

DTS 20520



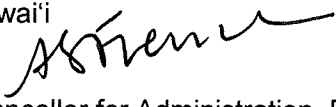
UNIVERSITY
of HAWAII®
MĀNOA


Office of the Vice Chancellor
for Administration, Finance and Operations

March 16, 2020

MEMORANDUM

TO: David Lassner, President
University of Hawai'i

FROM: Sandy French 
Interim Vice Chancellor for Administration, Finance, and Operations
UH Mānoa

Jan Gouveia 
Vice President for Administration
UH System

SUBJECT: Reorganization Proposal to Transfer the Office of Campus Services from the
University of Hawai'i at Mānoa, Office of the Vice Chancellor for Administration,
Finance and Operations to the System Office of the Vice President for Administration

SPECIFIC ACTION REQUESTED:

We request your approval to transfer the Office of Campus Services (Campus Services) from the University of Hawai'i (UH) at Mānoa, Office of the Vice Chancellor for Administration, Finance and Operations (OVCAFO, renamed to Mānoa Office of Business and Finance) to UH System, Office of the Vice President for Administration (OVPA).

RECOMMENDED EFFECTIVE DATE:

Effective immediately upon approval.

ADDITIONAL COST:

No additional costs are associated with this reorganization.

PURPOSE:

The purpose of this reorganization is to transfer oversight of Campus Services from UH Mānoa OVCAFO to the System OVPA in an effort to promote more informed decision-making around Mānoa campus services with regard to long-range planning and sustainability, risk management and project delivery.

BACKGROUND:

Pursuant to Administrative Procedure A3.101 *University of Hawai'i Organizational and Functional Changes* dated March 2008, reorganizations that:

- a) do not have an impact on BOR policy and/or laws;
- b) do not create, eliminate, or significantly change responsibilities of programs reporting directly to the Board or President;
- c) do not incur significant additional expenses; or
- d) do not have significant programmatic impact on the University

may be approved under delegated authority by the President for reorganizations that are two (2) supervisory levels below (APM A3.101, Section 3b).

2500 Campus Road, Hawai'i Hall 102
Honolulu, Hawai'i 96822
Telephone: (808) 956-9190
Fax: (808) 956-5079

This reorganization proposal has been reviewed and discussed with appropriate units and staff members. The details of the reorganization are outlined in the attached Executive Summary and proposal.

ACTION RECOMMENDED:

It is recommended that the attached reorganization proposal to transfer Campus Services from the UH Mānoa OVCAFO to UH System OVPA be approved.

Should you have any questions, please contact Sheila Kanemaru at 956-0290 or email sheilak3@hawaii.edu.

APPROVED / DISAPPROVED:



David Lassner
President

23 Mar 2020
Date

Attachments:

- Attachment 1: Executive Summary
- Attachment 2: Narrative
- Attachment 3: BJBT Position Worksheet
- Attachment 4: Current Organizational Charts and Functional Statements
- Attachment 5: Proposed Organizational Charts and Functional Statements
- Attachment 6: Letters and Responses

- c: Aedward Los Banos, Associate Vice President for Administration
Kimberly Hashiro, Associate Director of System Office of Human Resources
Sheila Kanemaru, Executive Assistant, Office of VC for Administration, Finance & Operations

EXECUTIVE SUMMARY

Reorganization Proposal
Office of Campus Services
University of Hawai'i at Mānoa
University of Hawai'i System

Executive Summary

Instructions: Complete each section below and clearly indicate "None" or "N/A" where appropriate. Please limit Executive Summary to two (2) pages.

I. Purpose:

Explain the purpose of this reorganization and the anticipated overall impact.

This reorganization seeks to transfer oversight of the Office of Campus Services (Campus Services) from the University of Hawai'i at Mānoa (UH Mānoa), Office of the Vice Chancellor for Administration, Finance and Operations to the University of Hawai'i System (System), Office of the Vice President for Administration (OVPA) in an effort to support thoughtful, integrated long-range strategic planning in the area of campus services and associated facilities.

The goal of the reorganization is to promote a higher and more integrated level of coordination and responsiveness at the System level around planning and sustainability, risk management, and project delivery for UH Mānoa by removing structural siloes around campus services and enhancing direct lines of communication that foster more informed decision making across the organization.

II. Major Elements of the Proposal:

Explain or list the key changes being proposed in this reorganization relative to purpose and results.

The key changes being proposed include the following:

- Create a new office titled Mānoa Campus Operations within OVPA which will be supervised by the Vice President (VP) for Administration.
- The Office of Campus Services will be removed from the purview of the UH Mānoa OVCAFO and placed under the new Mānoa Campus Operations.
- Change in supervisory level for the Director of Campus Services, position #89251 from the UH Mānoa Vice Chancellor for Administration, Finance and Operations (VCAFO), position #89354 to Mānoa Campus Operations, which will report to the System Vice President (VP) for Administration, position #89446.

III. Resource Impact:

Explain the resources impacted as a result of this reorganization. If there is no impact, reflect "None" for each category as appropriate.

A. Budget

1. What is the estimated cost of the reorg? No additional costs nor savings are anticipated as a result of this reorganization proposal.

2. Are additional funds needed? No additional funds will be needed.
If so, how will the cost of the reorg be funded? N/A
3. Will the reorg result in cost savings or be cost neutral? The reorganization is designed to be cost neutral, as such, no additional costs nor savings are anticipated as a result of this reorganization proposal.

B. Operational

1. What is the overall impact on faculty and staffing responsibilities, if any?
The duties and responsibilities of Campus Services staff will remain the same. Aside from the change in supervisory level for the Director of Campus Services, the reporting relationships of Campus Services staff will remain the same.
2. Will additional faculty/support personnel be required? No.
If so, what is the plan to obtain the additional faculty/staffing to successfully implement the reorganization? N/A
3. Will there be a reduction in faculty/staff? No, implementation of the proposed reorganization will not result in a reduction in temporary or permanent staff.
If so, what steps are planned or have been taken to ensure proper consultation? N/A
4. Identify faculty/staff positions impacted by the anticipated changes.
Director of Campus Services, #89251:
Change in supervisory level from the VCAFO, position #89354 to Mānoa Campus Operations. The new Mānoa Campus Operations office will reside within OVPA under the supervision of the VP for Administration.

C. Space

Will additional space outside own resources/allocations be required? No.
There are currently no plans to physically move anyone as a result of the reorganization. It is intended that Campus Services will continue to occupy their current space.

IV. Consultation:

Explain or list the individuals and groups consulted and the key comments/feedback received.

Campus Services staff were informed and feedback solicited on the plan of reorganization. Staff requested that the VP for Administration be available to meet and discuss staff work responsibilities and office functions, operations and workflow moving forward.

V. Implementation:

Explain when and how this reorganization will be implemented. Identify anticipated effective date.

The reorganization would be implemented immediately upon approval.

NARRATIVE

Reorganization Proposal
Office of Campus Services
University of Hawai'i at Mānoa
University of Hawai'i System

Narrative

Instructions: Complete each section below and clearly indicate “None” or “N/A” where appropriate.

I. INTRODUCTION:

- A. Provide an overview of the College/School/Department and a snapshot outlining the current situation of the unit(s) involved in the reorganization.

The Office of Campus Services (Campus Services) is responsible for providing goods and services and the vital infrastructure necessary for the advancement, safety and operation of the campus. Programmatic areas include campus mail services, the department of public safety, campus solutions, commuter and fleet services, conference and event services, campus food services, campus vending and pouring rights, H-Zone retail operations, university housing, and bookstore operations. Campus Services currently falls under the Office of the Vice Chancellor for Administration, Finance and Operations (OVCAFO) at the University of Hawai'i at Mānoa (UH Mānoa).

Campus Mail Services: Provides mail pickup and delivery for the UH Mānoa campus and mailbox rental services.

UHM Department of Public Safety: The Department of Public Safety is responsible for promoting a safe and secure campus environment. The department provides crime and loss prevention services, emergency notifications, incident response, investigation services, and educational outreach in the areas of building security, safety awareness, and wellness workshops for UH Mānoa.

Campus Solutions: Provides duplicating and document finishing services for the Mānoa campus. Maintains and facilitates the Satellite Copier program to provide copy machines to department offices. Provides bulk office supplies for departmental purchases.

Commuter and Fleet Services: Commuter Services is responsible for transportation management, parking, and traffic flow on the Mānoa campus in accordance with the applicable parking regulations as approved by the Board of Regents (Board). Fleet Services provides a vehicle fleet management program and is responsible for the rental, purchase/lease, preventative maintenance, and repair of university-owned vehicles and other related transportation activities.

Conference and Event Services: Responsible for coordinating logistical requirements, registration management, and fiscal administration of conferences, institutes, trainings and symposia for the UH community and some state agencies. Notably, UH Mānoa is the flagship campus of the UH System and has the highest student population and greatest demand for on-site event services.

Food Services: Responsible for the daily operations of food service vendors on the Mānoa campus. This includes Paradise Palms Café, the campus-wide vending program, the campus beverage pouring rights contract, food trucks, and UH Athletics concessions.

H-Zone: Manages the retail and online sales for the H-Zone, for the benefit of the UH Mānoa Athletics department.

UH Bookstores: Provides system-wide campus resources for educational materials, textbooks and other goods for students, faculty, staff, and visitors. While the Mānoa Bookstore is the main branch of the UH Bookstore System, the UH Bookstore System supports the self-sustaining mission for stores across all ten UH campuses.

University Housing: Provides transitional housing for newly and recently appointed personnel of the university in support of the university's recruitment efforts. University Housing has three housing complexes located near the Mānoa campus: Wa'ahila Apartments, Kau'iohaloa Nui Apartments and Kau'iohaloa Iki Condominiums; and provides housing for various classifications of personnel across the UH campuses on the island of O'ahu.

OVCAFO provides leadership and executive management for UH Mānoa over the following functions: financial management for the campus including long-range financial planning, financial analysis, financial reporting, and budget preparation and implementation; UHM department of public safety; bookstore operations; and auxiliary services including parking, food services, fleet services, and university housing.

The University of Hawaii System (System) Office of the Vice President for Administration (OVPA) provides executive leadership on key strategic and operational improvements across the UH system in the areas of capital improvements, facilities, human resources, procurement, risk management, planning and sustainability, institutional equity, and communications. The OVPA has responsibility for programmatic areas including: the planning and sustainability program that assists in developing planning and space guidelines, long-range project priorities, and sustainability programs and goals; a project delivery program that is responsible for the planning, design, and construction of capital improvement projects; and the Mānoa campus operations and facilities program that manages and oversees the repair, maintenance, and operation of all facilities, grounds, infrastructure, and physical assets for Mānoa.

B. Specify the objectives/goals of the new/restructured unit(s) involved in the reorganization.

This reorganization seeks to transfer oversight of Campus Services from the UH Mānoa OVCAFO to the System OVPA in an effort to support thoughtful, integrated long-range strategic planning in the area of campus services and associated facilities.

The goal of the reorganization is to promote a higher and more integrated level of coordination and responsiveness at the System level around planning and sustainability, risk management, and project delivery for UH Mānoa by removing structural siloes around campus services and enhancing direct lines of communication that foster more informed decision making across the organization.

Below is a brief summary of the changes associated with the proposed reorganization:

- Create a new office titled Mānoa Campus Operations within OVPA which will be supervised by the Vice President (VP) for Administration.
- The Office of Campus Services will be removed from the purview of the UH Mānoa OVCAFO and placed under the new Mānoa Campus Operations.
- Change in supervisory level for the Director of Campus Services, position #89251 from the UH Mānoa Vice Chancellor for Administration, Finance and Operations (VCAFO), position #89354 to Mānoa Campus Operations, which will report to the System VP for Administration, position #89446.

II. RATIONALE FOR THE REORGANIZATION:

A. Provide background and relevant historical information.

WICHE Report

In January 2015, the Board of Regents (Board) sought to explore and analyze the current structure of the UH System. Specifically, they wanted to address whether the Board should reconsider the 2001 separation of the roles of the president of the System and chancellor of UH Mānoa or seek other changes in the management and leadership structure of the system in order to better serve the state and its citizens. To accomplish this, the Board engaged the services of the Western Interstate Commission for Higher Education (WICHE) to lead a research effort that included reviewing historical documentation; reviewing relevant literature and research; and conducting interviews with past and present stakeholders, national experts on leadership and governance, and leaders in other state higher education systems similar to that of Hawai'i.

The resulting WICHE report, dated April 30, 2015, recommended that the President consider whether any of the existing system-level units could be reconstituted or consolidated to achieve greater efficiency and effectiveness. In addition, the WICHE Report recognized that the President, working with senior staff, must manage all those system-level tasks where system-level collaboration and management makes sense given economies of scale including IT infrastructure management, human resources,

labor relations, budget and finance, legal affairs, sponsored projects, and various administrative services. These are services that every campus needs access to, but could be provided at a system level to ensure consistency in the application of policies and processes and high quality administrative support at lower cost.

Multiple reorganizations since then have been approved in an effort to streamline and consolidate administrative functions associated with research compliance, communications, capital projects, facilities management and human resources.

On February 23, 2017, the Board approved a proposal to consolidate the UH Mānoa Office of Planning and Facilities (UHM-OPF) with the System Office of Capital Improvements (OCI) within the OVPA in an effort to promote a more coordinated and comprehensive capital strategy that incorporates the UH mission and aligns with UH Mānoa program priorities. The proposal aimed to develop an optimum business model to minimize inefficiencies, create more direct and linear avenues of communication, and deliver a highly efficient capital projects and facilities operation to address a wide range of conditions for the physical plant. Strategic development of a comprehensive capital program and the effective deployment of limited financial and human resources to address ongoing repair and maintenance concerns were the primary reasons for the consolidation.

- B. Provide a detailed explanation of the conditions and/or factors prompting the proposed reorganization and how they will be addressed by the reorganization. Explain why the current organization is inadequate and whether the reorganization is consistent with the University's strategic, program, and financial plans.

Under the current organizational structure, the responsibility for planning and development of capital improvement projects (CIP), repair and maintenance of UHM facilities, and design and construction of major CIP and R&M projects resides with UH System. The management of Campus Services program operations, including planning for facilities CIP and repair and maintenance of Campus Services facilities, resides with UH Mānoa. Planning and decision making are often done independently by UH System and UH Mānoa, creating siloes and inefficiencies across the organization and a disconnect in the long-range strategic planning efforts around campus operations for Mānoa. Commuter and Fleet Services, UH Bookstores, and University Housing all operate facilities that require periodic CIP projects as well as regular repair and maintenance. Moving Campus Services to the OVPA, where overall responsibility for facilities planning resides, aims to promote more coordinated long-term strategic planning around facilities management that may better serve the UH mission and UH Mānoa program priorities. Adding Campus Services to the OVPA may also generate some economies of scale with regard to procurement of repair and maintenance items common to both Campus Services and the OVPA Office of Campus Operations and Facilities.

Furthermore, the UH Bookstore System provides services for the entire UH system. University Housing provides services for multiple UH campuses. Moving these units to OVPA will more closely align the organizational structure with the level appropriate for providing services across multiple UH campuses.

In keeping with findings from the 2015 WICHE report and to further promote the university's effort for more direct and linear avenues of communication, this reorganization proposes to consolidate all of Campus Services (without restructuring) with System OVPA. Transfer of Campus Services without restructuring at this time aims to minimize disruption to staff reporting lines and office operations. With this proposed structure, strategic planning for facilities management for Campus Services operations as well as services that are provided across multiple UH campuses may be managed at the system level to allow for more direct and linear coordination of facilities planning activities and organizational alignment at the System level.

This proposed reorganization aligns with the University's High Performance Mission-Driven System strategic direction to create effective and efficient organizational structures that maximize efficiency and responsiveness to internal and external stakeholders. This strategic direction is a System/Mānoa-wide initiative and aligns with several other recent reorganizations which reinforce these principles.

C. Explain other alternatives explored.

- No change. Maintaining the current structure is not ideal. This reorganization aims to foster more coordinated long-term strategic planning around facilities management to better serve the UH mission and UH Mānoa program priorities. The transfer of Campus Services to OVPA provides a more direct and linear reporting line to System, where overall responsibility for facilities planning resides.
- Transfer Campus Services units with responsibility for planning, management, and repair and maintenance of facilities to the OVPA. The transfer of Campus Services in its entirety, without restructuring at this time, will allow for minimal disruption to office operations and workflow.

D. Explain how the proposed changes will affect current relationships and workflows, including impact on services and relations with other University segments.

The reorganization will consolidate Campus Services with the System OVPA under a new office titled Mānoa Campus Operations, which will be supervised by the VP for Administration. The transfer of Campus Services in its entirety, without restructuring at this time, aims to minimize disruption to staff reporting lines, office operations and workflow while promoting the strategic development of a comprehensive capital program that may best serve the capital and operational needs of UH Mānoa.

There will be a change in reporting lines for the Director of Campus Services, position #89251 from the UH Mānoa Vice Chancellor for Administration, Finance and Operations,

position #89354 to Mānoa Campus Operations, which will report to the System VP for Administration, position #89446. The duties, responsibilities and reporting relationships of all other Campus Services staff will remain the same and implementation of the proposed reorganization will not result in a reduction in temporary or permanent staff.

In principle, this proposal focuses on administrative functions and does not directly impact the academic and research missions of the University. Academic policy and procedural matters currently in place will continue to be in effect.

- E. List the groups that will be impacted by the reorganization and indicate whether they have been informed/consulted. Explain issues raised and how concerns were addressed.

Campus Services staff were informed and feedback solicited on the plan of reorganization. Staff requested that the VP for Administration be available to meet and discuss staff work responsibilities and office functions, operations and workflow moving forward.

- F. Outline the benefits that will be achieved by the reorganization, including efficiencies and service improvements. Explain whether the supervisor/subordinate reporting relationships are properly identified and how the reorganization will minimize confusion over authority, roles, and responsibilities.

Currently Systemwide Administration and UH Mānoa campus services administrative offices operate independently of one another. Consolidating Campus Services with System OVPA will create more direct lines of communication, enabling opportunities for greater collaboration and a more concerted effort in developing and executing long-range strategic planning for campus operations that may better serve the University mission and UH Mānoa program priorities.

With all planning and facilities units reporting to the same administrator, a more strategic program could be developed around both operations and capital project priorities.

III. **IMPACT ON RESOURCES AND THE UNIVERSITY**

Provide a detailed description of the resource requirements and the programmatic impacts of the reorganization on the University.

A. **Impact on budget resources:**

1. Provide a realistic assessment of the estimated annual and future cost or savings of the reorganization taking into account such factors as proposed position re-descriptions and reallocations. Explain how the annual and future costs or savings were derived and, if applicable, reasons the reorganization justifies the estimated costs.

No additional costs nor savings are anticipated as a result of the reorganization.

It is intended that Campus Services position FTEs and sources of funding (general, special and revolving funds) will continue to be appropriated and allocated to UH Mānoa (UOH 100).

2. Are additional funds needed? No additional funds will be needed.
If so, how will the cost of the reorg be funded? N/A

B. Impact on operational resources:

1. What is the overall impact on faculty and staffing responsibilities, if any? Explain reasons for the anticipated changes/relocation/reassignment/etc.

The duties and responsibilities of Campus Services staff will remain the same. Aside from the change in supervisory level for the Director of Campus Services, the reporting relationships of Campus Services staff will remain the same and implementation of the proposed reorganization will not result in a reduction in temporary or permanent staff.

2. Will additional faculty/support personnel be required? If so, what is the plan to obtain the additional faculty/staffing to successfully implement the reorganization?

No additional faculty/support personnel will be required. The new Mānoa Campus Operations unit in OVPA will be supervised by the VP for Administration.

3. Will there be a reduction in faculty/staff? If so, what steps are planned or have been taken to ensure proper consultation?

Implementation of the proposed reorganization will not result in a reduction in temporary or permanent staff.

4. Identify the positions impacted by position number, classification title, and anticipated changes.

Director of Campus Services, #89251:

Change in supervisory level from the VCAFO, position #89354 to Mānoa Campus Operations. The new Mānoa Campus Operations office will reside within OVPA under the supervision of the VP for Administration.

5. Will there be changes to supervisory/subordinate relationships? If so, identify the impact. Will the changes streamline operations, reduce supervisory span of control, etc.?

Aside from the change in supervisory level for the Director of Campus Services, the duties, responsibilities and reporting relationships of Campus Services staff will

remain the same and implementation of the proposed reorganization will not result in a reduction in temporary or permanent staff.

C. Impact on space resources:

1. Will additional space outside own resources/allocations be required?

No. There are currently no plans to physically move anyone as a result of the reorganization. It is intended that Campus Services will continue to occupy their current space.

