Vice President for Budget, Planning and Analysis

Barbara Rex is the new Assistant Vice President for Budget, Planning and Analysis in the Division of Business and Financial Affairs. She brings over 30 years of experience in financial planning, project management and strategic planning in private higher education, aerospace manufacturing and legal industries. Barbara holds a Bachelor's Degree in Business Administration from Mercyhurst University along with a Master's Degree in Contracts and Acquisition Management.



Jim August

Chief Information Officer and Associate Vice President for Information Technology Services

Jim August is the new Chief Information Officer and Associate Vice President for Information Technology Services and began working at CSUCI in April. Jim has over 20 years of experience in information technology and previously served as the Chief Information Security Officer at the University of the Pacific in Stockton, California, and as the Director of Information Security at Tarrant County College in Fort Worth, Texas. Jim holds a PhD in Aerospace Engineering from the University of Texas at Arlington, a Master's degree in Aerospace Engineering from the Pennsylvania State University, and a Bachelor's degree in Mechanical Engineering from Temple University in Philadelphia, Pennsylvania.

Rosa Bravo

Accountant

Rosa Bravo joined CSUCI in February 2019. Rosa is an accountant supporting the Site Authority and overseeing the auxiliary accounts.

Familiar Faces in New Places

Onward and upward! From time to time, employees move into new roles here in the Division of Business and Financial Affairs. Here are some of the employees who've recently changed roles or moved into permanent positions, along with the title of their position:

- John Naylor, Supervising Plumber
- Emily Smith, Information Technology Consultant Career
- Chris Murphy, Information Technology Consultant Expert
- Leo Cervantes, Senior Lead Accountant
- Jeremiah Barrera, Information Technology Consultant Career
- Stephanie Bracamontes, Interim Assistant Vice President for Financial Services

Staff Service Awards

The annual Staff Service Awards and Faculty Commemoration was held at the Grand Salon on April 4th. This event takes place every year to help recognize individual staff members who have reached milestone years of service in their careers at CSUCI. There were over 50 Staff Service Awardees from the Division of Business and Financial Affairs! Thank you for your continued contributions to the University.

20 Years of Service	Timothy Allen, Operations	Michael Middleton, Operations
	Raudel Banuelos, Facility Services	Ramon Porras, Transportation and Parking
	Timothy Berndtson, Operations	Scott Shubb, Operations
	Wesley Cooper, Operations	Michael Shuler, Police
15 Years of Service	Richard Castro, Capital Projects	Peter Mosinskis, Information Technology Services
	Loren Fleming, Operations	Theresa Olivo, Fiscal Services
	Judith Frazier, Budget & Planning	Yasmin Paulson, Information Technology Services
	Andreas Gruenig, Grounds	Daniel Virissimo, Operations
	Hai Le, Information Technology Services	
Lacey Lovejoy, Information Technology Services		
10 Years of Service	Debra Anaya, UAS	Emmanuel Hernandez, Facility Services
	Shawn Barilone, Facility Services	Jason Hughes, Grounds
	Shawn Bochat, Information Technology Services	Katharine Hullinger, Risk Management
	Irma Cahuantzi, Facility Services	Chris Jetton, Police
	Gary Craig, Capital Projects	Nicolas Mendoza, Capital Projects
	Eddie Ebete, UAS	Christine Miller, Capital Projects
	Ryan Garcia, Information Technology Services	Rigoberto Navarro, UAS
	Heliodoro Garcia, Information Technology Services	Derick Nguyen, Environmental Health & Safety
	Dan Gerrard, Capital Projects	Baldemar Salazar, Logistical Services
		Patrick Tafoya, Grounds
5 Years of Service	Bianca Acosta, Operations	John Whipp, Operations
	Jeremiah Barrera, Information Technology Services	Hector Hernandez, UAS
	Brian Bernardez, UAS	Joe Jacquez, Facility Services
	Michael Bianchi, Facility Services	Ronald Lopez, Operations
	Kendon Carlson, Operations	Teresa Montoya-Morua, Budget & Planning
	Joaquin Castanon, UAS	Martin Ruiz, Facility Services
	Michael Donlon, Operations	Maggie Tougas, Police
		John Yanez, Facility Services



*How does what I do
make this a better place for CI students*

DIVISION OF BUSINESS & FINANCIAL AFFAIRS