AUTHORIZED BJ/BT POSITIONS IMPACTED BY THE REORG

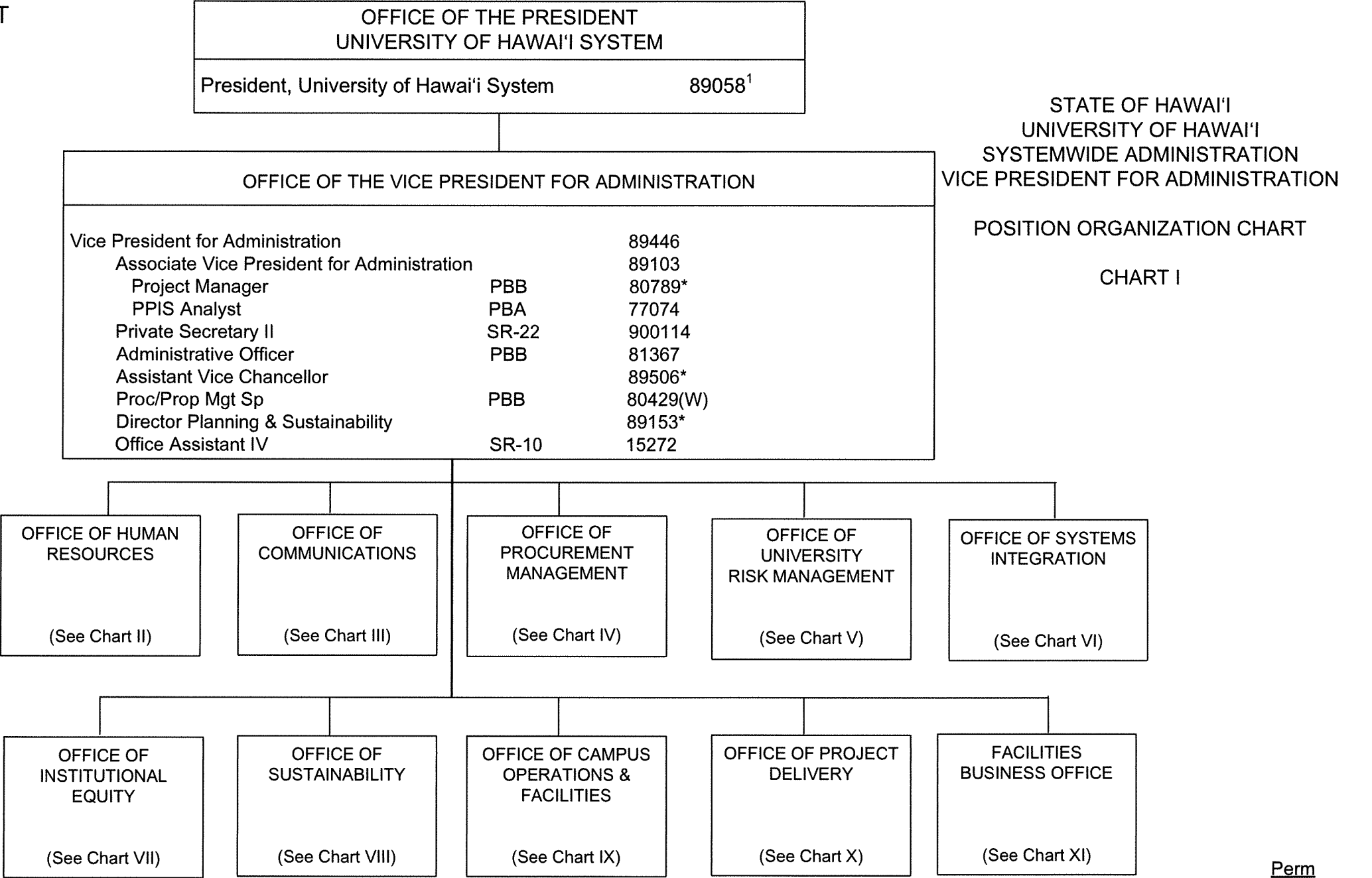
University of Hawai'i at Mānoa
Allocated and Authorized BJ/BT Positions Impacted by the Reorganization

Program Title: Office of Campus Services

Item No.	Chart No.(s)	Affected Position No.(s)	Posn Class	Position Title	Classification/Organizational/Functional Change Identify whether position is vacant (V) or filled (F)				Basis for Change/ Impact on Position	
					From: Office	Supervisor	To: Office	Supervisor		
1	Campus Services, Chart I	89251	E/M	Director of Campus Services	(F)	Mānoa Office of Business and Finance (MAVCAF)	Vice Chancellor, #89354	Mānoa Campus Operations	Vice President for Administration #89446	Transfer and change in supervisor
2				Revised functional statement		Mānoa Business Office, OVPA				Revised functional statements to align with the reorganization
3				Revised functional statement		Office of the Vice President for Administration				Revised functional statements to align with the reorganization

HR Review _____
OFA Review _____

CURRENT ORGANIZATIONAL CHARTS AND FUNCTIONAL STATEMENTS



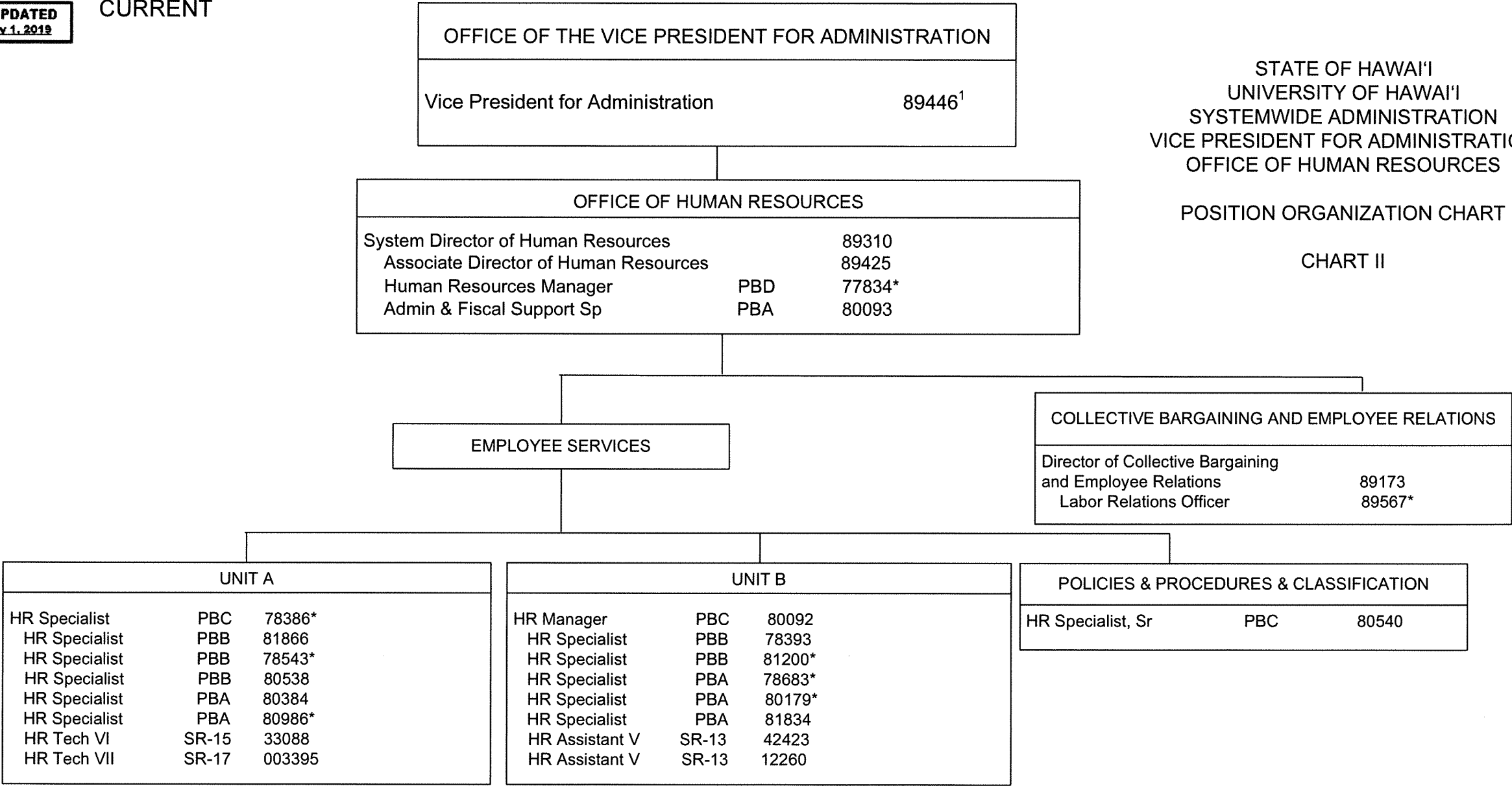
¹ Excluded from position count
² Appropriated but not established, 8 Special Fund (B) positions: 93926F – 93933F
* Positions appropriated to Manoa, reflected organizationally on this chart

	<u>Perm</u>
General Fund	6.00 (SW)
General Fund	3.00 (MA)*
Revolving Fund (W)	1.00 (SW)
Special Fund (B)	8.00 (SW) ²

STATE OF HAWAII
UNIVERSITY OF HAWAII
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF HUMAN RESOURCES

POSITION ORGANIZATION CHART

CHART II



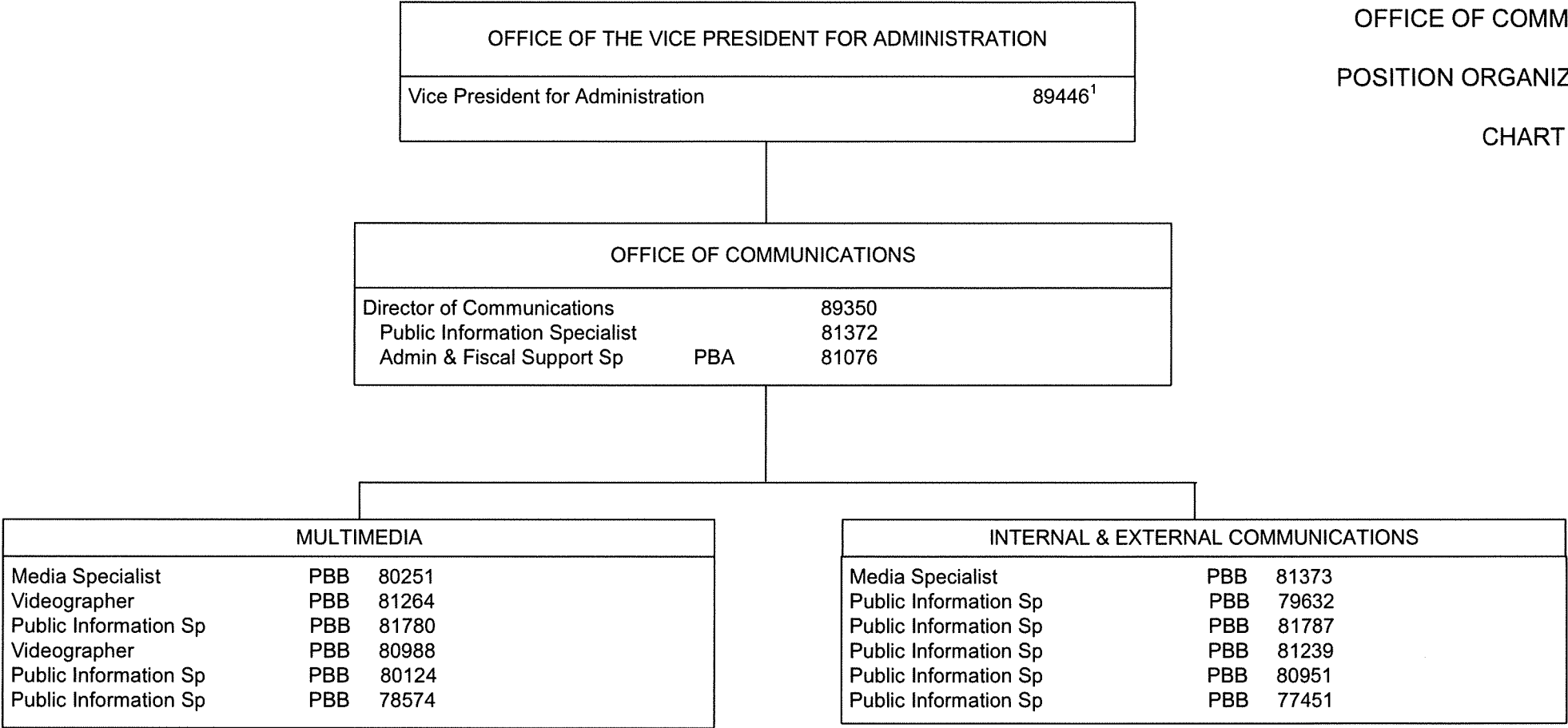
¹ Excluded from position count
* Positions appropriated to Manoa, reflected organizationally on this chart

Perm
General Fund 15.00 (SW)
General Fund 8.00 (MA*)

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF COMMUNICATIONS

POSITION ORGANIZATION CHART

CHART III

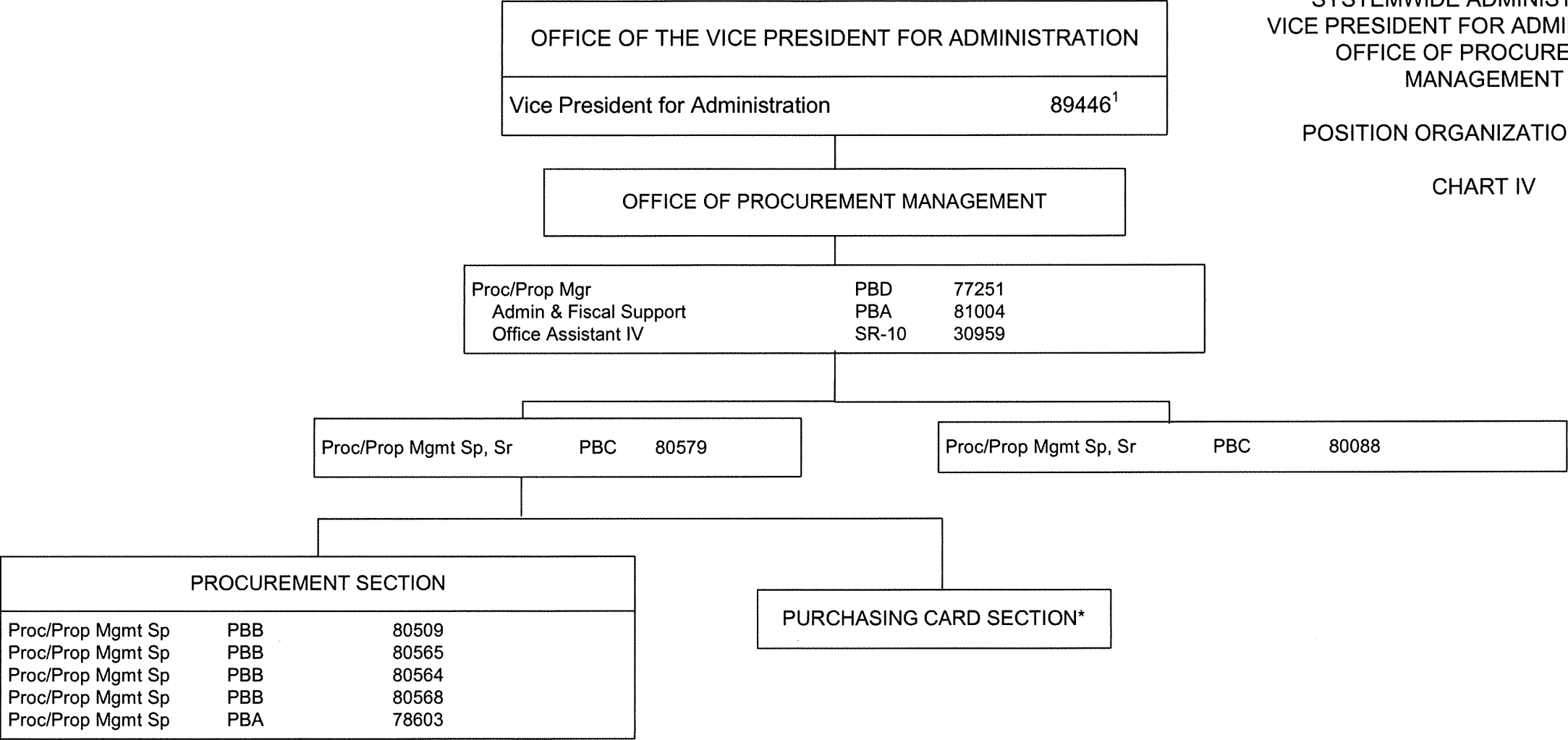


¹ Excluded from position count

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF PROCUREMENT
MANAGEMENT

POSITION ORGANIZATION CHART

CHART IV

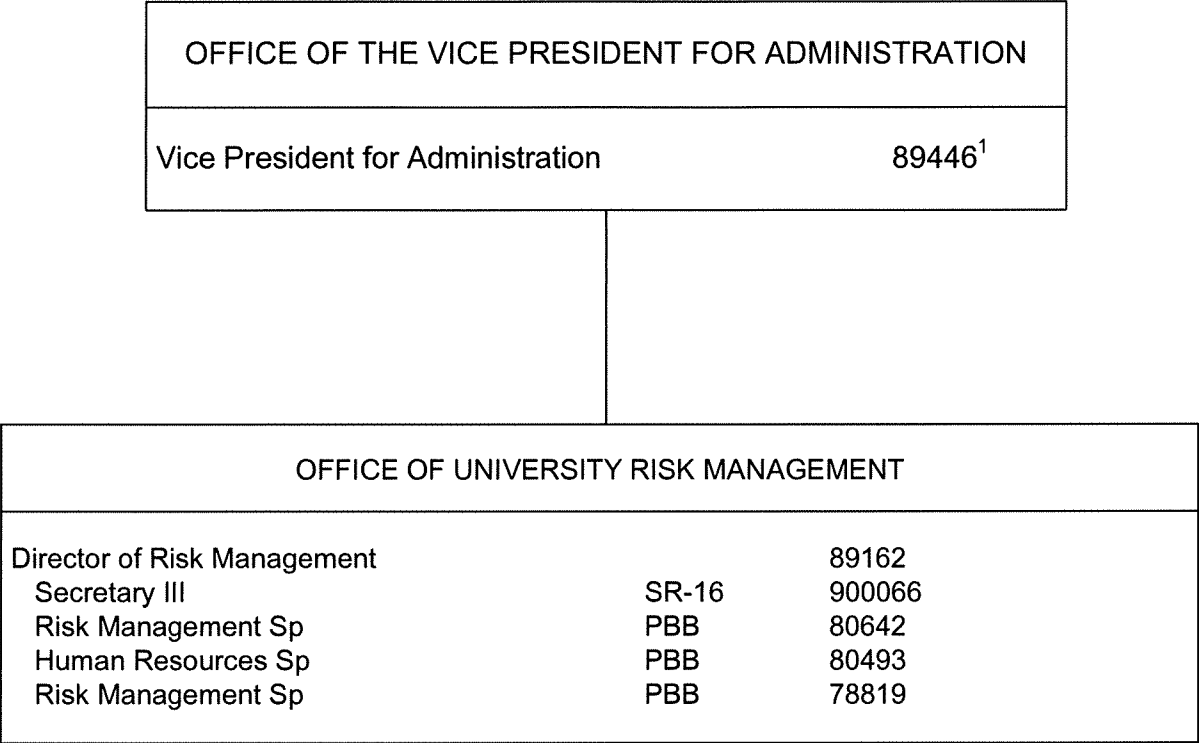


¹ Excluded from position count
* Includes temporary positions

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF UNIVERSITY RISK
MANAGEMENT

POSITION ORGANIZATION CHART

CHART V



¹ Excluded from position count

POSITION ORGANIZATION CHART

CHART VI

OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION		
Vice President for Administration		89446 ¹

OFFICE OF SYSTEMS INTEGRATION		
Director Systems Integration	PBC	80143
Website Specialist	PBA	77959

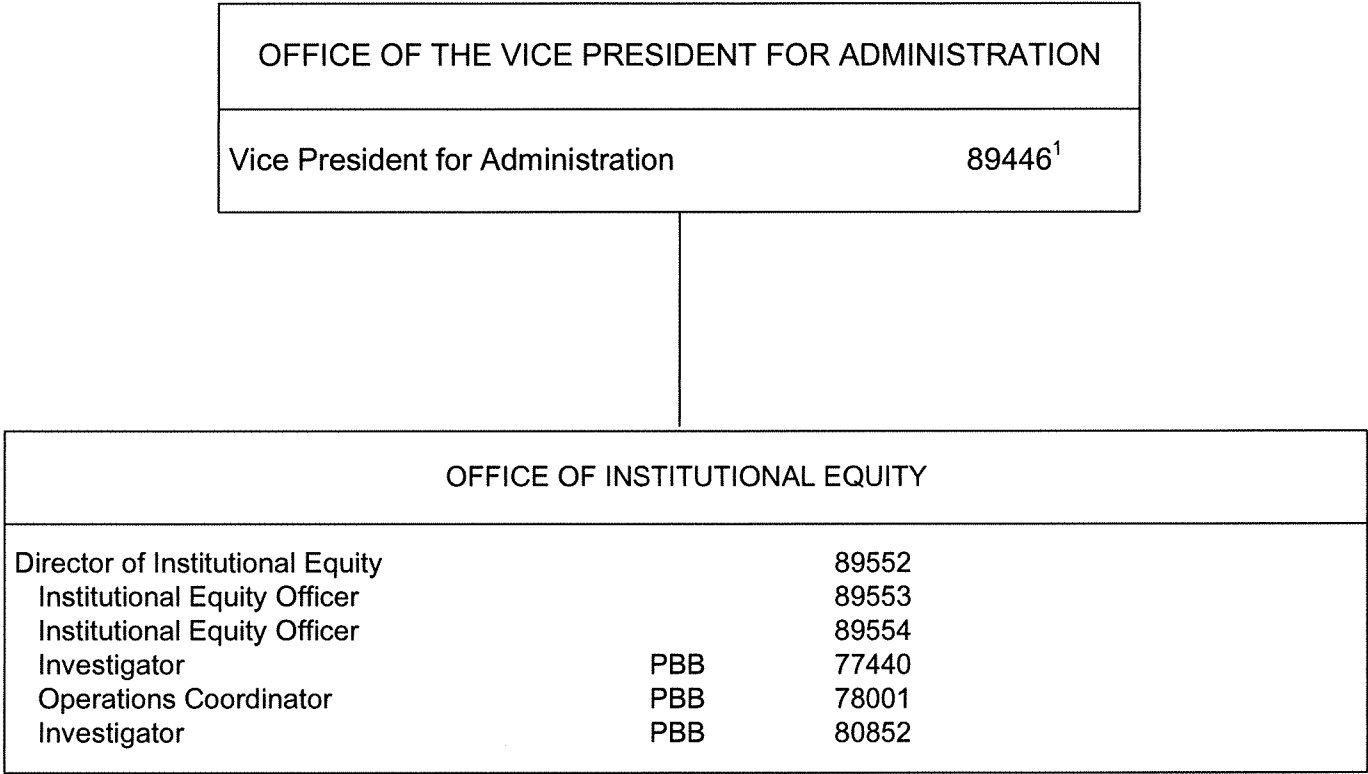
Business Process Transformation			PeopleSoft Development and Support			Technology Integration		
IT Manager	PBB	80327*	IT Manager	PBB	80094	IT Manager	PBB	77028
Database Administrator	PBB	79886*	System Administrator	PBB	81323	HR Specialist	PBB	81322
System Administrator	PBB	77784 (B)	HR Specialist	PBB	78587	IT Specialist	PBB	80394
Network Specialist	PBA	80535*				System Administrator	PBB	77327
Institutional Analyst	PBB	80392				IT Specialist	PBB	81235
Project Manager	PBB	77439*						

¹ Excluded from position count
* Positions appropriated to Manoa, reflected organizationally on this chart

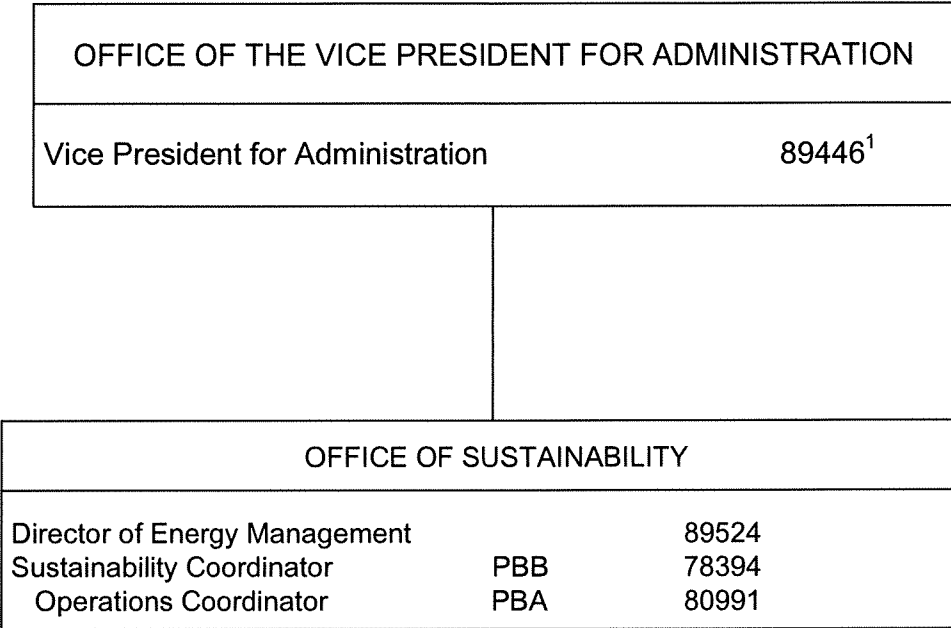
STATE OF HAWAII
UNIVERSITY OF HAWAII
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF INSTITUTIONAL EQUITY

POSITION ORGANIZATION CHART

CHART VII



¹ Excluded from position count



STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF SUSTAINABILITY

POSITION ORGANIZATION CHART

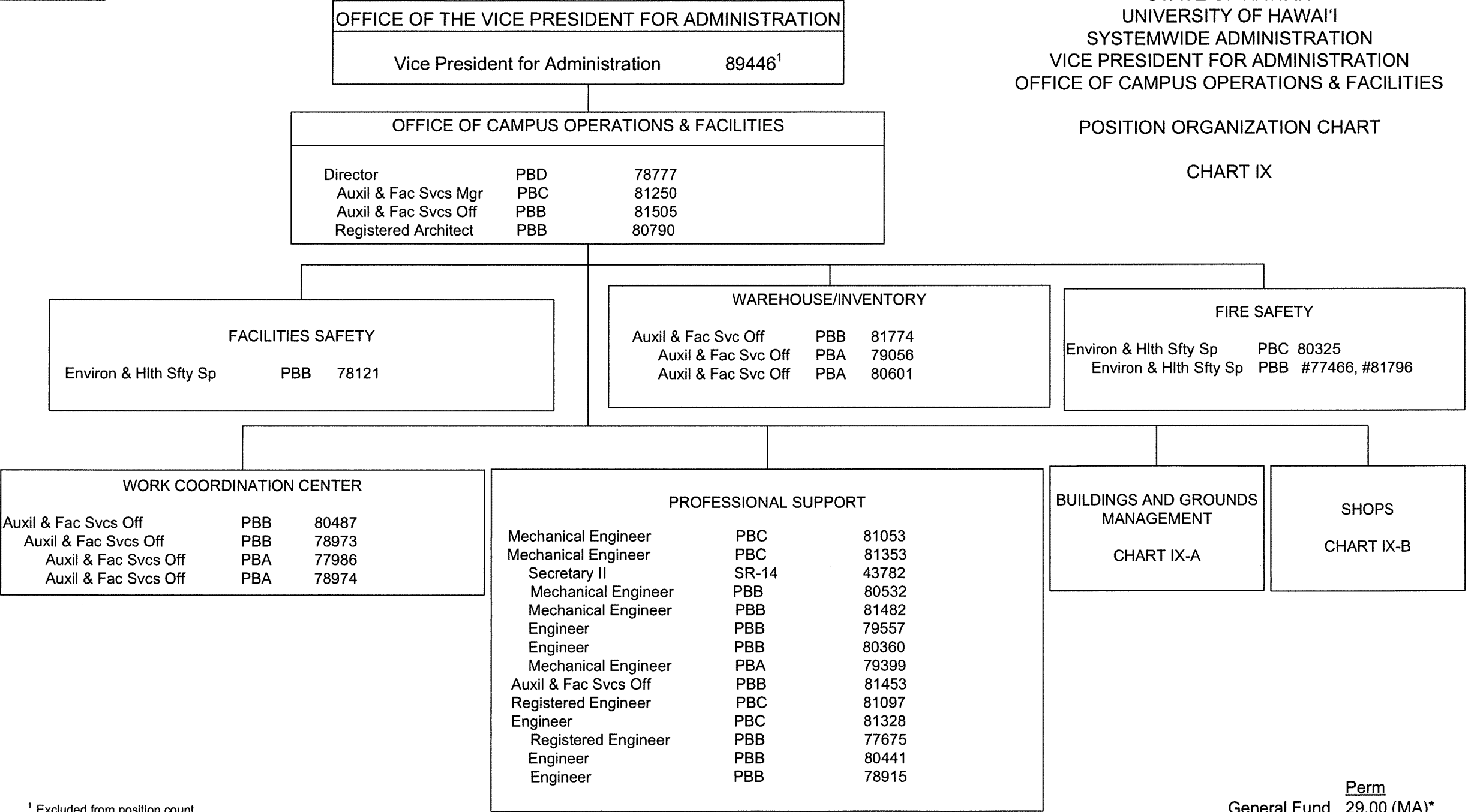
CHART VIII

¹ Excluded from position count

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF CAMPUS OPERATIONS & FACILITIES

POSITION ORGANIZATION CHART

CHART IX



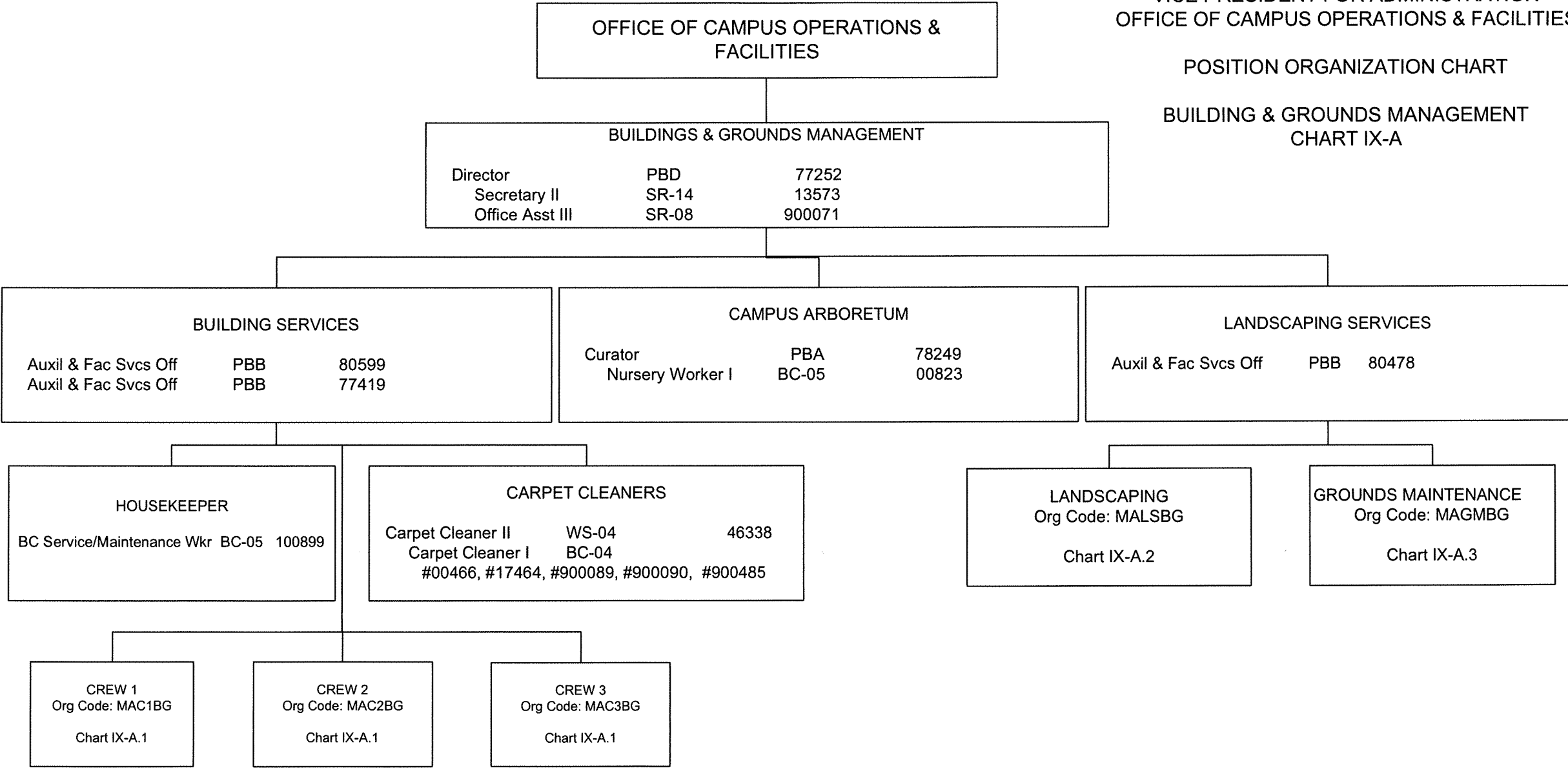
¹ Excluded from position count

* All positions on Chart IX appropriated to Manoa, reflected organizationally on this chart

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF CAMPUS OPERATIONS & FACILITIES

POSITION ORGANIZATION CHART

BUILDING & GROUNDS MANAGEMENT
CHART IX-A



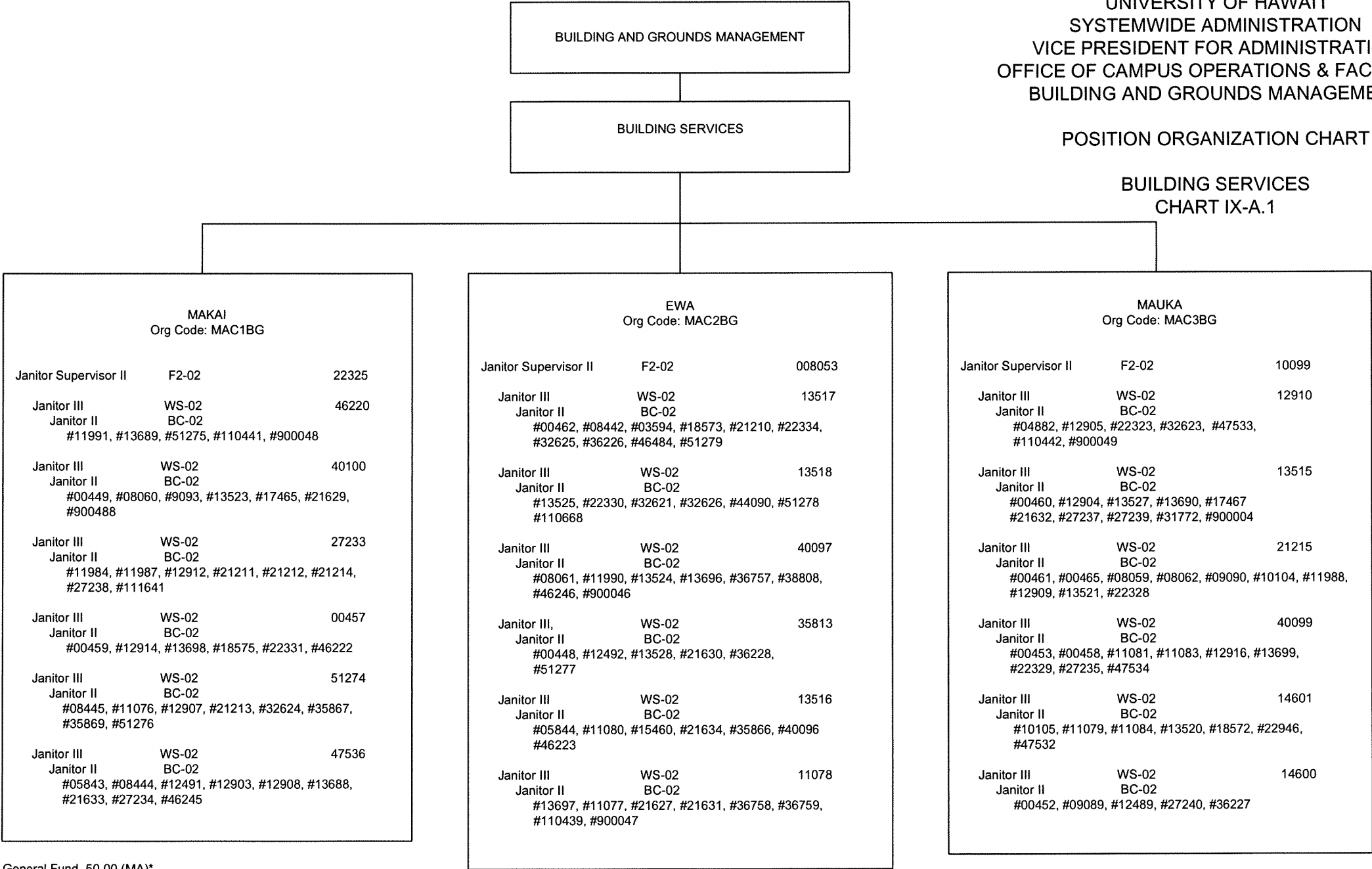
¹ Excluded from position count

* All positions on Chart IX-A appropriated to Manoa, reflected organizationally on this chart

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF CAMPUS OPERATIONS & FACILITIES
BUILDING AND GROUNDS MANAGEMENT

POSITION ORGANIZATION CHART

BUILDING SERVICES
CHART IX-A.1



General Fund 50.00 (MA)*

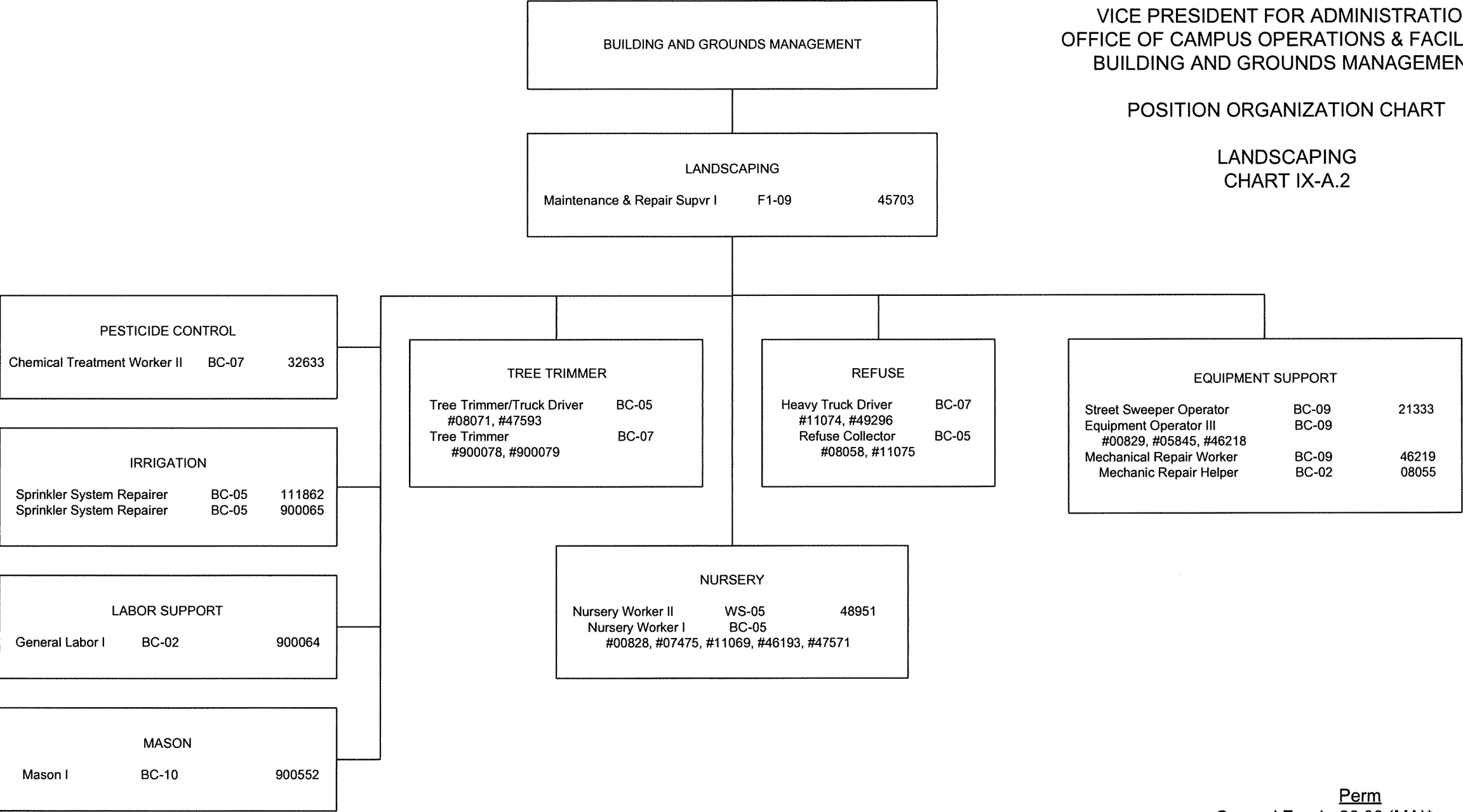
General Fund 53.00 (MA)*

General Fund 55.00 (MA)*

* All positions on Chart IX-A.1 appropriated to Manoa, reflected organizationally on this chart

POSITION ORGANIZATION CHART

LANDSCAPING
CHART IX-A.2



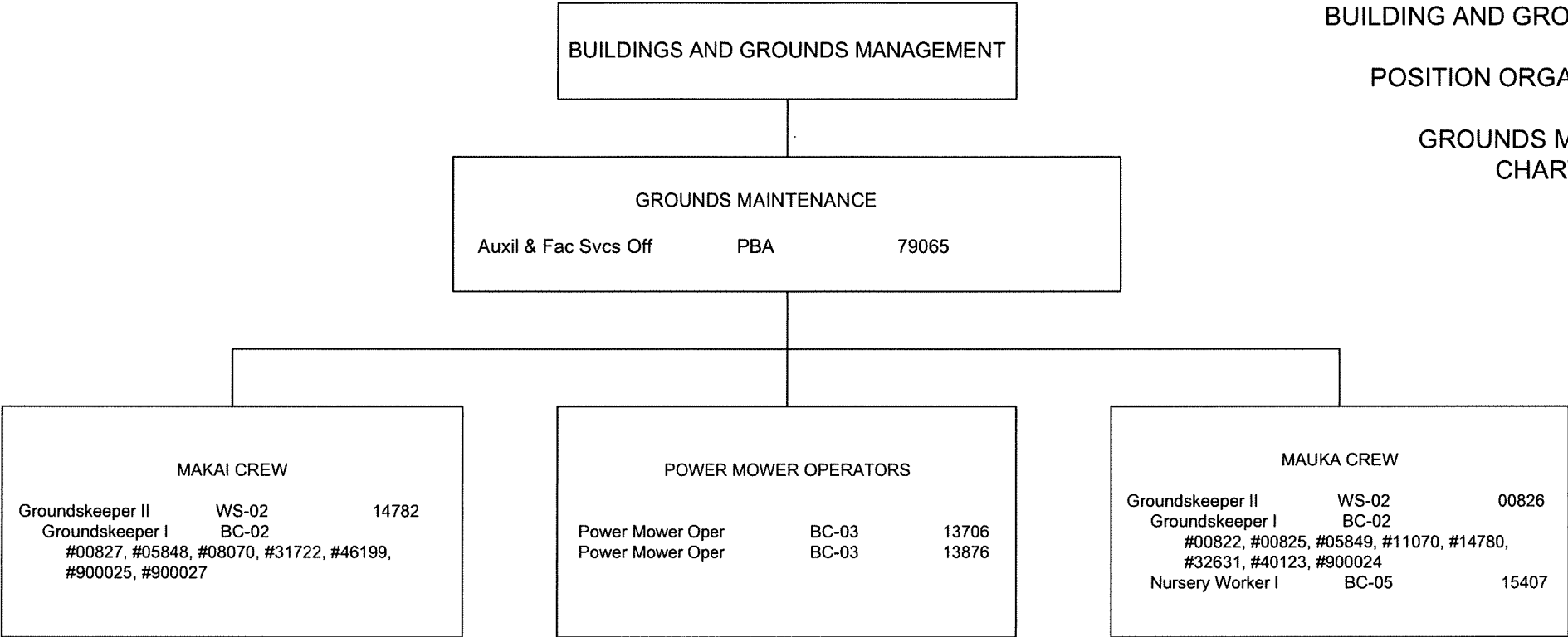
General Fund Perm
26.00 (MA)*

* All positions on Chart IX-A.2 appropriated to Manoa, reflected organizationally on this chart

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF CAMPUS OPERATIONS & FACILITIES
BUILDING AND GROUNDS MANAGEMENT

POSITION ORGANIZATION CHART

GROUNDS MAINTENANCE
CHART IX-A.3



* All positions on Chart IX-A.3 appropriated to Manoa, reflected organizationally on this chart

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF CAMPUS OPERATIONS & FACILITIES

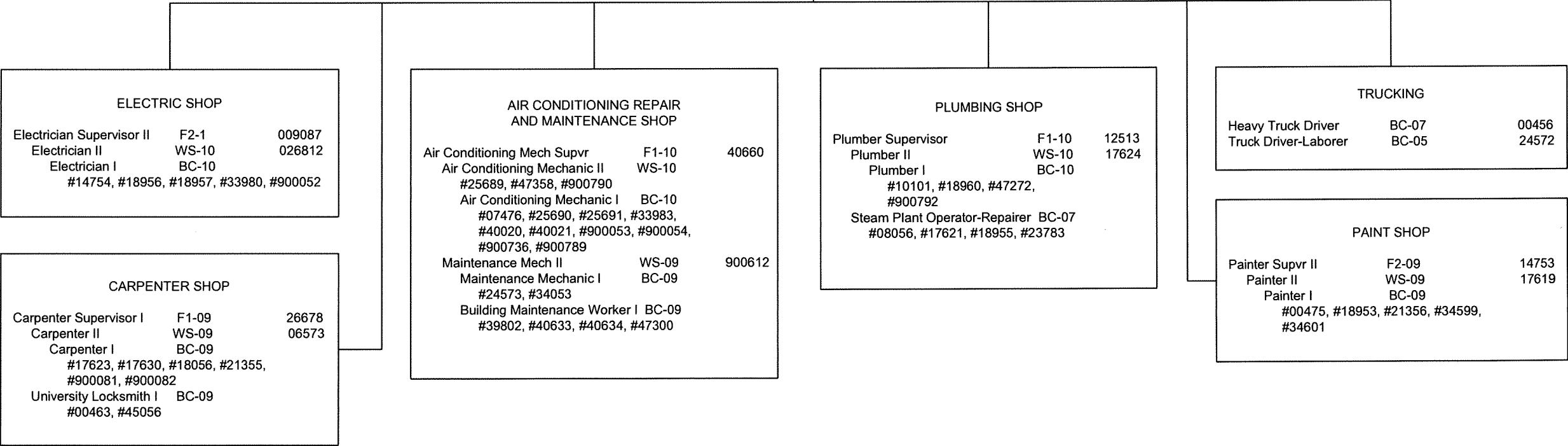
POSITION ORGANIZATION CHART

SHOPS
CHART IX-B

OFFICE OF CAMPUS OPERATIONS & FACILITIES

SHOPS

Auxil & Fac Svcs Mgr Office Assistant III	PBC SR 08	81857 900565
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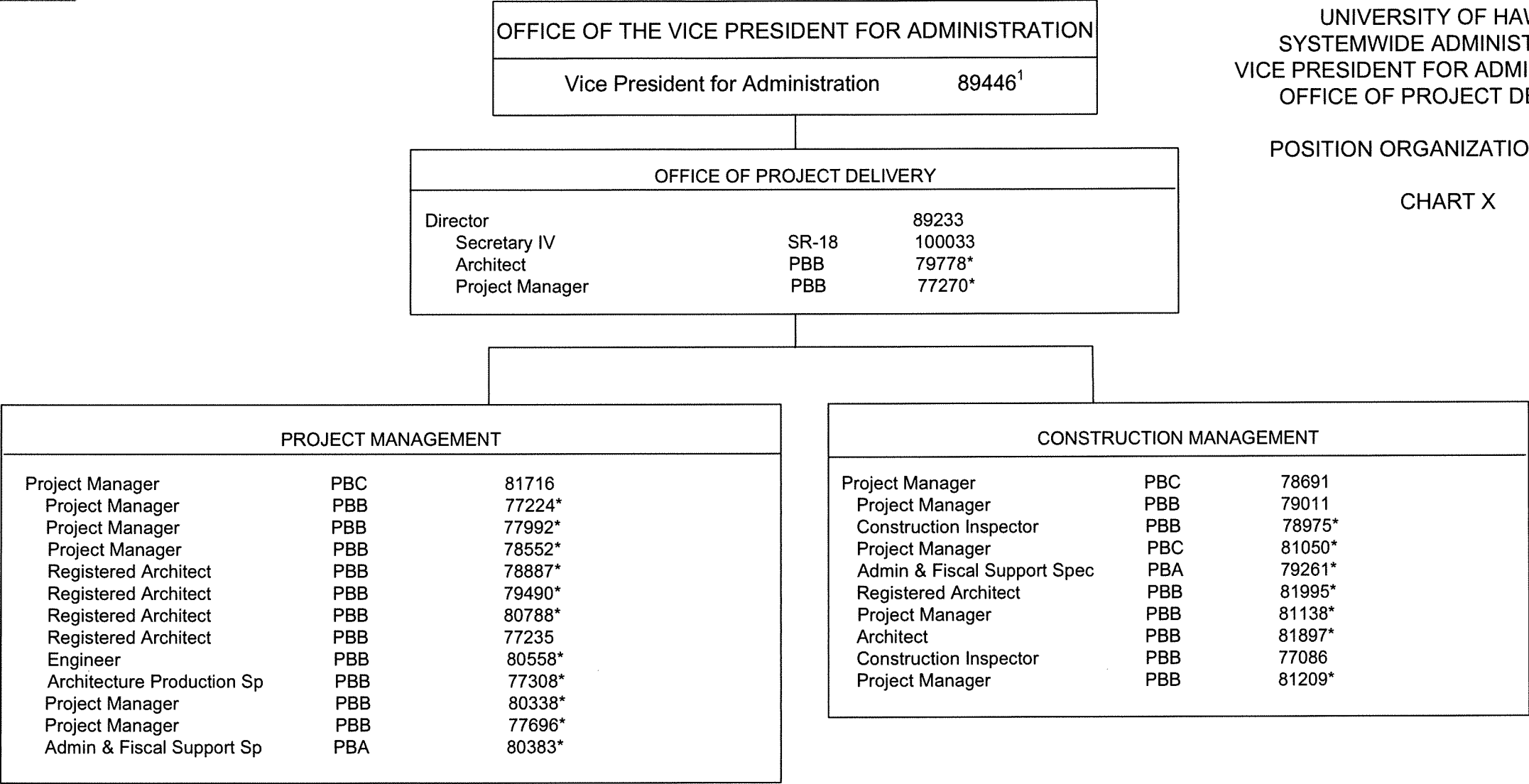


* All positions on Chart IX-B appropriated to Manoa, reflected organizationally on this chart

STATE OF HAWAII
UNIVERSITY OF HAWAII
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF PROJECT DELIVERY

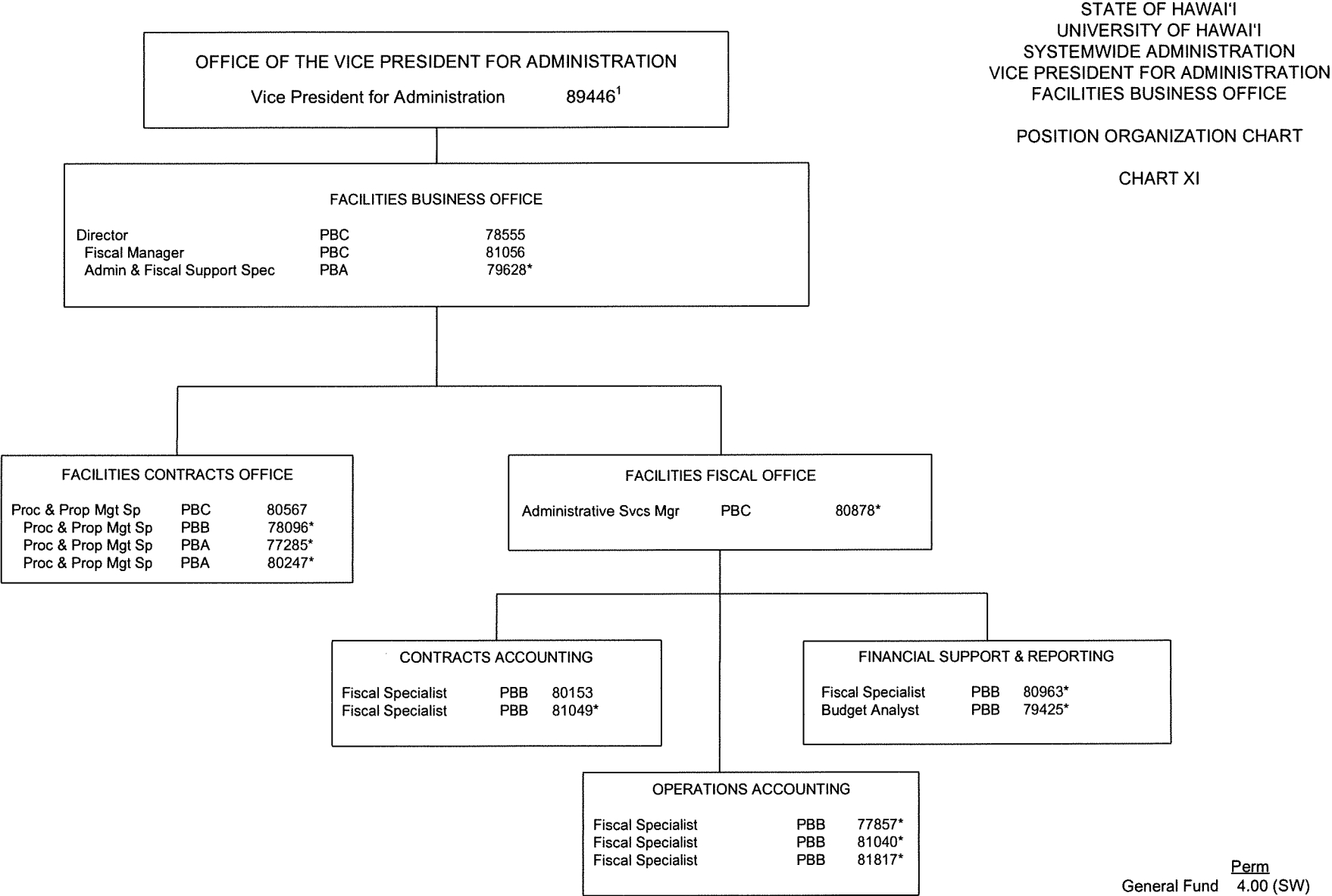
POSITION ORGANIZATION CHART

CHART X



¹ Excluded from position count
* Positions appropriated to Manoa, reflected organizationally on this chart

Perm
General Fund 7.00 (SW)
General Fund 20.00 (MA)*



Perm
General Fund 4.00 (SW)
General Fund 11.00 (MA)*

CURRENT

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION

FUNCTIONAL STATEMENT

The Office of the Vice President for Administration (OVPA) provides systemwide executive leadership in planning, organizing, directing, managing, and administering the University of Hawai'i's (University) programs relating to human resources; communications; procurement; risk management; systems integration; institutional equity; sustainability; Mānoa campus operations and facilities; project delivery; and facilities business administration.

In addition, the OVPA is responsible for land development, update and dissemination of University wide policies and procedures, and collegiate licensing. Collegiate licensing oversees the University's branding (logo/trademark) program and ensures collection of royalties in compliance with licensing agreements.

Programmatic areas of responsibility include, directing through subordinate managers, a **human resources** program that is responsible for administration of the classification, compensation and employee benefits systems for Executive and Managerial (EM), faculty, Administrative, Technical, and Professional (APT), and civil service personnel; and collective bargaining and employee relations for academic and nonacademic areas; a **communications** program that provides expertise in the areas of marketing and brand management, public relations, news, and media relations; a **procurement** program that provides direction in the acquisition of goods and services; a **risk management** program that is responsible for the University's systemwide risk management functions; a **systems integration** program that provides management and direction for all information technology and data systems that support the operational requirements of the various areas under the OVPA; an **institutional equity** program that provides technical expertise and overall guidance to campuses in support of their planning, development, implementation, and daily management of Title IX and Violence Against Women Act (VAWA) programs; a **sustainability** program that plans and implements sustainability programs and goals; a **Mānoa campus operations and facilities** program that manages and oversees the repair, maintenance, and operation of all facilities, grounds, infrastructure, and physical assets for Mānoa; a **project delivery** program that is responsible for the planning, design, and construction of capital improvement projects and assists in developing planning and space guidelines and long-range project priorities; and a **facilities business** administration program that provides fiscal, procurement, and contract administration support for the OVPA and several programmatic areas dealing with planning, sustainability, project delivery, and Mānoa operations facilities.

OFFICE OF HUMAN RESOURCES (OHR)

OHR provides systemwide leadership in:

- Developing, implementing and optimizing short and long-range plans to provide effective system-wide HR services and functions
- Developing priorities and determining efficient use of OHR resources
- Providing counsel and advising senior level executives and departmental HR representatives
- Maintaining effective relations with unions and employees

OHR provides these services through its various functional units as described below.

Employee Services

The Employee Services unit provides a broad range of human resources support to the field and system offices. It is a full-service unit that is staffed by HR generalists that can provide services and support to the field in the areas of: classification, recruitment, transactions, and benefits.

Unit A

- Coordinates and conducts employee training for HR representatives, supervisors, and employees.
- Coordinates and administers the job performance review program for Board appointees.
- Coordinates the State's benefit programs (ERS, EUTF, Deferred Compensation, tax sheltered annuities, etc.) for the University on a systemwide basis and services as liaison with State agencies.
- Develops and conducts system wide training regarding personnel policy application, collective bargaining agreement interpretation and application, employee performance, supervisory skill development, etc.
- Advises HR representatives and supervisors regarding conflict resolution and disciplinary action.

CURRENT

- Administers the drug and alcohol testing program for CDL, BU1 non-CDL, and reasonable suspicion, and provides advisement to HR representatives, managers and supervisors.
- Coordinates return to work priority placement program.
- Serves as the Manoa Chancellor's designee to adjudicate APT and civil service grievances.

Unit B

- Provides operational support services for system and Manoa EM, APT and civil service employees including classification, compensation, recruitment, examination, training, benefits, and transactions.
- Reviews Manoa Chancellor's APT classification and compensation actions in compliance with applicable policies and procedures.
- Serves as personnel officer for employees of system offices, including but not limited to recruitment and personnel actions.
- Coordinates the State's benefit programs (ERS, EUTF, Deferred Compensation, tax sheltered annuities, etc.) for the University on a systemwide basis and services as liaison with State agencies.

Policies, Procedures & Classification

- Maintains the personnel section of the Administrative Procedures Manual to provide complete, comprehensive instructions for performing human resource tasks.
- Recommends revisions to personnel sections of Board and Executive policies.
- Develops standardized evaluative criteria for the classification and compensation of APT positions.
- Develops class specs for EM positions.
- Reviews EM and APT classification and reclassification actions to ensure compliance with established criteria.
- Takes final classification actions on civil service positions and represents the University before appellate boards and commissions.
- Compiles and analyzes EM, APT, and faculty salary survey data and utilizes information in classification and compensation requests.
- Develops and monitors EM and APT compensation plans to ensure compliance with approved plans, salary equity, applicable collective bargaining agreements, and alignment with any EEO and AA concerns.

Collective Bargaining and Employee Relations

- Interprets and advises senior executives and personnel administrators on the interpretation and application of collective bargaining agreements, public employment statutes, rules, regulations, and policies, and University policies.
- Provides research, analytical data, and assists in drafting testimony on collective bargaining matters to legislative bodies for University executives.
- Drafts memorandum of agreements, memorandum of understandings, and supplemental agreements involving personnel administration.
- Serves as the President's designee to adjudicate APT and civil service grievances and supports the President's designee in faculty grievances.
- Develops executive policies and administrative procedures regarding employee relations issues as appropriate.
- Assists OGC in the preparation in cases of mediation and arbitration.
- Provides research and analytic staff support to State and University negotiators in Units 07 and 08 master agreement negotiations and associated memoranda of agreement.
- Serves as the University's representative to the State Office of Collective Bargaining for negotiations covering civil service bargaining units.
- Develops and conducts training on negotiated changes and on the application and interpretation of provision in negotiated collective bargaining agreements with UHPA, HGEA and UPW.

OFFICE OF COMMUNICATIONS (COMM)

COMM provides leadership in planning, organizing, directing, evaluating, and coordinating the University's internal and external communications relating to marketing and brand management, public relations, news, and media relations through print, broadcast, and electronic mediums.

COMM provides these services through its various functional units as described below.

Multimedia

CURRENT

- Coordinates the production of a variety of video and print materials for distribution within and outside the University;
- Reviews marketing, promotional, and recruiting publications and materials for compliance with University graphics standards and branding/marketing goals;
- Develops and implements strategy and content for hawaii.edu websites by working with stakeholders across the system and collaborating with information technology regarding the latest online communication tools;
- Ensures that all copy, images, resources, and links are updated and current;
- Trains communicators in all facets of multimedia including WordPress, social media, emergency systems, still images, and video;
- Documents University events for archival purposes through still photography and video;
- Oversees the strategic application of content across all available platforms; and
- Keeps current with latest trends, technologies, and best practices in the communications media area and makes relevant recommendations.

Internal and External Communications

- Serves as the primary unit responsible for the external and internal dissemination of information;
- Responsible to strengthen lines of communications amongst all campuses and communicators systemwide;
- Assists in the development of communication strategies to further the University's mission and vision;
- Assists campus and unit communicators in identifying and disseminating newsworthy stories;
- Responsible for posting stories to the UH news website, issuing press releases, and broadcasting weekly UH news emails;
- Monitors and responds to social media, the UH news comment section, and other online forums; and
- Produces content for multiple platforms including FAQs, public presentations, talking points, testimonies, and other announcements/messages for email, web, or social media dissemination.
- Responsible for emergency communications, including coordination and support between campuses;
- Provides support for crisis communications;
- Manages and develops internal communications strategies and announcements;
- Manages and develops media response strategies and answers media inquiries;
- Provides media and presentation training for communicators;
- Manages and produces content for video news releases and web videos;
- Responsible for the advancement and marketing strategy, special events, and other related public relations matters for the Office of the Mānoa Chancellor.

OFFICE OF PROCUREMENT MANAGEMENT (OPM)

OPM provides overall direction and leadership in the systemwide planning, organizing, directing, and developing of policies and procedures governing the procurement of goods and services.

OPM provides these services through its functional units as described below.

Procurement Section

- Evaluates requirements for the acquisition of goods and services;
- Prepares invitations for bids and requests for proposals or quotations consisting of technical specifications, general provisions, and special provisions for the acquisition of goods and services in accordance with applicable laws and University Administrative Procedures;
- Processes competitive solicitations in accordance with applicable laws, grants, or contract terms and University Administrative Procedures;
- Awards contracts pursuant to competitive solicitations;
- Processes sole source procurements in accordance with applicable laws and University Administrative Procedures;
- Processes emergency procurements in accordance with applicable laws and University Administrative Procedures;
- Processes small purchases and purchases exempt from competitive solicitation and/or standard procurement requirements which exceed delegated purchasing authority of fiscal administrators in accordance with applicable laws and University Administrative Procedures;
- Develops contract terms and provisions;
- Provides contract administration services;
- Processes financial management accounting forms relating to procurement actions;
- Monitors decentralized procurement activities administered by fiscal administrators at the campus and departmental levels;

CURRENT

- Provides advice, assistance, forms, and training to fiscal administrators for procurements and contracts issued by fiscal administrators;
- Develops University administrative procedures relating to the procurement of goods and services;
- Provides assistance to vendors regarding University procurement operations and procedures;
- Prepares reports on procurement activities within the University; and
- Administers the University's Small Business Utilization Program in accordance with applicable laws.

Purchasing Card (P-Card) Section

- Administers a P-Card program for the procurement of goods and services for the University;
- Develops P-Card policies, processes, and procedures;
- Monitors & audits P-card purchases to ensure compliance with applicable laws, grant, or contract terms and University Administrative Procedures; and
- Provides training and certification for P-Card users at the University.

OFFICE OF RISK MANAGEMENT (ORM)

ORM provides leadership, direction, planning, organization, and control of the University's Systemwide risk management functions and specifically formulates long- and short-range risk management plans, policies, and procedures; develops, implements, and oversees programs that minimize the University's exposure to potential losses or damages; assesses the University's risk exposure and insurance requirements and recommends appropriate levels of insurance coverage; ensures compliance with legal requirements, rules and regulations, and policies and procedures; and provides training, guidance, and advice Systemwide in all matters relating to risk management and insurance.

Specifically, ORM provides the following services and functions.

- Provides leadership, direction, planning, organization, and control of the University's risk management functions, including tort claims, workers' compensation, safety, loss control, and insurance administration;
- Formulates systemwide long- and short-range risk management plans and objectives;
- Develops and oversees systemwide risk management policies and procedures;
- Collaborates with other University offices in the development, procedures, and administrative implementation of an Enterprise Risk Management program and a Whistleblower program;
- Collaborates with other offices in investigations regarding risks, potential liability, and/or losses and/or damages arising from whistleblower claims;
- Develops, implements, and oversees programs that minimize the University's exposure to potential losses or damages involving physical assets, fidelity losses, and liability claims;
- Collaborates with other offices in the planning and coordination of efforts to mitigate risks arising from or associated with security and all-hazards, crisis management, business continuity, and disaster recovery;
- Assesses the University's risk exposure and insurance requirements;
- Determines and recommends appropriate levels of insurance coverage;
- Ensures compliance with legal requirements, rules and regulations, and policies and procedures;
- Directs the negotiation, execution, and administration of agreements relating to risk management;
- Periodically assesses the University's Risk Management Program and prepares appropriate reports on risk management activities within the University;
- Investigates and gathers information regarding loss and/or damage claims involving University property and tort claims associated with University operations;
- Serves as the University liaison with the State Department of Accounting and General Services, Risk Management Division;
- Provides training, guidance, and advice Systemwide in all matters relating to risk management and insurance;
- Develops risk management forms; and
- Submits claims on behalf of the University for property losses covered by insurance and/or the State Risk Management Program.

OFFICE OF SYSTEMS INTEGRATION (OSI)

OSI provides leadership and direction for all information technology and data systems that support the operational requirements of the various areas under the OVPA. These systems include enterprise-wide and home-grown systems that exist in functional silos and require manual manipulation and redundant data entry. Data integrity and accuracy concerns need to be addressed and work process re-engineering needs to be designed and implemented in order to obtain management reports that will provide meaningful analytic data for informed decision making.

CURRENT

OSI provides these services through its functional units as described below.

Business Process Transformation

- Leads the implementation and optimization of eBuilder (project management tracking system), which will serve as the centralized database and workflow tool for all construction project information including budgets, schedules, and status;
- Directs the strategic utilization and integration of technology capabilities for operations under the OVPA to maximize functionality, reporting accuracy, and data-driven decision making and leverage technology to support re-engineering and streamlining of processes;
- Maintains a geospatial and physical assets database of institutional information supporting the space and physical planning functions of the campus; and
- Manages and oversees, specifically for the Mānoa Campus Operations and Facilities area, data intensive and critical information technology systems including AiM (work order and asset management system), Lokahi (electronic workflow and reporting system), and Sightlines (building facilities condition report and deferred maintenance database).

PeopleSoft Development and Support

- Provides administrative support, business analysis, integration, and development capabilities for the enterprise-wide Peoplesoft program, which is used by OHR to establish, track, monitor, and report on all employees within the University systemwide;
- Conduct analysis to re-engineer the system to capitalize on delivered features and functionality to include user friendly interfaces, workflow, self-service and timely reporting;
- Collaborates with OHR and other system offices to lead efforts in updating and integrating individual databases and spreadsheets into an electronic system that is appropriately shared and governed by processes that secure data integrity; and
- Optimize integration touchpoints with other applications and datamarts.

Technology Integration

- Lead efforts in updating and integrating individual databases and spreadsheets into an electronic system that is appropriately shared and governed by processes that secure data integrity;
- Revisit unsupported legacy solutions and develop roadmap to replace them with current technologies; and
- Support the implementation of new technologies such as NeoGov for online recruitment, onboarding and performance evaluations.

OFFICE OF INSTITUTIONAL EQUITY (OIE)

OIE provides technical expertise and overall guidance to campuses in support of their planning, development, implementation, and daily management of Title IX and Violence Against Women Act (VAWA) programs that address sex discrimination and gender-based violence, including intimate partner violence, domestic violence, sexual assault, stalking, sexual exploitation, sexual and gender-based harassment, and retaliation.

OIE provides a systemwide, centralized infrastructure that assists all ten campuses in providing prompt, effective, comprehensive, consistent, and equitable responses to reports of gender-based violence and sexual misconduct; transforms the University's climate to one that embraces and ensures nonviolent and nondiscriminatory standards of interpersonal behavior through evidence-based, effective, and culturally sensitive training programs and initiatives; and ensures the University's compliance with the Title IX and VAWA laws.

- Ensures that all systemwide policies and procedures related to sex discrimination, gender-based violence, and stalking are current and that all campuses are consistently implementing best practices and standards;
- Oversees the University's Title IX and VAWA compliance efforts by leading centralized initiatives and collaborating with University stakeholders, including Title IX Coordinators, to ensure policies, procedures, programs, and services are compliant, consistent, equitable, accessible, culturally competent, and effective;
- Develops and implements systemwide case management and data collection systems to track trends, efficiency, equity, and consistency in the handling of reported cases of gender-based violence and sexual misconduct;
- Supports Title IX teams on all campuses to ensure the University's responses to incidents of sexual misconduct, gender-based violence, and sex discrimination are timely and appropriate and

CURRENT

complainants and respondents receive timely and equitable consideration through case review and consultation, training, and technical assistance;

- Strengthens the University's capacity to provide, assess, and evaluate services, programs, and interventions to support the needs of students, faculty, and staff affected by gender-based violence, sexual misconduct, and sex discrimination, including advocacy and confidential services;
- Works collaboratively and consults with all University and community partners, including law enforcement, to assess the effectiveness of System and campus efforts to prevent sex discrimination, sexual harassment, sexual violence, and other forms of gender violence in University programs and recommend strategies and solutions to campuses, Chancellors, senior administrators, and executives;
- Develops training programs and assists in the facilitation and implementation of training for all campuses, their Title IX Coordinators and staff, and other University employees and students involved in implementing related policies and procedures and those involved in handling, investigating, and resolving sex discrimination, harassment, gender violence, and retaliation complaints and issues; and
- Conducts periodic campus climate surveys to assess student, staff, and faculty attitudes toward and perceptions of gender-based violence, sexual misconduct, and sex discrimination, including the University's response to gender-based violence, sexual misconduct, and sex discrimination.

OFFICE OF SUSTAINABILITY (OOS)

The systemwide sustainability unit is charged with developing an energy management system and operational commitment to minimizing greenhouse emissions and becoming carbon neutral by 2050; work with faculty and staff to develop curriculum that will advance the principles of sustainability while enabling cross-campus collaborations that integrate teaching and research with solutions at the campus and community levels; facilitate and support basic and applied research initiatives that advance the principles of sustainability and enable cross-campus collaborations that integrate teaching and research with solutions at the campus, community, and global levels; and assist campuses with creating a sustainable living and learning environment that honors the University's cultural foundation and addresses the challenges and opportunities of its unique geographical location. Major functions are as follows:

- Supports the implementation of sustainability projects and initiatives, including waste, water and energy reduction, food production, and fostering sustainable behavior changes;
- Provides expertise in resource management to ensure identification, life cycle cost analysis, design, implementation, and/or construction of resource conservation and gas reduction initiatives to meet goals for sustainability and carbon neutrality;
- Provides supervisory and technical oversight in strategic planning, coordination, and organizational alignment of Systemwide sustainability strategic goals and development of campus sustainability and resilience plans;
- Coordinates and manages the University Sustainability Council and University Sustainability Curriculum Council to establish sustainability metrics to track, record, and report on progress toward sustainability goals;
- Plans and executes campus and community outreach initiatives, i.e., the Annual Sustainability in Higher Education Summit;
- Provides oversight of energy planning, management, and administration Systemwide by developing and executing an overall vision and comprehensive strategic energy plan that is aligned with the University's strategic sustainability goals;
- Oversees the development of feasibility studies and business plans as the Systemwide subject matter expert on energy monitoring, analysis, and benchmarking;
- Deploys energy-related training programs and develops internal and external communication strategies that impact behavioral shifts toward sustainability and energy efficient practices; and
- Represents the University in building and maintaining effective relationships with all constituency groups, including senior administration, campus managers, federal and State officials, State legislature, the Public Utilities Commission, county sustainability councils, and other local, national, and international organizations.

CAMPUS OPERATIONS & FACILITIES (COF)

COF provides leadership and oversight for Mānoa campus operations and repair and maintenance programs and projects. COF is responsible for developing a comprehensive program that incorporates preventive maintenance best practices and strategically addresses work orders, minor facility upgrades and other campus improvements on an on-going basis.

COF provides these services through its various functional units as described below.

Campus Operations/Shops

CURRENT

Campus Operations provides leadership and supervision over trade shop services for the Mānoa campus. This unit coordinates closely with the Work Coordination Center, Warehouse, Buildings and Grounds Maintenance, and professional support units. Campus Operations implements preventive maintenance programs and supports the energy and resource conservation and management efforts for the campus.

- Electric Shop
Maintains, repairs, and installs electrical systems and equipment, including load centers, primary and secondary voltage transformers, cabling/wiring, switchgears, and fixtures.
- Carpenter Shop
Repairs, constructs and installs rough and finished carpentry work and building hardware.
- Air Conditioning Repair & Maintenance Shop
Repairs, maintains and replaces building and facilities HVAC and cooling systems.
- Plumbing Shop
Repairs, maintains and installs plumbing systems, fixtures and equipment.
- Paint Shop
Refinishes, repaints and maintains all existing painted and newly constructed surfaces.
- Trucking Shop
Provides trucking, moving and disposal services to the campus community.

Buildings & Grounds Management

The Buildings & Grounds Management (BGM) unit is responsible for overseeing the maintenance and landscape of campus buildings, grounds and plant collections. Works to meet and implement the energy and sustainability needs and priorities of the University and to develop a plant collection for educational and research purposes.

- Building Services
Provides custodial care, carpet cleaning, and other maintenance services for all buildings and facilities for the campus.
 - *Crew 1 – Makai zone*
 - *Crew 2 – Ewa zone*
 - *Crew 3 – Mauka zone*
 - *Housekeeper*
Provides household cleaning of the University President's residence including the main house and guest cottage.
 - *Carpet Cleaner*
Provides carpet cleaning and floor polishing services for on-campus facilities.
- Landscaping Services
Provides grounds maintenance services and refuse collection, and coordinates recycling operations for the campus. The two (2) main functions under this unit are Landscaping and Grounds Maintenance.
 - *Landscaping*
 - *Pesticide Control*
Controls weeds, insects, and diseases affecting campus landscapes.
 - *Irrigation*
Repairs, installs, and maintains irrigation systems.
 - *Labor Support*
Provides labor support for tree trimmer, sprinkler repairer and recycling.
 - *Mason*
Lays building materials, including concrete and brick, and constructs or repairs surfaces or structures.
 - *Tree Trimmer*
Maintains campus trees.
 - *Nursery*
Provides maintenance and care to trees, plants, and foliage.
 - *Refuse*
Provides refuse collection as well as special and bulk disposal services.
 - *Equipment Support*
Operates and maintains heavy equipment to service campus facilities.

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- *Grounds Maintenance*
Performs a variety of manual tasks in cleaning, caring and maintaining landscaped areas.
 - *Makai Crew* – Makai zone
 - *Power Mower* – Campus lawn
 - *Mauka Crew*- Mauka zone
- Campus Arboretum
Develops the landscape potential of unique woody flora of the tropics on the campus by serving as a living laboratory for education and research, encouraging use by the broader community and supporting service activities of the University.

Work Coordination Center

- Manages and maintains the campus work order system;
- Communicates Mānoa customer requests and needs to appropriate unit;
- Provides data/information to assist maintenance units respond to customer requests and supports communication and improved customer service to campus constituency; and
- Schedules and coordinates support services for special events.

Warehouse/Inventory

Provides warehouse and inventory services for COF including storage, transfer, and disposal of materials and property and the maintenance of surplus inventory for the campus community.

Facilities Safety

Provides advice and develops policies and procedures regarding environmental and occupational safety issues affecting the Mānoa campus and especially COF. Ensures compliance with Federal, State, and local laws, rules and regulations relating to safe operating practices in alignment with the Occupational Health and Safety Administration (OSHA).

Professional Support

Coordinates with the Shops director and/or Shops superintendent and director of Buildings and Grounds and schedules repairs and maintenance, preventive maintenance programs for all relevant buildings, building subsystems, infrastructure and grounds. Reviews departmental service work requests, preparing cost estimates as well as labor and materials requirements for work to be performed by the trade shops.

Mechanical Engineering & Electrical Engineering

- Prepares and/or reviews and directs the preparation of mechanical/electrical engineering designs and specifications for projects performed either internally or by private consultants and contractors and prepares and/or reviews specifications and bidding requirements for projects by private consultants and contractors;
- Maintains facilities equipment audit and inventory; manages preventive maintenance programs for mechanical and electrical systems; develops equipment and systems replacement programs in accordance with established industry criteria;
- Provides renovation design assistance to departments, including determination of service and maintenance requirements, alternative approaches, and time and cost estimates;
- Provides planning and design services for setting campus goals regarding the design, repair, management and operations of all components related to mechanical and electrical engineering functions on the campus;
- Reviews departmental service work requests, preparing cost estimates as well as labor and materials requirements for work to be performed by the trade shops.
- Provides technical support to trade shops;
- Develops and maintains a comprehensive building audit program; and
- Supports the planning, development and implementation of campus-wide utility planning, improvements and repairs and energy conservation, energy efficiency and renewable energy programs in concert with OPS and other key campus units.

Fire Safety

Monitors campus facilities and operations for compliance with federal, state and county fire codes. Conducts inspections, performs training and maintains campus fire suppression equipment.

OFFICE OF PROJECT DELIVERY (OPD)

CURRENT

OPD provides the vision and direction for long and short-range planning, space management and analysis, capital planning, and design standards, at the Mānoa campus. OPD ensures that all planning for, and actions on, the physical facilities, grounds, and infrastructure are in accordance with long-range development plans, the campus strategic plan, and supports the campus educational, research and student life missions. Major functions include:

- Creates and maintains design standards for land and facilities supporting Mānoa programs which incorporate principles of sustainability and environmental responsibility;
- Develops and administers long range physical development plans for the campus as well as lands external to the campus supporting UH Mānoa programs;
- Conducts analyses of institutional plans, academic agendas, and major policies to anticipate future directions affecting long-term physical facility requirements for Mānoa;
- Assists in the preparation of environmental assessments and impact statements and master plans;
- Assists in the development of University environmental policy and all documents to comply with applicable laws, rules, and regulations
- Provides leadership in creating and implementing a comprehensive environmental and energy policy in support of the Mānoa's strategic sustainability goals;
- Works in partnership with campus groups to incorporate sustainability principles into the planning, design, operational, and educational framework of the institution;
- Engages students, faculty, and staff in gaining understanding of our current patterns of facilities use and consequent impacts and opportunities;
- Manages the allocation and reallocation of space on campus to operating units; and
- Provides data analysis in support of the space allocation and physical planning functions of the campus.

OPD also provides high quality planning, development, design, and construction services for the successful completion of CIP projects. OPD ensures that all University campuses, especially the flagship Mānoa campus, enjoy and operate in physical environments that support teaching, research, and public service in keeping with the University's mission. The buildings, infrastructure, and landscapes of the campuses should reflect the excellence and diversity of the academic enterprise. These services are provided through two (2) functional areas:

Project Management

- Performs project management responsibilities for all projects including, but not limited to, design-bid-build and design/build methods of delivery, to ensure the end-to-end successful completion of construction projects affecting campus facilities, grounds, infrastructure and other physical assets;
- Prepares and/or reviews and directs the preparation of plans and specifications and/or Request for Proposals (RFPs for new and renovation projects including the preparation of bid documents, as required;
- For design/build projects, oversees all components of the process including programming requirements, establishment of design criteria within budget parameters, project design review, negotiations of contract terms and deliverables, construction oversight, and overall contract administration;
- Coordinates design requirements, construction methods and schedules with COF, other campuses systemwide, and the construction team;
- Provides renovation design assistance to departments, including closely working with the end-users to determine project scope and requirements, potential maintenance and service issues, alternative approaches, and time and cost estimates; and
- Assists in maintaining an inventory and information database of campus buildings with regard to facilities conditions assessments and potential projects that need to be queued for construction due to capital renewal, deferred maintenance, health and safety, and/ or code requirements.
- Leads in the recommendation and implementation of other innovative and alternative project delivery mechanisms and strategies to improve the quality, timeliness, and cost effectiveness of capital projects for the University.

Construction Management

- Directs and manages construction activities and delivery of projects for OPD;
- Develops and implements policies, procedures, and processes for construction activities;
- Reviews design plans and specifications to ensure feasibility of construction and maintenance;
- Confirms that construction cost-estimates and schedules are realistic and considers all aspects of a project;
- Develops reporting and monitoring mechanisms that provide timely, reliable information on the status of construction;
- Reviews and interprets all construction and contract documents including working drawings, specifications, post contract documents, schedule of values, and detailed cost breakdowns,

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- Makes sound, justifiable field and project decisions that advance the best interests of the University while keeping within deadlines and budgets;
- Processes change orders in a timely fashion, while documenting and holding the appropriate entity responsible and liable, to avoid costly delays;
- Manages projects from bid award to project acceptance and close-out, including verification that all operating manuals, training, project warranties, and other applicable documents are received prior to project acceptance; and
- Ensures that effective and consistent communications with all involved parties is on-going, including the campus community and other external stakeholders, and that construction processes follow industry best practices.

FACILITIES BUSINESS OFFICE (FBO)

FBO provides administrative and fiscal support to Office of Planning and Sustainability, Campus Operations and Facilities, and the Office of Project Delivery. FBO is responsible for the development and implementation of policies, processes, and standard operating procedures that provide a framework for the consistent application of administrative and fiscal services and that ensures compliance with legal requirements, accounting principles, and generally accepted business practices. Support services include fiscal, accounting, business analysis, procurement, contract award and administration, capital budget preparation, legislative participation, budget implementation, information/data systems, management reporting, and asset management.

FBO is comprised of the following two (2) functional areas:

Facilities and Contracts Office

- Administers and manages all facets of facilities and construction project procurement including invitation for bids, request for proposals, design/build solicitations, request for quotations, and other methods of source selection;
- Directs all facets of the contracting cycle including award of contracts, contract administration, monitoring vendor performance, and the modification, termination, and closing of contracts;
- Ensures that the selection process and contracts for professional services are done in accordance with applicable State statutes, Hawaii Administrative Rules, and University Administrative Procedures;
- Provides advice on the interpretation and implementation of procurement statutes, policies, procedures, and requirements and ensures that processes and documents comply with applicable laws;
- Develops and amends contract terms and provisions to ensure that the University is protected;
- Develops standard forms and templates to ensure that the procurement of facilities and construction is executed in accordance with applicable laws and contract provisions.

Facilities Fiscal Office

- Administers and manages all financial and budget functions and services for OPS, COF, and OPD relating to operating and capital programs;
- Reviews and processes construction change orders, certifies availability of funds, and ensures compliance university, state, and federal rules, regulations, policies, and procedures;
- Prepares and issues purchase orders, requisitions, contract encumbrance forms, and other allotments to maintain control over operational and CIP budgets;
- Establishes required accounting system for maintaining expenditures in conformance with management requirements;
- Prepares reports in response to requests from internal and external agencies including State departments and the legislature; and
- Develops policies and procedures that ensures compliance with applicable laws and ensures effective operations and resource allocations.

CURRENT

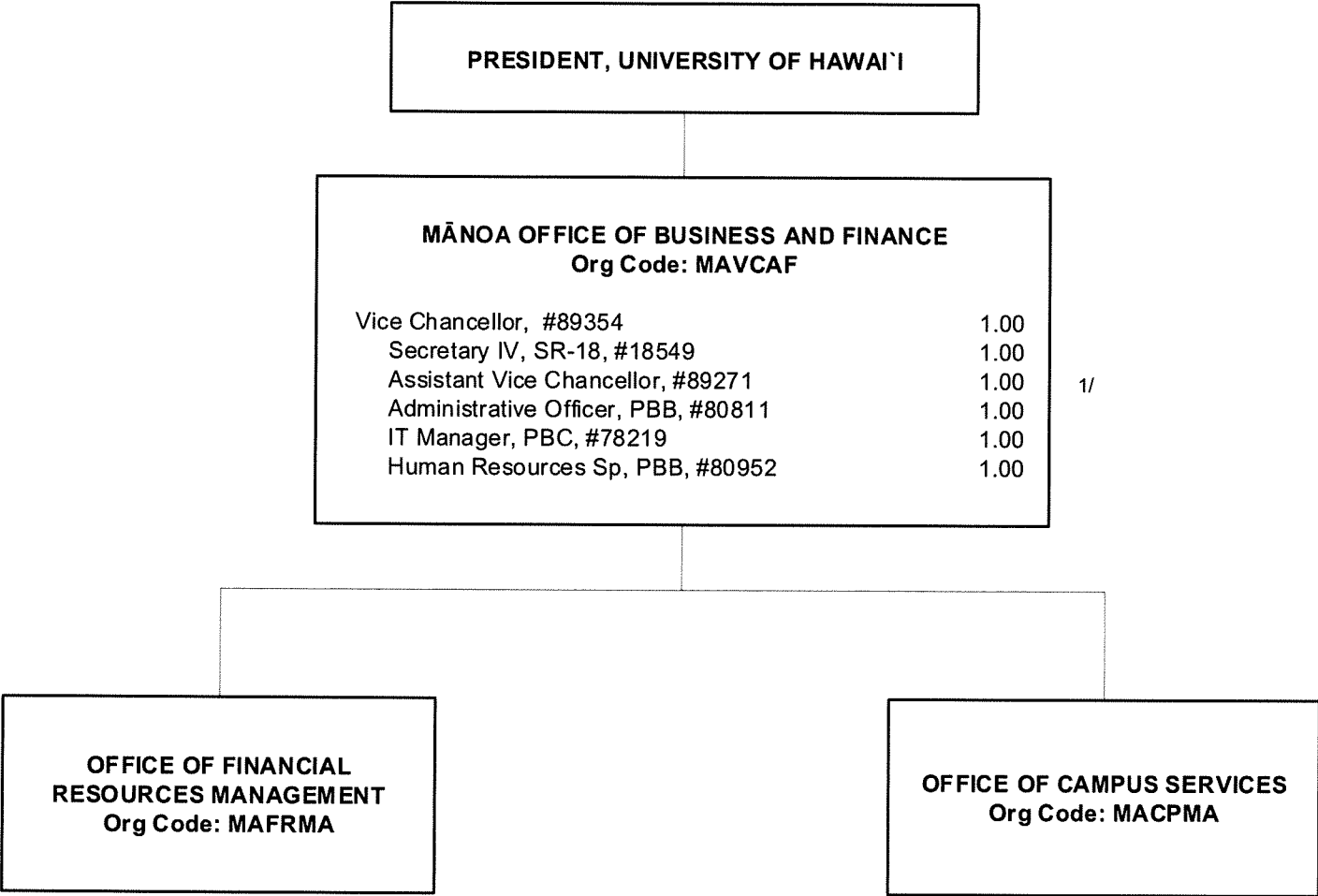
CHART UPDATED

JUL - 1 2019

University of Hawai'i
at Mānoa

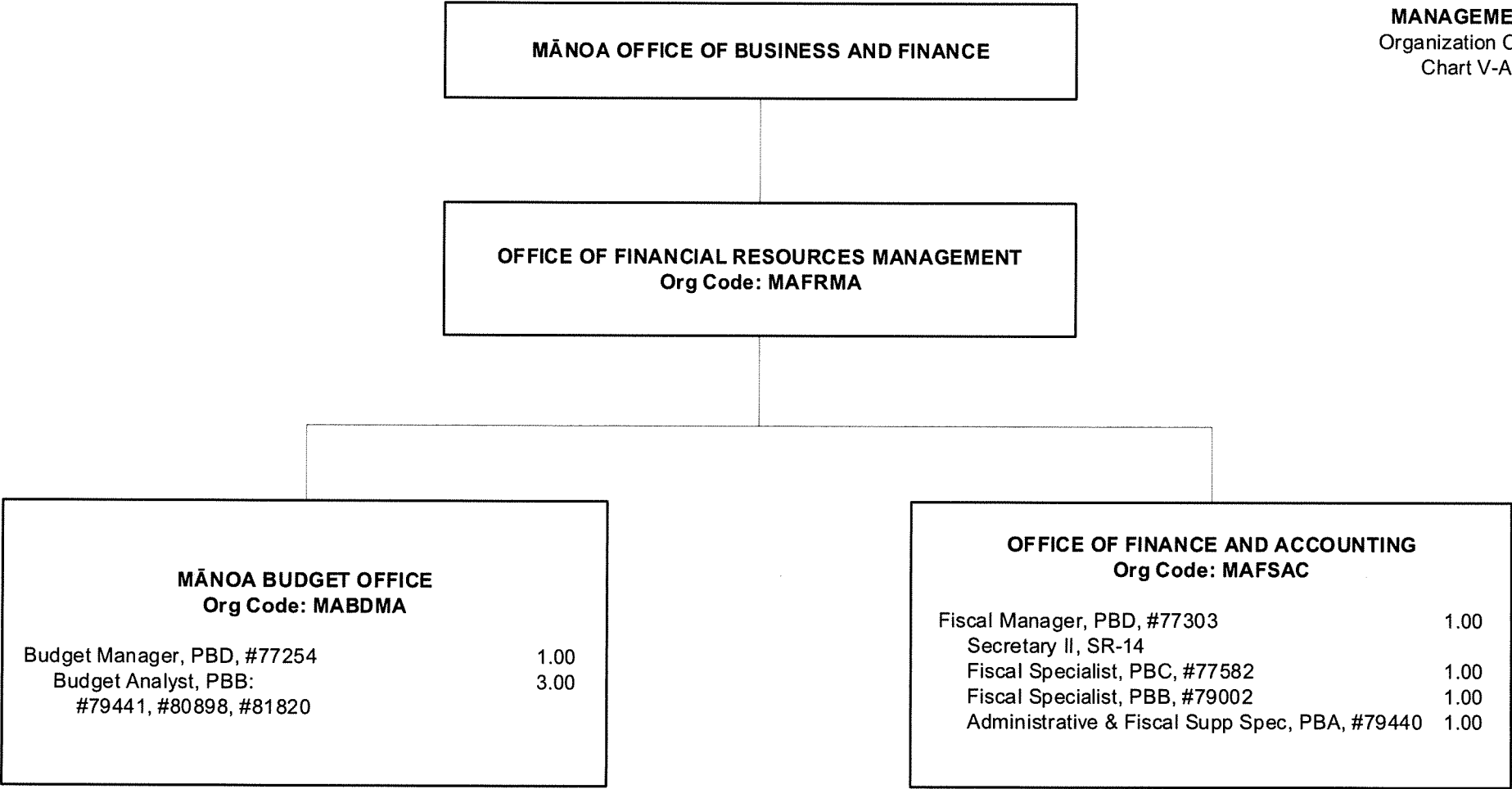
STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
UNIVERSITY OF HAWAI'I AT MĀNOA
MĀNOA OFFICE OF BUSINESS AND FINANCE
Organization Chart
Chart V

DEPARTMENT TOTAL:	PERM	TEMP
General Funds:	14.00	--



1/ Assistant Vice Chancellor, #89271 to be redescribed

CHART TOTAL	PERM
General Fund:	6.00



1/ Secretary II - new, pending approval

CURRENT

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
UNIVERSITY OF HAWAI'I AT MĀNOA
MĀNOA OFFICE OF BUSINESS AND FINANCE

FUNCTIONAL STATEMENT

MĀNOA OFFICE OF BUSINESS AND FINANCE – Org Code: MAVCAF

The Mānoa Office of Business and Finance provides leadership and executive management over administrative functions and services, as well as campus operations, for the University of Hawai'i at Mānoa. The following units report to the Vice Chancellor who serves as the chief business officer:

- Office of Financial Resources Management – Org Code: MAFRMA
- Office of Campus Services – Org Code: MACPMA

Through the above units, the Mānoa Office of Business and Finance provides leadership and executive management over the following functions:

- Financial management for the campus including long range financial planning, financial analysis, financial reporting, budget preparation and budget implementation.
- Campus security and emergency management.
- Auxiliary services including parking, food services, transportation services, faculty housing, and bookstore operations.

The Mānoa Office of Business and Finance has the authority to establish policy and procedures necessary to implement BOR and Executive Policies at the University of Hawai'i at Mānoa as they pertain to campus financial management, and auxiliary services. The establishment of campus policies are endorsed by VCs, approved by the President, and disseminated and published on the official Mānoa policies, procedures and guidelines website.

The position consults with the provost, other vice chancellors, faculty, staff, students, deans, and directors as appropriate in developing and implementing campus policies and procedures. In addition, the Office coordinates with the offices of the President and Mānoa Leadership Team on administrative and financial matters as appropriate.

CURRENT

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
UNIVERSITY OF HAWAI'I AT MĀNOA
MĀNOA OFFICE OF BUSINESS AND FINANCE
OFFICE OF FINANCIAL RESOURCES MANAGEMENT

FUNCTIONAL STATEMENT

OFFICE OF FINANCIAL RESOURCES MANAGEMENT – Org Code: MAFRMA

The Office of Financial Resources Management has campus-wide responsibility for planning and management of campus finances, and the campus operating and CIP budgets. Functional responsibilities are assigned to sub-units as follows:

Mānoa Budget Office – Org Code: MABDMA

- Administers the campus biennial and supplemental budget process including preparation of campus budget instructions, preparation of budget testimonies to the legislature, and analysis of various versions of the budgets.
- Implements the annual campus operating budget including the allocation of appropriated funds; preparation of budget execution and instruction; position control; and the review of unfunded budget proposals.

Office of Finance and Accounting – Org Code: MAFSAC

- Prepares and analyzes periodic operating statements in support of the overall management of the campus.
- Prepares intermediate and long term financial projections in support of operating and CIP budgets and the University and campus strategic plans.
- Keeps abreast of University accounting policies and procedures and manages compliance of these among campus fiscal officers.
- Manages the budgets for select Mānoa units reporting to the President.
- Provides fiscal training to campus fiscal officers.

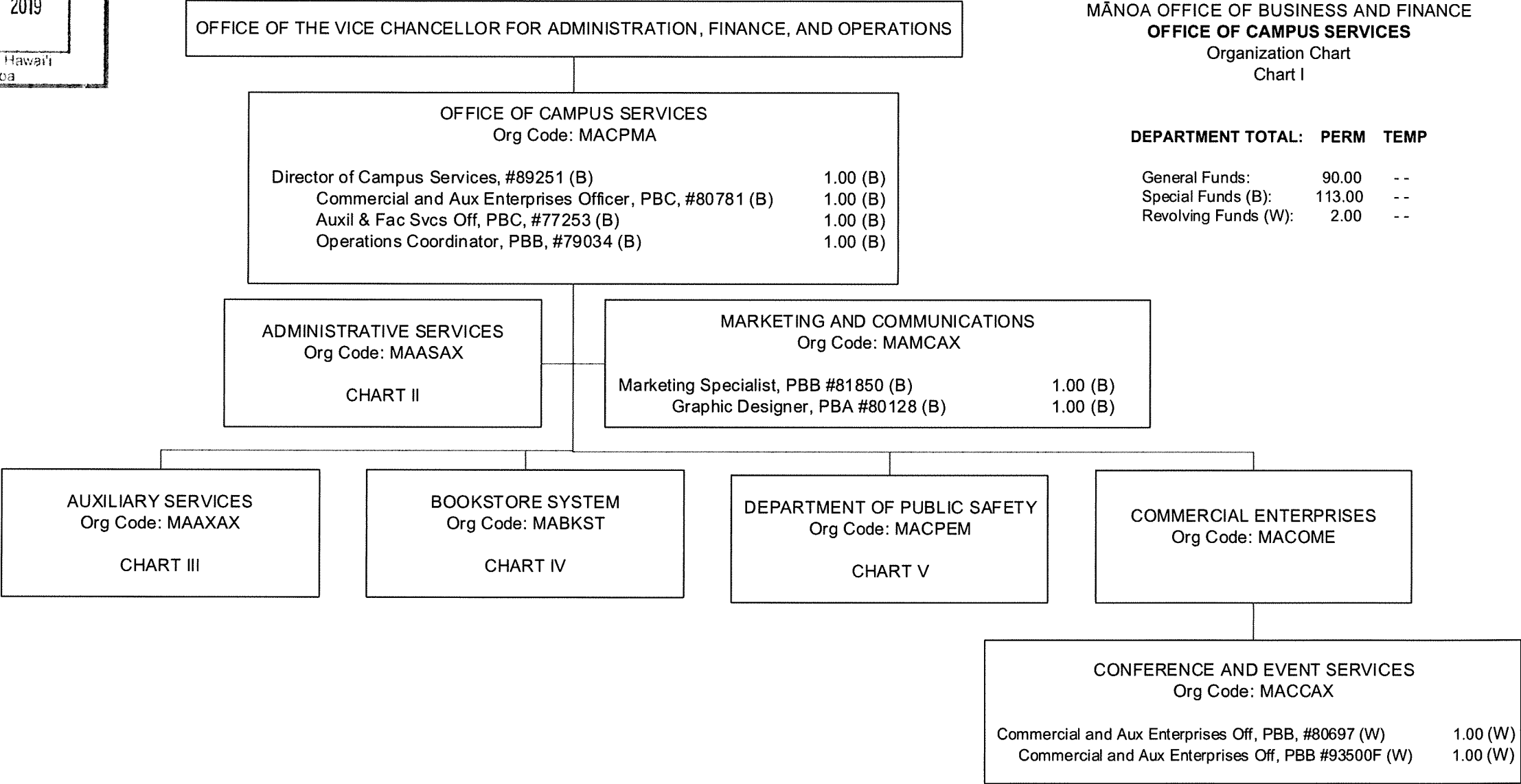
CURRENT

CHART UPDATED

JUL - 1 2019

University of Hawai'i
at Mānoa

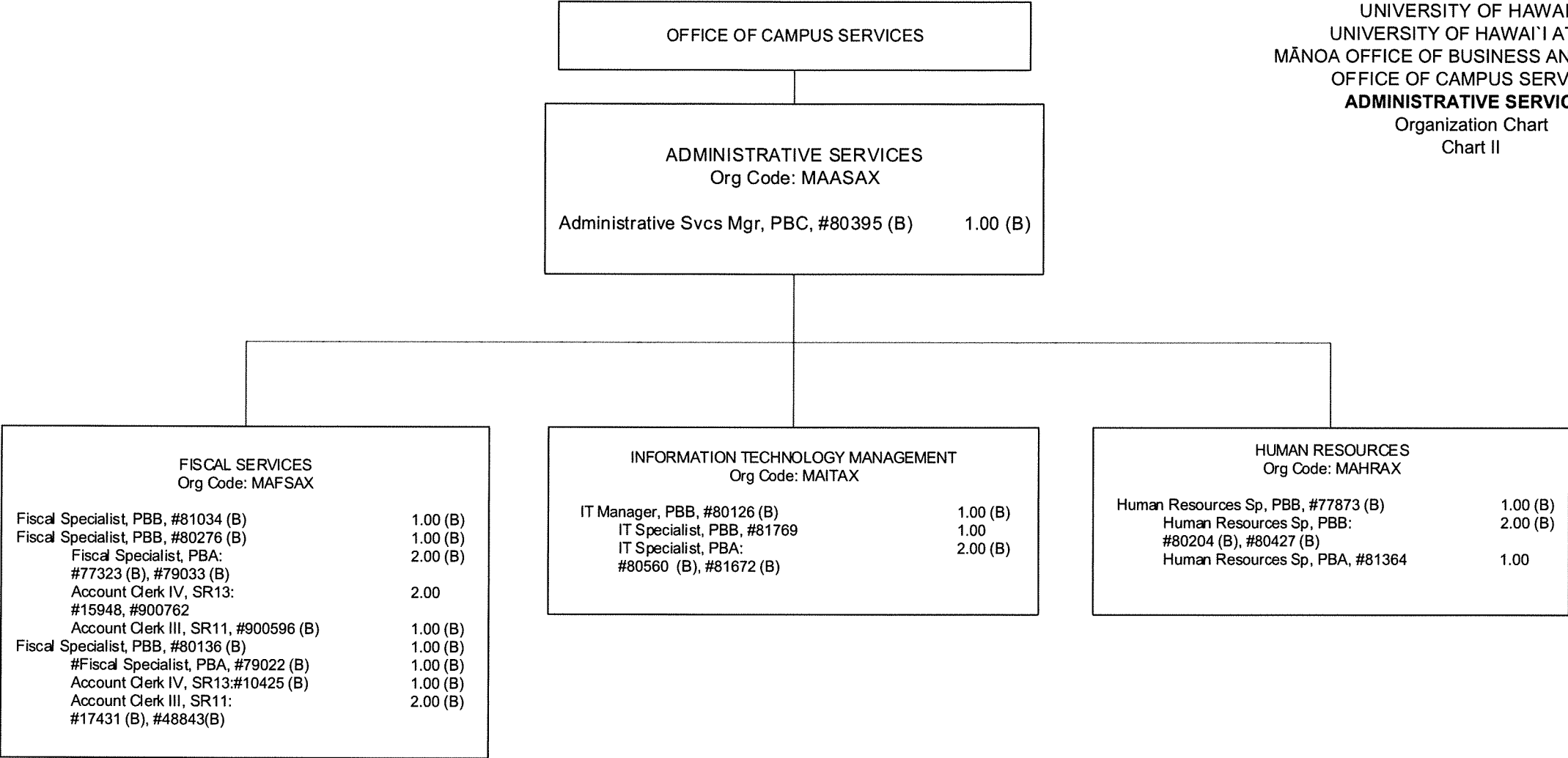
STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
UNIVERSITY OF HAWAI'I AT MĀNOA
MĀNOA OFFICE OF BUSINESS AND FINANCE
OFFICE OF CAMPUS SERVICES
Organization Chart
Chart I



DEPARTMENT TOTAL:	PERM	TEMP
General Funds:	90.00	--
Special Funds (B):	113.00	--
Revolving Funds (W):	2.00	--

CHART TOTAL:	PERM	TEMP
Special Funds (B):	7.00	--
Revolving Funds (W):	2.00	--

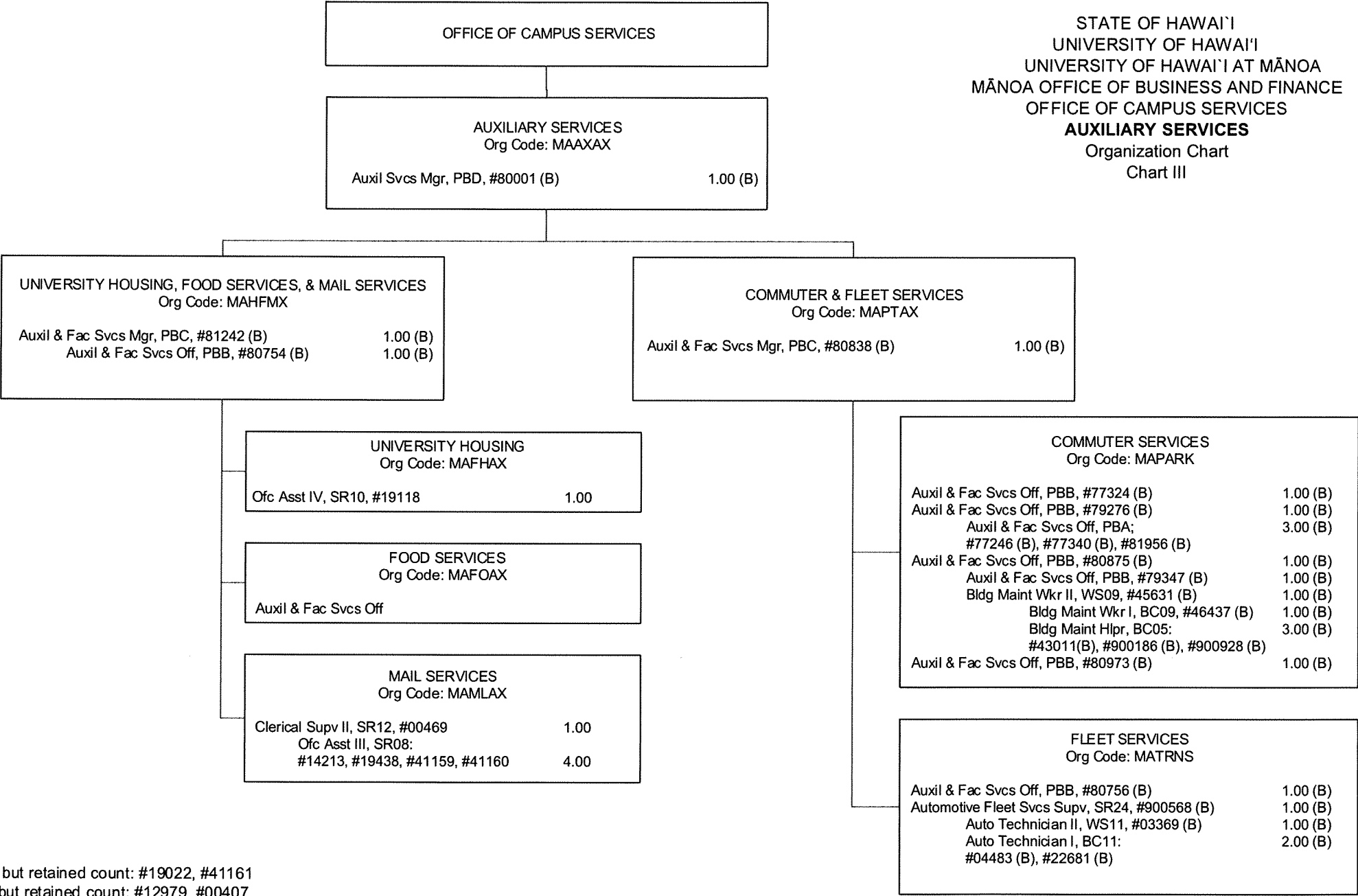
1/ To be established
(B) Special fund position abolished but retained count: #13644



(B) Special fund positions abolished but retained position count: #14867, #14988, #900127

CHART TOTAL:	PERM	TEMP
General Funds:	4.00	--
Special Funds (B):	20.00	--

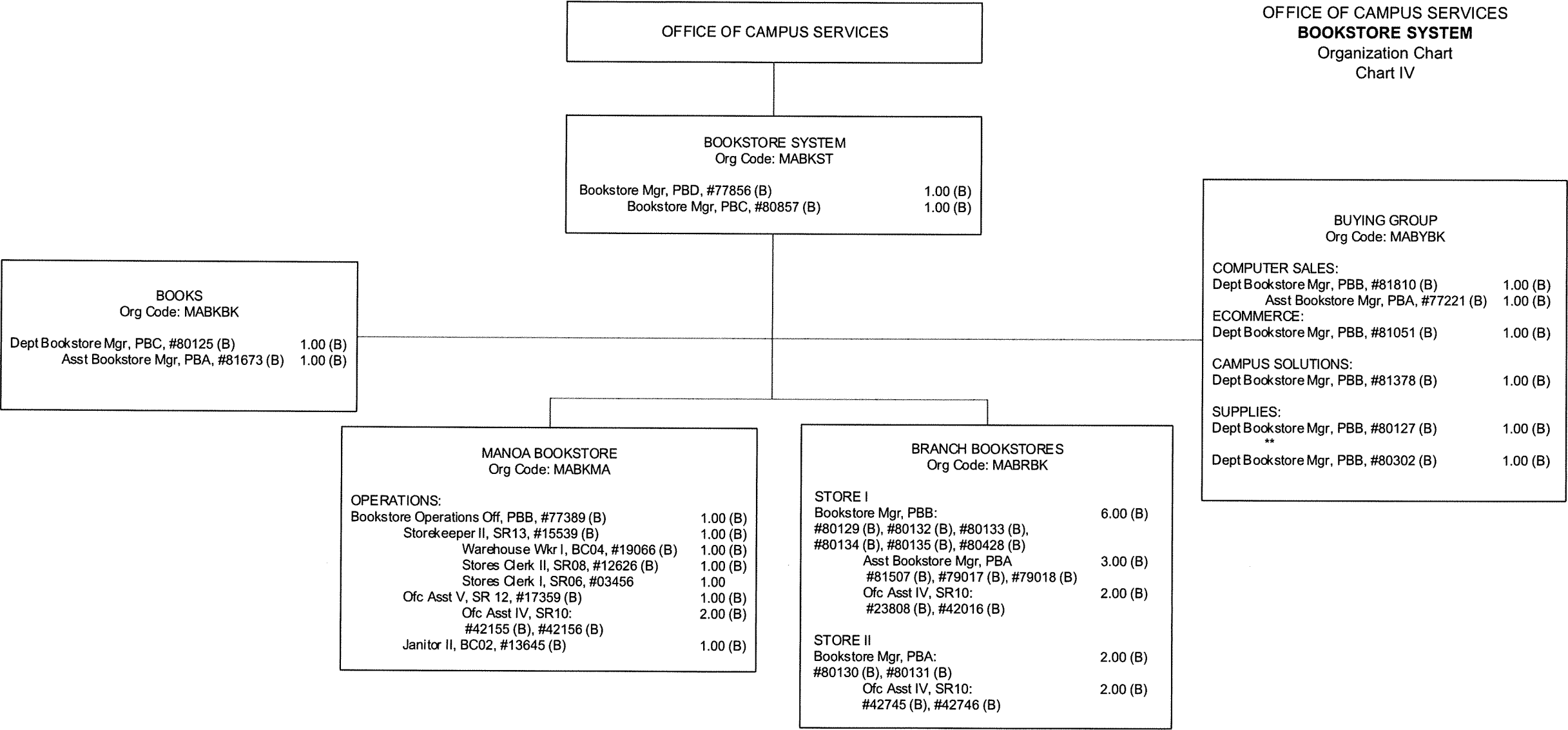
CURRENT



STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
UNIVERSITY OF HAWAI'I AT MĀNOA
MĀNOA OFFICE OF BUSINESS AND FINANCE
OFFICE OF CAMPUS SERVICES
AUXILIARY SERVICES
Organization Chart
Chart III

(A) General fund position abolished but retained count: #19022, #41161
(B) Special fund position abolished but retained count: #12979, #00407

CHART TOTAL:	PERM	TEMP
General Funds:	8.00	--
Special Funds (B):	24.00	--



(B) Special fund positions abolished but retained count: #06801, #12627, #13642, #13643, #13944, #13945, #15057, #15538, #17356, #17357, #17358, #17360, #17361, #17362, #17651, #18089, #19065, #22931, #23809, #24637, #24959, #26727, #27843, #27876, #27887, #32675, #35138, #47164, #94356F

**Represents a supervisory layer that exists but is deleted due to legislative abolishment

CHART TOTAL:	PERM	TEMP
General Funds:	1.00	--
Special Funds (B):	62.00	--

OFFICE OF CAMPUS SERVICES		
DEPARTMENT OF PUBLIC SAFETY Org Code: MACPEM		
Auxil & Fac Svc Mgr, PBD, #80477		1.00
Admin & Fiscal Support Sp, PBA, #81244		1.00
Safety/Security Sp, PBB, #78184, #78327, #78865, #79691, #79836		5.00
Auxil & Fac Svcs Off, PBC, #81189		1.00
Admin & Fiscal Support Sp, PBA, #81709		1.00
Auxil & Fac Svc Off, PBB, #81195		1.00
University Security Off III, SR18, #03574, #13852, #39544, #48514, #111648, #900578, #900697, #900745, #900761		9.00
University Security Off I, SR14, #03575, #13542, #13851, #22487, #24542, #24575, #24576, #28608, #28609, #28610, #28611, #29174, #30526, #36659, #36660, #36661, #36667, #36668, #39488, #39489, #39491, #39492, #39493, #45375, #48515, #48516, #49280, #49281, #49282, #110514, #900313, #900314, #900316, #900318, #900319, #900320, #900566, #900755, #900756, #900757, #900758, #900759, #900760, #900764, #900765, #900766, #900767, #900768, #900769, #900770, #900771, #900772, #900773, #900774, #900775, #900776, #900777, #900778		58.00

CURRENT

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
UNIVERSITY OF HAWAII AT MĀNOA
MĀNOA OFFICE OF BUSINESS AND FINANCE
OFFICE OF CAMPUS SERVICES
FUNCTIONAL STATEMENT

OFFICE OF CAMPUS SERVICES – Org Code: MACPMA

The Office of Campus Services has functional responsibility for the major ancillary services of the campus. These include Fleet Services, Commuter Services, Food Services, Bookstore operations, University Housing, Commercial Enterprises, and the Department of Public Safety. The functions of Campus Services are grouped under the following major categories:

Auxiliary Services – Org Code: MAAXAX

Bookstore System – Org Code: MABKST

Department of Public Safety – Org Code: MACPEM

Commercial Enterprises – Org Code: MACOME

Campus Services provides leadership and coordination in planning, developing, and directing activities for the major groups mentioned above. These programs are supported by the Administrative Services and Marketing and Communications. The Office of the Director of Campus Services plan, organizes, directs the programs in Campus Services with responsibilities that include:

1. Implements policies as directed by University Administration, establishes procedures, ensures that effective management methods and appropriate financial controls are used.
2. Provides direction and leadership to subordinate managers in the development, implementation, and attainment of programmatic and financial goals and objectives.
3. Liaise with University students, faculty, administrators, community groups, legislature, and other relevant and/or appropriate units on Campus Services related matters.

Marketing and Communications – Org Code: MAMCAX

Conceives, plans, coordinates, advises on, and/or implements the marketing and communications functions for all departments of Campus Services and the division as a whole. Assists in the development of key messages and educates stakeholders on the products, services, and/or values of the various entities.

1. In conjunction with managers of each of the Campus Services divisions, determines their distinct promotional and/or public relations goals and objectives.
2. Provides counsel on and execution of marketing strategies, including but not limited to advertising, collateral materials, websites, newsletters, social media, special events, and grassroots outreach. Oversees market research studies.
3. Provides counsel on and execution of communications efforts, including but not limited to media relations, reputational management, external and internal announcements and notices. Works in conjunction with other University communications offices.
4. Designs and produces artwork for emblematic merchandise as well as advertising, collateral materials, websites, newsletters and social media for all Campus Services divisions.

CURRENT

Commercial Enterprises– Org Code: MACOME

Responsible for developing products and services to be sold for commercial purposes that help to market the University and to enable Commercial Enterprises to become self-supporting.

1. Product development, branding, and quality assurance based on student/faculty research and development.
2. Buying of apparel, operations of stores, and outside sales.
3. Operates internet apparel and souvenir sales.
4. Responsible for the operation and management of the Conference Center.

Conference and Event Services – Org Code: MACCAX

Provides a program to meet the needs of the University of Hawai'i at Mānoa and other state agencies in the area of organizing and managing conferences, institutes, trainings, and symposia.

1. Provides services to organizations such as the University of Hawai'i System, State and municipal government agencies, and community/non-profit groups whose activities are consistent with academia, research, professional development, and life-long learning.
2. Responsible for Conference Center program development, marketing, budgeting and accounting.
3. Responsible for conference management, including coordinating logistical needs, registration requirements, travel arrangements, and fiscal management for conferences, institutes, trainings, and symposia across the state of Hawai'i.

CURRENT

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
UNIVERSITY OF HAWAII AT MĀNOA
MĀNOA OFFICE OF BUSINESS AND FINANCE
OFFICE OF CAMPUS SERVICES
ADMINISTRATIVE SERVICES

ADMINISTRATIVE SERVICES – Org Code: MAASAX

This department plans, organizes, directs, and controls administrative functions of Campus Services, including Fiscal Services, Information Technology Management, and Human Resources.

Fiscal Services – Org Code: MAFSAX

Responsible for Campus Services, UH Mānoa fiscal controls, financial reporting, procurement and budgeting.

1. Maintains an accounting system for all Campus Services units, based on and integrated with the University's accounting system.
2. Prepares and analyzes financial and budget reports for all programs.
3. Establishes and enforces fiscal controls and procedures for cash and inventory.
4. Coordinates all audit activities with internal and external audits.
5. Coordinates physical inventory and monitors inventory control.
6. Maintains fiscal records and files.
7. Processes all payments.
8. Monitors procurement of materials and services, prepares all bid specifications, and administers all contracts for maintenance, lease rental, goods and services.
9. Processes all accounts receivables, reconciles statements and reports, and monitors credit memos.
10. Count and/or deposit all collections including, cash, scholarship charges, and departmental requisitions.

Information Technology Management – Org Code: MAITAX

Responsible for the system development and maintenance, operations, technical support and management support in all areas of computerized management information systems.

1. Performs systems analysis, design, tests, installations and maintenance for all Campus Services units.
2. Coordinates development and programming and assists Marketing and Communications in design and maintenance of Campus Services websites.
3. Develops and controls production schedules for computerized functions for all Campus Services operations and projects.
4. Provides technical assistance, user training, and provides support for all Campus Services information system activities.

CURRENT

Human Resources – Org Code: MAHRAX

Administers Human Resources for Campus Services, UH Mānoa. Responsible for all matters related to recruitment, selection, benefits, classification, compensation, employee records, training, employee relations, and organization management.

1. Provides assistance in staffing analysis, and ensures that the recruitment and selection process is in accordance with human resources laws and procedures.
2. Administers benefits, leave accounting, and training for designated units. Provides technical advice on position classification matters, and processes classification and compensation transactions.
3. Maintains employee records, and handles all employee relations and grievance matters.
4. Provides technical advice and support in evaluation of organizational structure, and processing organizational changes.

CURRENT

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
UNIVERSITY OF HAWAII AT MĀNOA
MĀNOA OFFICE OF BUSINESS AND FINANCE
OFFICE OF CAMPUS SERVICES
AUXILIARY SERVICES

AUXILIARY SERVICES – Org Code: MAAXAX

This Office plans, organizes, directs, and controls the activities of the following Auxiliary Services programs -- Mail Services, University Housing, Food Services, Commuter Services, and Fleet Services.

1. Establishes overall policies as directed by University Administration.
2. Ensures that effective management methods and appropriate financial controls are used.
3. Provides direction and leadership to subordinate managers in the development, implementation, and attainment of programmatic and financial goals and objectives.
4. Maintains liaison with University students, faculty, administrators, community groups, legislature, and other interested parties on Auxiliary Services matters.

UNIVERSITY HOUSING, FOOD SERVICES, & MAIL SERVICES – Org Code: MAHFMX

This Office advises and participates in the development, sale, and mortgage loan assistance of university housing properties. Responsible for the daily operations of the University Housing, Mail Services, & Food Services sections.

1. Establishes goals and objectives, and directs the daily operations of University Housing, Mail Services, & Food Services sections.
2. Analyzes production, financial condition, quality of service, and directs the implementation of procedures to improve services.
3. Provides support to other Auxiliary Services programs as needed.

University Housing – Org Code: MAFHAX

Provides self-sustaining university housing program to assist new employees with suitable temporary housing during their period of adjustment to local economic conditions. Provides university housing condominium units for sale, when directed by Administration.

1. Manages rental agreements for all university housing apartments. Operates and maintains the apartment unit rentals.
2. Provides for the acceptance, evaluation, and processing of requests for housing; reviews and approves assignments of leases in accordance with University policies.
3. Conducts preventive maintenance programs, major renovations, and replacement of furniture and equipment, and custodial and grounds maintenance to improve the physical quality of university housing, and provides security of the apartments in order to make the university housing complex safe and livable.
4. Provides mortgage loan assistance to eligible employees interested in purchasing off-campus housing through the University.

CURRENT

Food Services – Org Code: MAFOAX

Responsible for satisfying the nutritional needs of the University community by providing choices of products at the lowest possible cost that are high in quality, and with the best possible services.

1. Administers the food service contracts for the Mānoa campus. Develops contract specifications focusing on the quality of menus, the manner of service, the economy of prices, and merchandising that provides optimal customer satisfaction.
2. Monitors the food service contractors to insure adequate delivery of service, in compliance with the provisions of the contracts and applicable codes and ordinances.
3. Serves as liaison with the University community, and ensures customer satisfaction in all aspects of the food service program.

Mail Services – Org Code: MAMLAX

Provides daily mail pickup and delivery services to Mānoa campus departments on a timely, cost-efficient basis.

1. Picks up, sorts, and delivers intra-campus, incoming, outgoing, and state messenger mail.
2. Issues, evaluates, and controls departmental allocations for mail services.
3. Keeps abreast of United States postal service rules and regulations concerning non-profit mailers.
4. Offers a variety of methods to ship mail and parcels.
5. Provides mailbox rental services.

Commuter & Fleet Services – Org Code: MAPTAX

This office is responsible for the daily operations of the Commuter & Fleet Services (formerly Parking & Transportation) sections.

1. Establishes goals and objectives, and directs the daily operations of the Commuter & Fleet Services sections.
2. Analyzes production, financial condition, quality of service, and directs the implementation of procedures to improve services.
3. Provides support to other Auxiliary Services programs as needed.

Commuter Services – Org Code: MAPARK

Responsible for orderly parking and traffic flow on the Mānoa campus in accordance with the applicable parking regulations as approved by the Board of Regents.

1. Provides for the allocation and sale of available campus parking spaces to various users on an equitable basis.
2. Repairs and maintains parking areas, participates in the planning of additions and improvements to existing parking areas on campus.
3. Develops and enforces commuter services regulations and controls vehicular traffic on campus.

CURRENT

4. Provides and manages an appeals process for people contesting parking citations for violating parking regulations on campus.
5. Provides commuter services for special events held on campus such as sporting events, charity functions, concerts, etc.
6. Oversees the planning and implementation of the Transportation Demand Management Plan for the campus.

Fleet Services – Org Code: MATRNS

Provides the state-wide University system with a safe and economical transportation fleet program and related services for University units requiring the use of vehicles in connection with official University-related business. Fleet Services is responsible for the purchasing, leasing, licensing, insuring, disposal, preventive maintenance, repair and fueling of University vehicles.

1. Administers services related to the operation of a central motor pool and garage on campus.
2. Prepares specifications and bid proposals for the purchase of motor vehicles based on users' requirements and vehicle replacement program.
3. Conducts preventive maintenance and repairs on vehicles.
4. Reviews and approves all University vehicle acquisition requests for cost, appropriateness and compliance to established policies.

CURRENT

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
UNIVERSITY OF HAWAII AT MĀNOA
MĀNOA OFFICE OF BUSINESS AND FINANCE
OFFICE OF CAMPUS SERVICES
BOOKSTORE SYSTEM

BOOKSTORE SYSTEM – Org Code: MABKST

Plans, organizes, directs, and controls University of Hawaii Bookstores located at various campuses throughout the University of Hawaii system.

1. Establishes overall policies, ensures that effective management methods and appropriate financial controls are used.
2. Provides direction and leadership to subordinate managers in the development, implementation, and attainment of programmatic and financial goals and objectives.
3. Maintains liaison with University students, faculty, administrators, community groups, legislature, and other interested parties on Bookstore matters.

Books – Org Code: MABKBK

Responsible for the timely purchase and sale of text materials prescribed by faculty and course materials/merchandise for technical, supplementary, and recreational reading.

1. Plans, orders, merchandises all required and optional course materials for the University of Hawaii at Mānoa including the Outreach College, in accordance with academic schedules + a full line of study aids, reference materials, and various forms of recreational reading.
2. Arranges for used book buy-back, where students can sell books back at the end of each semester and the beginning of the Fall and Spring terms.
3. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
4. Provides assistance to all customers of the store, and operates point-of-sale to record various types of sales and refunds. Provides services for off-campus and outreach programs.
5. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.

Mānoa Bookstore – Org Code: MABKMA

Responsible for the daily operations of the University of Hawaii at Mānoa Bookstore.

1. Establishes goals and objectives, and directs the daily operations of the Mānoa Bookstore, in accordance with the diverse needs of various colleges, schools, and departments of the Mānoa campus
2. Analyzes production, financial condition, quality of service, and directs the implementation of procedures to improve services.
3. Provides support to branch bookstores as needed.

CURRENT

Operations

Receiving, Warehousing, Shipping, Custodial Services, and Cashiering

Responsible for receiving, shipping, and storage of merchandise. Provides general operational support services. Supports and processes all sales, charges, and refund transactions for the entire Manoa campus store.

1. Provides receiving, verifying, tagging, and floor prepping (folding, hanging, pricing, security tagging) of incoming merchandise.
2. Stores merchandise in warehouse facilities or peripheral areas pending display or sale.
3. Provides for pickup, delivery or shipment of Bookstore items, both on and off campus.
4. Maintains cleanliness and good appearance of store and makes minor repairs.
5. Provides assistance to all customers of the store, and operates cash registers to record various types of sales and refunds. Provides services for off-campus and outreach programs.
6. Makes arrangements for additional change fund, staffing, and supplies needed during peak periods.
7. Provides assistance to all customers of the store, and operates point-of-sale to record various types of sales and refunds.
8. Coordinates counting and depositing of all collections (i.e., cash, scholarship charges, departmental requisitions) with the Fiscal Office.

CURRENT

Branch Bookstores - Org Code: MABRBK

Provide books and general merchandise at the University of Hawaii at Hilo, University of Hawai'i West O'ahu, University of Hawai'i Maui College, and Community College campuses in a manner similar to the Mānoa store, but adapted to the size and special characteristics of the individual campuses. The branch stores are as follows:

UH Hilo Bookstore – Org Code: MABKHI

Honolulu CC Bookstore – Org Code: MABKHO

Kapi'olani CC Bookstore – Org Code: MABKKA

Kauai CC Bookstore – Org Code: MABKKU

Leeward CC Bookstore – Org Code: MABKLE

Maui College Bookstore – Org Code: MABKMU

Windward CC Bookstore – Org Code: MABKWI

UH West O'ahu Bookstore – Org Code: MABKWO

Store I

Store I Branch Bookstores provide Bookstore services to Colleges and Community Colleges that have 4-year degree programs and/or experience a high volume of sales and inventory due to the large volume of courses offered. Store I's manage a large number of Bookstore staff and are at times involved in the research and implantation of special projects and programs for their respective Bookstores. The Store I Branch Bookstores are UH Hilo Bookstore, Honolulu CC Bookstore, Kapi'olani CC Bookstore, Leeward CC Bookstore, Maui College Bookstore, Windward CC Bookstore, and the UH West O'ahu Bookstore.

Store II

The Store II Branch Bookstores provide Bookstore Services to the Community Colleges that offer 2-year degree programs. Store II Branch Bookstores have lower levels of inventory due to the limited number of courses associated with the programs offered from their respective Colleges. The Store II Branch Bookstores are Kaua'i Community College, and the Windward Community College.

All of the Branch Bookstores support the University of Hawai'i by providing the following services.

1. Provides assistance to all customers of the store, and operates point-of-sale to record various types of sales and refunds.
2. Counts and deposits all collections, including cash, scholarship charges, and departmental requisitions.
3. Purchases and provides for sale of all required course materials in accordance with academic schedules for each campus.
4. Arranges for used book buy-back, where students can sell books back at the end of each semester and the beginning of the Fall and Spring terms.
5. Orients stock to the campus community, purchases and provides for sale of technical books, journals, periodicals, and literature for leisure reading.

CURRENT

6. Purchases and provides for sale of required classroom supplies and a representative stock of supplementary materials, such as notebooks, pencils, binders, etc.
7. Purchases and provides for sale of health and comfort items, for the convenience of the campus community.
8. Provides for sale of computer hardware, software, and peripherals to support customer needs.
9. Stocks and displays merchandise, and maintains cleanliness of the store.
10. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
11. Makes arrangements for additional change fund, staffing, and supplies needed during peak periods.
12. Provides for receiving, shipping, and storage of merchandise.
13. Responsible for return of unsold books, and other inventory control procedures.
14. Prepares and processes various administrative and fiscal data (i.e., payables, receivables, overtime requests, student payroll, etc.) through administrative office.

CURRENT

Buying Group – Org Code: MABYBK

Responsible for the purchasing of merchandise in larger quantities to strategically benefit from economies of scale and bulk purchasing power. Provides buying, inventory, and merchandise support to the branch stores.

1. Plans, orders, distributes merchandise from vendors that the smaller branch stores may not be able to order from as they may not be able to meet minimums for ordering or shipping.
2. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
3. Provides assistance to branch stores with product information, customer assistance, communication with vendors, product research for special orders.
4. Coordinates delivery and distribution of merchandise to the branch stores.
5. Strategically plans merchandise purchases to take advantage of bulk purchasing power, selects merchandise to meet the demands of the customers on the campuses, and keeps abreast of emerging trends in the marketplace.

Computer Sales

Responsible for the purchase and sale of a variety of computer hardware, software and peripherals to meet the academic needs of the University community. Provides for the repair, maintenance, and servicing of computers purchased through the Bookstore.

1. Plans, orders, merchandises computer hardware, software, and peripherals.
2. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
3. Provides assistance to all customers of the store, and operates point-of-sale to record various types of sales and refunds. Provides services for off-campus and outreach programs.
4. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.
5. Provides services for repair, maintenance, and servicing of computer hardware sold through the Bookstore.

Ecommerce

Responsible for managing all business conducted through internet websites, including timely order fulfillment in the electronic sale of books and merchandise, and providing customer service, via the internet. Responsible for emblematic apparel section of sales floor in the Mānoa Bookstore, including maintaining stock on the floor and sales staff coverage and training on product knowledge.

1. Provides for the accurate and timely fulfillment of orders generated via Bookstore and related websites. Responds to inquiries and concerns initiated by customers via telephone, mail, and electronic mail.
2. Sells emblematic souvenirs and sports clothing to promote school spirit and promote the University in general.

CURRENT

3. Coordinates marketing efforts to promote, improve, and expand electronic commerce.
4. Provides assistance to all customers of the store, and operates point-of-sale to record various types of sales transactions. Provides services for off-campus and outreach programs.
5. Stocks and displays merchandise, maintains cleanliness of sales floor. Provides general clerical support for the entire store.

Campus Solutions

Responsible for providing duplicating and document finishing services for the campus community. Maintains and facilitates the Satellite Copier Program to provide copy machines to departmental offices on the various campuses. Provides bulk office supplies for departmental purchase on the various campuses.

1. Oversees the daily operation of the Rainbow Business Center to provide document duplicating and finishing services, color copies, fax services, self-service copier, mailbox rentals, and photo printing services.
2. Administers and maintains contracts for the Satellite Copier Program to provide leased copiers to the various departments.
3. Plans, orders, and provides for sale and delivery of bulk office supplies purchased through the UH Campus Source program.
4. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
5. Markets and promotes services for the Rainbow Business Center, UH Campus Source, and the Satellite Copier Program.

Supplies

Responsible for the timely purchase and sale of classroom, office, art and laboratory supplies. Provides souvenirs and gift items, and items for personal convenience.

1. Plans, orders, merchandises required classroom supplies, various forms of stationery, convenience items and services.
2. Sells emblematic souvenirs and related items to promote school spirit and promote the University in general.
3. Plans, orders, and merchandises graduation announcements, caps and gowns.
4. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
5. Provides assistance to all customers of the store, and operates point-of-sale to record various types of sales and refunds. Provides services for off-campus and outreach programs.
6. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.

CURRENT

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
UNIVERSITY OF HAWAII AT MĀNOA
MĀNOA OFFICE OF BUSINESS AND FINANCE
OFFICE OF CAMPUS SERVICES
DEPARTMENT OF PUBLIC SAFETY

DEPARTMENT OF PUBLIC SAFETY– Org Code: MACPEM

Responsible for assuring a safe and secure campus environment that includes the lower campus as well as student and university housing complexes.

1. Provides for the protection and security of personnel and property on the Mānoa campus on a 24-hour basis throughout the year. Maintains order through enforcement of University laws, regulations, policies, rules, and procedures. Abides by federal, state, city laws and ordinances.
2. Provides 24-hour radio communication and after-hours emergency telephone numbers, monitors emergency call boxes; responds to emergencies such as bomb threats, altercations, injuries, or death; renders assistance, e.g., first aid, CPR; conducts investigations.
3. Provides cash pickup/delivery and night escort services; controls crowds at special events.
4. Provides crime prevention and other training/education to the campus community.
5. Works with emergency management representatives and/or teams from the UH System and other campuses to ensure proper training, education, and information is made available to the campus community in the event of a natural or man-made disaster, including hurricanes, tsunamis, terrorist and criminal acts.
6. Trains and equips the UH Mānoa responder and emergency management teams to effectively respond to emergencies.
7. Establishes emergency plans and procedures for the effective management of personnel, funds, equipment, and medical care in the event of a major emergency.
8. Coordinates with applicable city, state, and federal agencies in preparing the UH Mānoa campus for and responding to all hazards, emergencies, and disaster events.

PROPOSED ORGANIZATIONAL CHARTS AND FUNCTIONAL STATEMENTS

PROPOSED

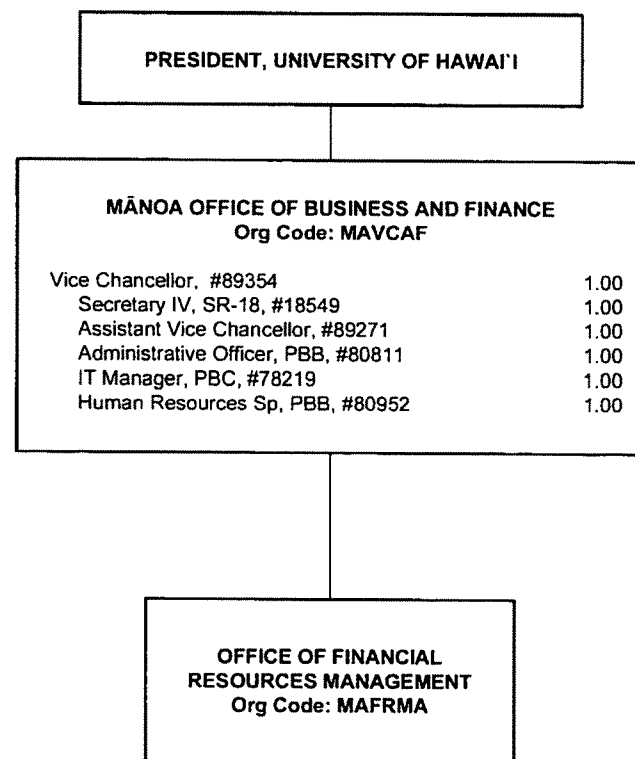
APPROVED:

David Lassner

David Lassner
President

MAR 23 2020

Date



STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
UNIVERSITY OF HAWAI'I AT MĀNOA
MĀNOA OFFICE OF BUSINESS AND FINANCE
Organization Chart
Chart V

DEPARTMENT TOTAL:	PERM	TEMP
General Funds	14 00	--

1/ Assistant Vice Chancellor, #89271 to be redescribed

CHART TOTAL	PERM
General Fund	6 00

PROPOSED

**STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
UNIVERSITY OF HAWAI'I AT MĀNOA
MĀNOA OFFICE OF BUSINESS AND FINANCE**

FUNCTIONAL STATEMENT

MANOA OFFICE OF BUSINESS AND FINANCE – Org Code: MAVCAF

The Mānoa Office of Business and Finance provides leadership and executive management over financial and administrative functions and services for the University of Hawai'i at Mānoa. The Office of Financial Resources Management unit reports to the Vice Chancellor who serves as the chief business officer.

Through the Office of Financial Resources Management, the Mānoa Office of Business and Finance provides leadership and executive management over financial management for the campus including long range financial planning, financial analysis, financial reporting, budget preparation and budget implementation.

The Mānoa Office of Business and Finance has the authority to establish policy and procedures necessary to implement BOR and Executive Policies at the University of Hawai'i at Mānoa as they pertain to campus financial management. The establishment of campus policies are endorsed by senior Mānoa executives, approved by the President, and disseminated and published on the official Mānoa policies, procedures and guidelines website.

The Office consults with the provost, other vice chancellors, faculty, staff, students, deans, and directors as appropriate in developing and implementing campus policies and procedures. In addition, the Office coordinates with the offices of the President and Mānoa Leadership Team on administrative and financial matters as appropriate.

Approved:

 MAR 23 2020

David Lassner
President

Date

PROPOSED

APPROVED:

David Lassner

MAR 23 2020

David Lassner
President

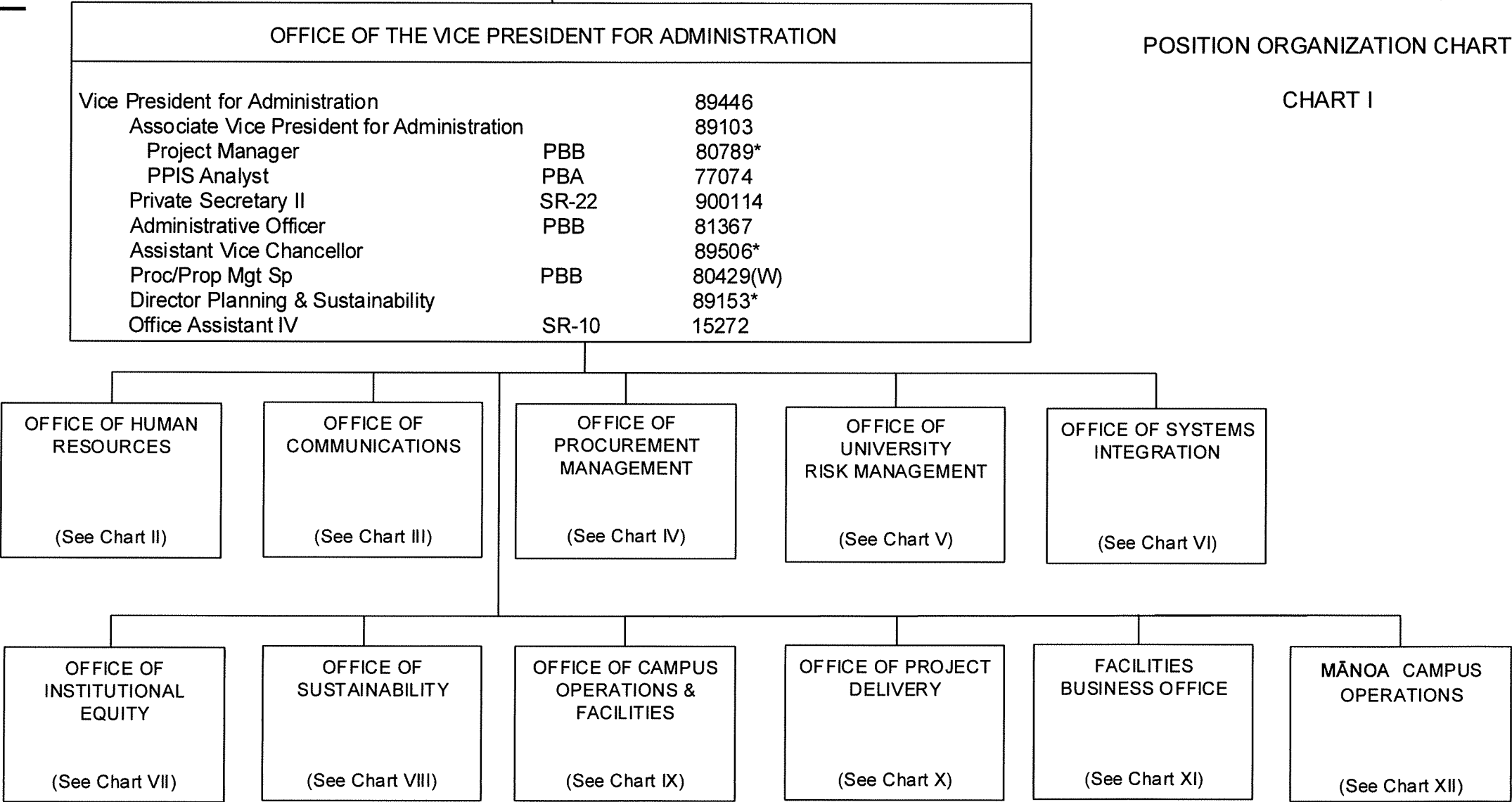
Date

OFFICE OF THE PRESIDENT UNIVERSITY OF HAWAI'I SYSTEM	
President, University of Hawai'i System	89058 ¹

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION

POSITION ORGANIZATION CHART

CHART I



¹ Excluded from position count
² Appropriated but not established, 8 Special Fund (B) positions: 93926F – 93933F
* Positions appropriated to Manoa, reflected organizationally on this chart

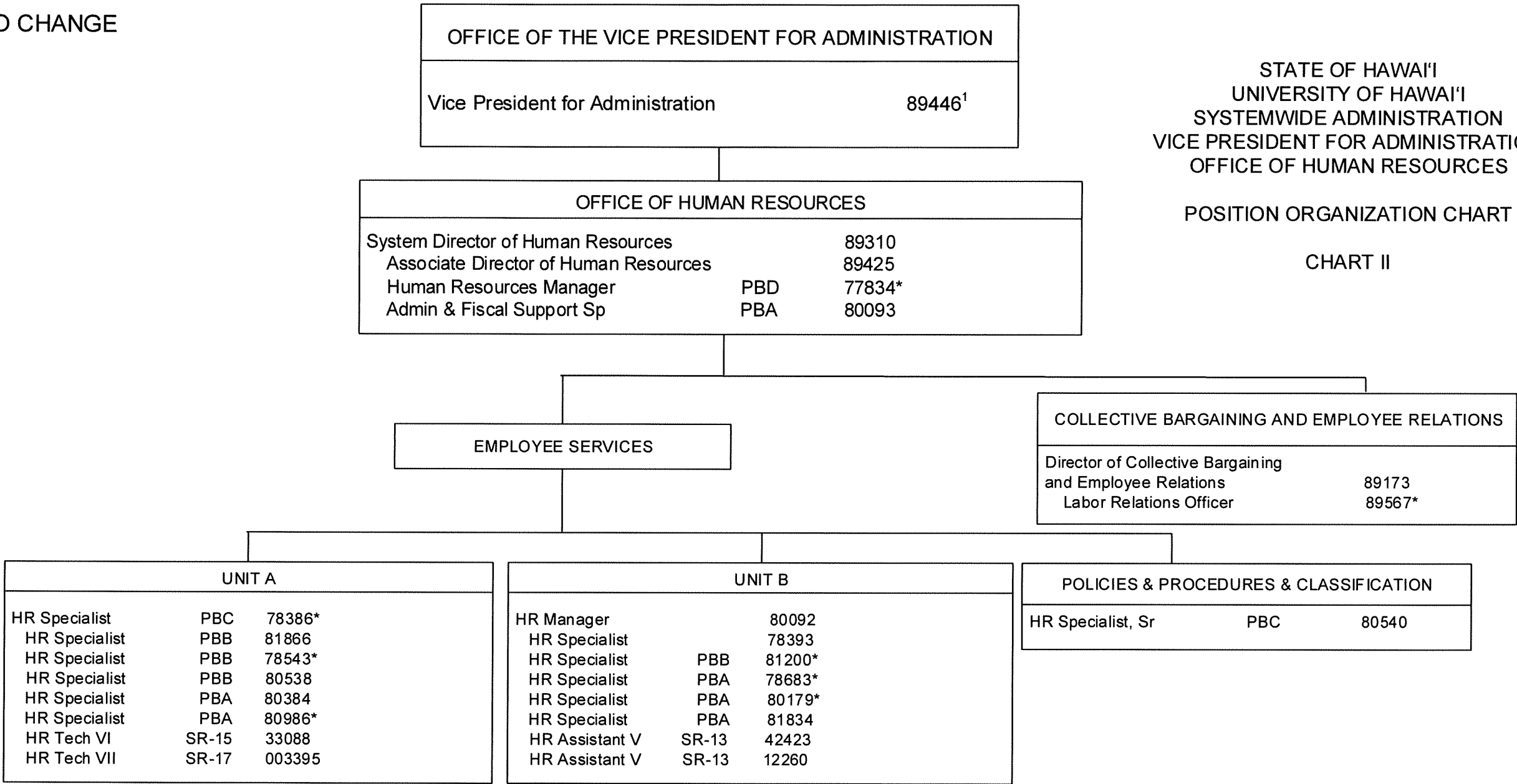
Perm	
General Fund	6.00 (SW)
General Fund	3.00 (MA)*
Revolving Fund (W)	1.00 (SW)
Special Fund (B)	8.00 (SW) ²

NO CHANGE

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF HUMAN RESOURCES

POSITION ORGANIZATION CHART

CHART II



¹ Excluded from position count
* Positions appropriated to Manoa, reflected organizationally on this chart

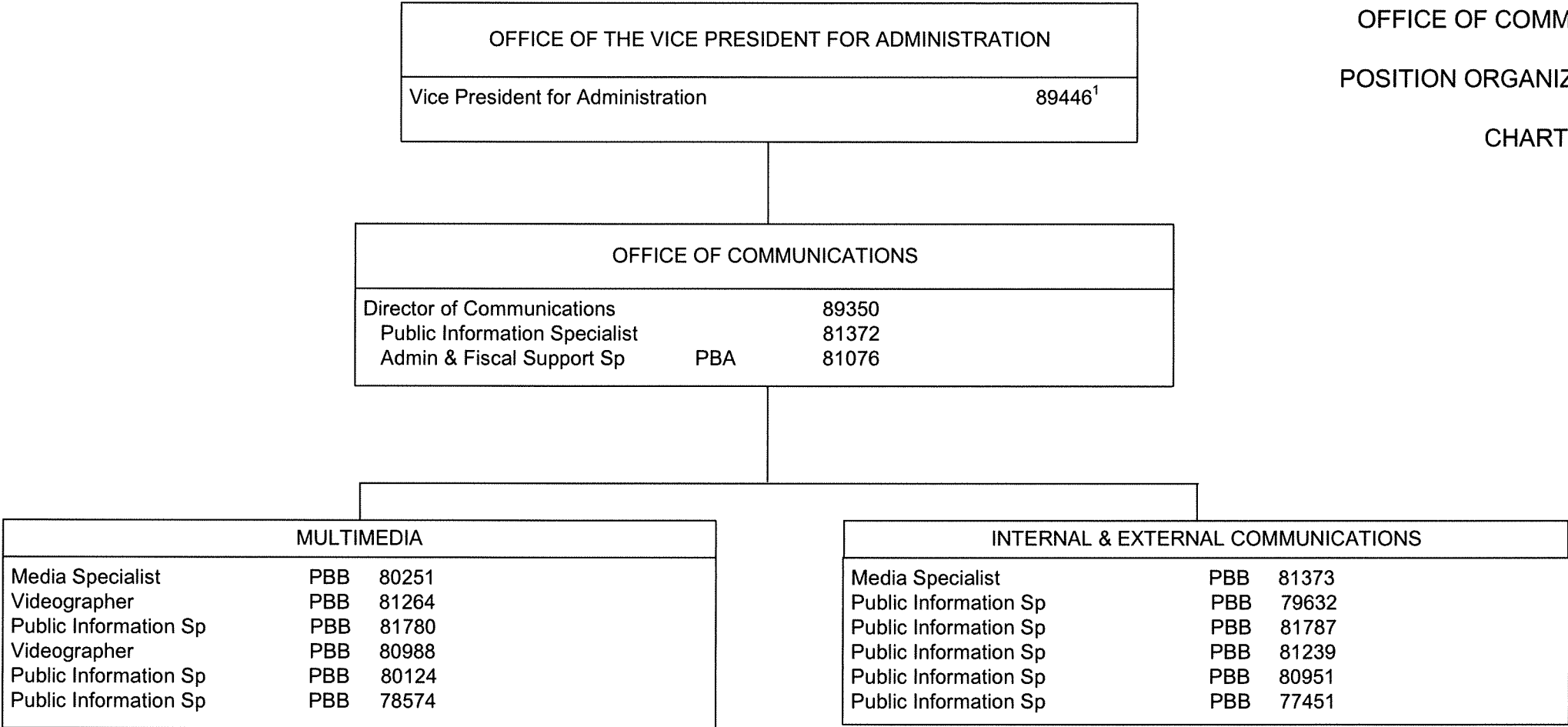
Perm
General Fund 15.00 (SW)
General Fund 8.00 (MA*)

NO CHANGE

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF COMMUNICATIONS

POSITION ORGANIZATION CHART

CHART III

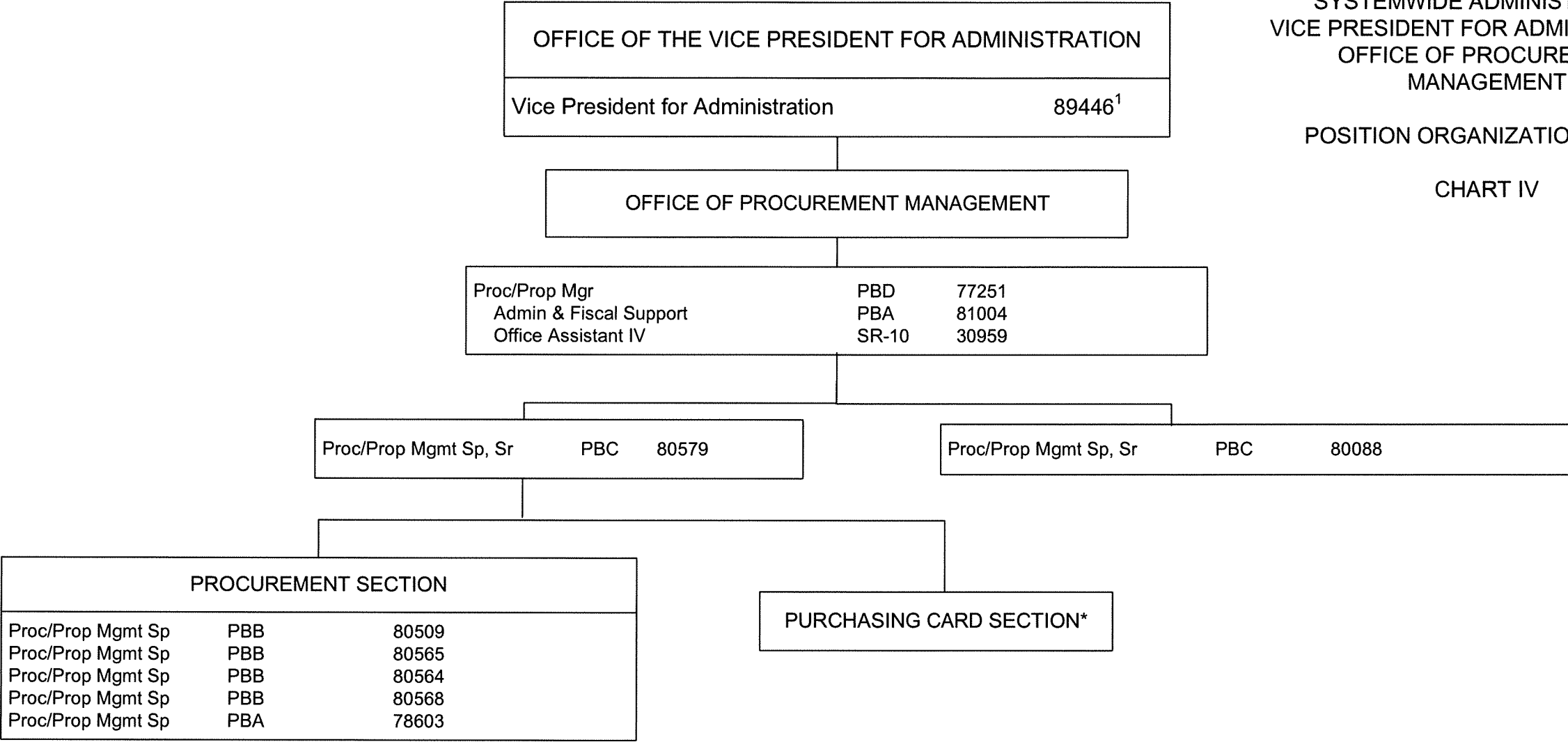


NO CHANGE

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF PROCUREMENT
MANAGEMENT

POSITION ORGANIZATION CHART

CHART IV



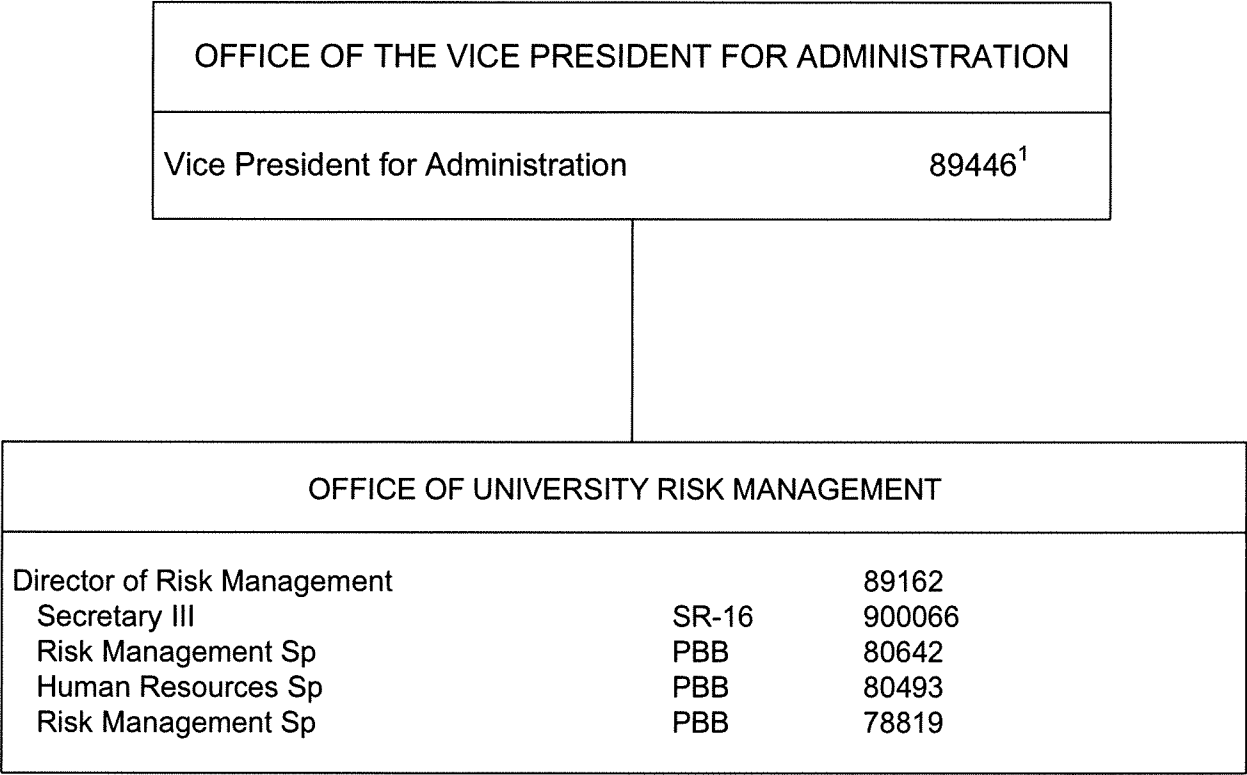
¹ Excluded from position count
* Includes temporary positions

NO CHANGE

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF UNIVERSITY RISK
MANAGEMENT

POSITION ORGANIZATION CHART

CHART V



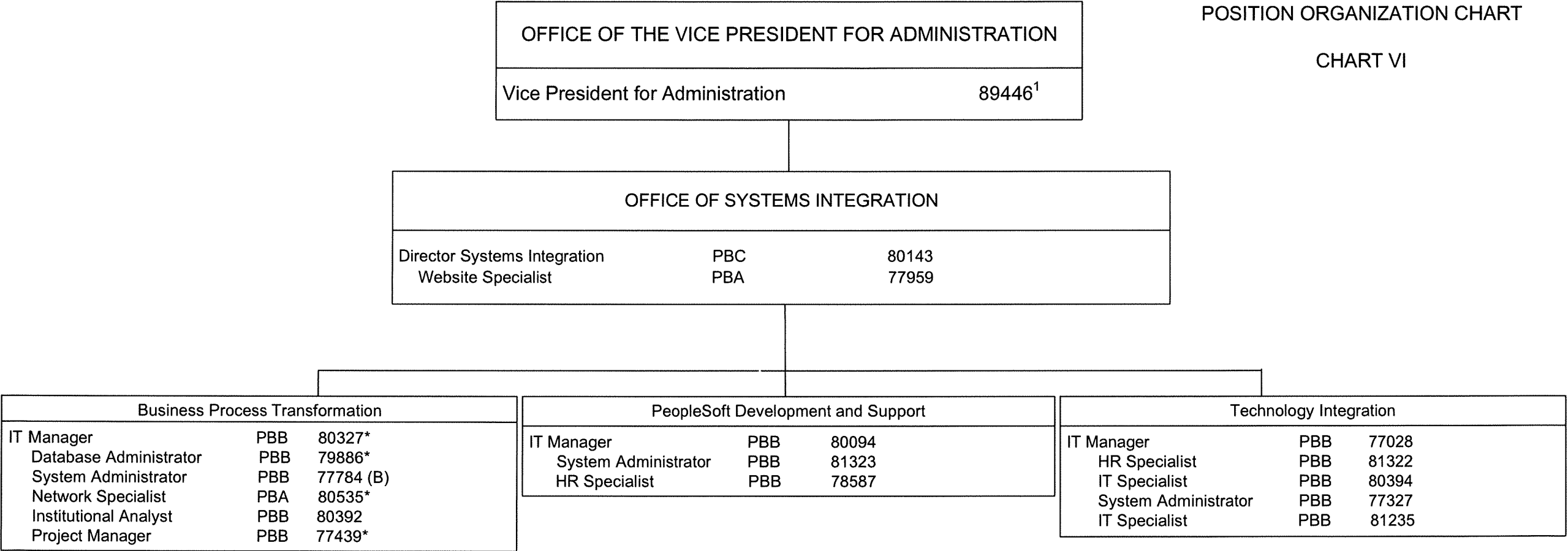
¹ Excluded from position count

NO CHANGE

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF SYSTEMS INTEGRATION

POSITION ORGANIZATION CHART

CHART VI



¹ Excluded from position count
* Positions appropriated to Manoa, reflected organizationally on this chart

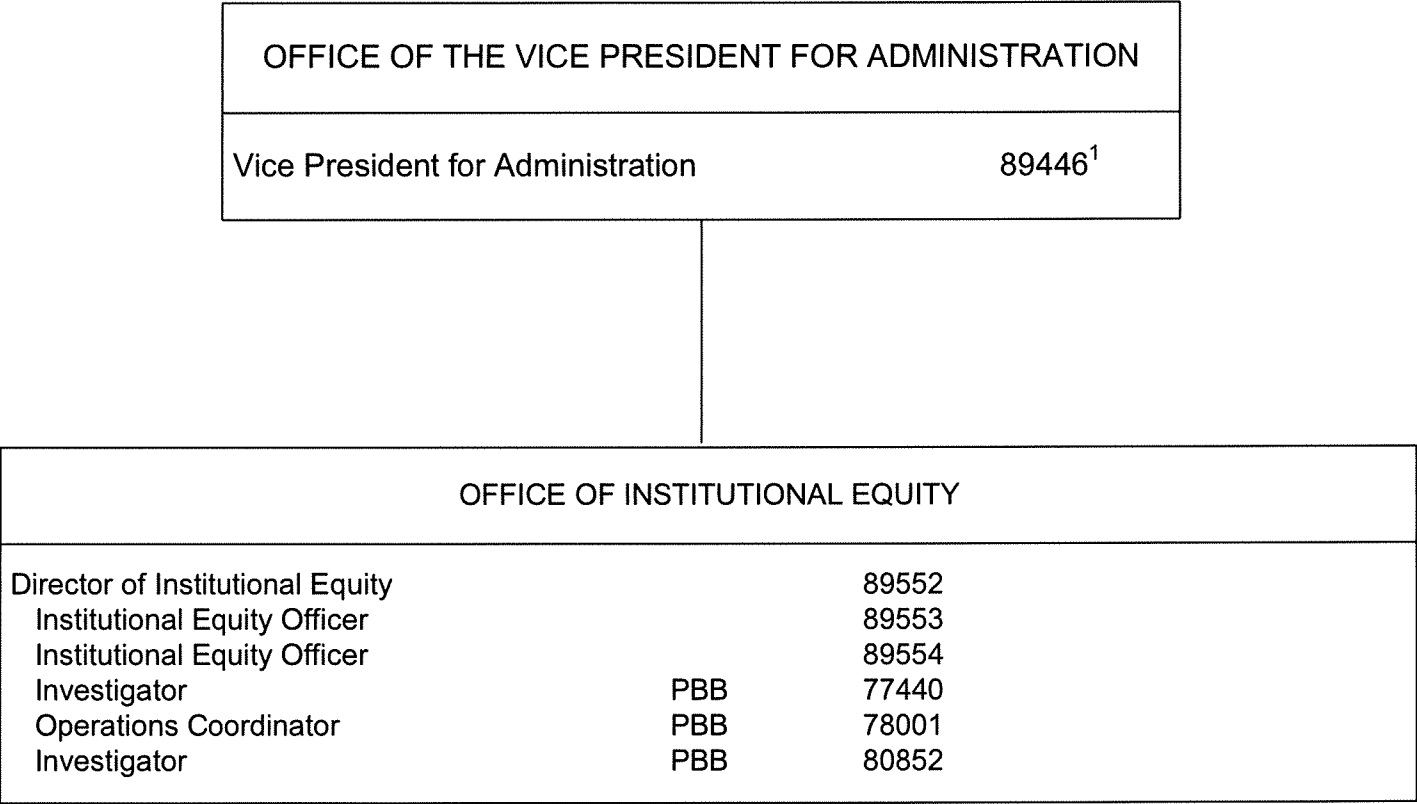
	<u>Perm</u>
General Fund	11.00 (SW)
General Fund	4.00 (MA)*
Special Fund (B)	1.00 (SW)

NO CHANGE

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF INSTITUTIONAL EQUITY

POSITION ORGANIZATION CHART

CHART VII



¹ Excluded from position count

NO CHANGE

OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION		
Vice President for Administration		89446 ¹

OFFICE OF SUSTAINABILITY		
Director of Energy Management		89524
Sustainability Coordinator	PBB	78394
Operations Coordinator	PBA	80991

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF SUSTAINABILITY

POSITION ORGANIZATION CHART

CHART VIII

¹ Excluded from position count

NO CHANGE

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF CAMPUS OPERATIONS & FACILITIES

POSITION ORGANIZATION CHART

CHART IX

OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION

Vice President for Administration 89446¹

OFFICE OF CAMPUS OPERATIONS & FACILITIES

Director	PBD	78777
Auxil & Fac Svcs Mgr	PBC	81250
Auxil & Fac Svcs Off	PBB	81505
Registered Architect	PBB	80790

FACILITIES SAFETY

Environ & Hlth Sfty Sp	PBB	78121
------------------------	-----	-------

WAREHOUSE/INVENTORY

Auxil & Fac Svc Off	PBB	81774
Auxil & Fac Svc Off	PBA	79056
Auxil & Fac Svc Off	PBA	80601

FIRE SAFETY

Environ & Hlth Sfty Sp	PBC	80325
Environ & Hlth Sfty Sp	PBB	#77466, #81796

WORK COORDINATION CENTER

Auxil & Fac Svcs Off	PBB	80487
Auxil & Fac Svcs Off	PBB	78973
Auxil & Fac Svcs Off	PBA	77986
Auxil & Fac Svcs Off	PBA	78974

PROFESSIONAL SUPPORT

Mechanical Engineer	PBC	81053
Mechanical Engineer	PBC	81353
Secretary II	SR-14	43782
Mechanical Engineer	PBB	80532
Mechanical Engineer	PBB	81482
Engineer	PBB	79557
Engineer	PBB	80360
Mechanical Engineer	PBA	79399
Auxil & Fac Svcs Off	PBB	81453
Registered Engineer	PBC	81097
Engineer	PBC	81328
Registered Engineer	PBB	77675
Engineer	PBB	80441
Engineer	PBB	78915

BUILDINGS AND GROUNDS
MANAGEMENT

CHART IX-A

SHOPS

CHART IX-B

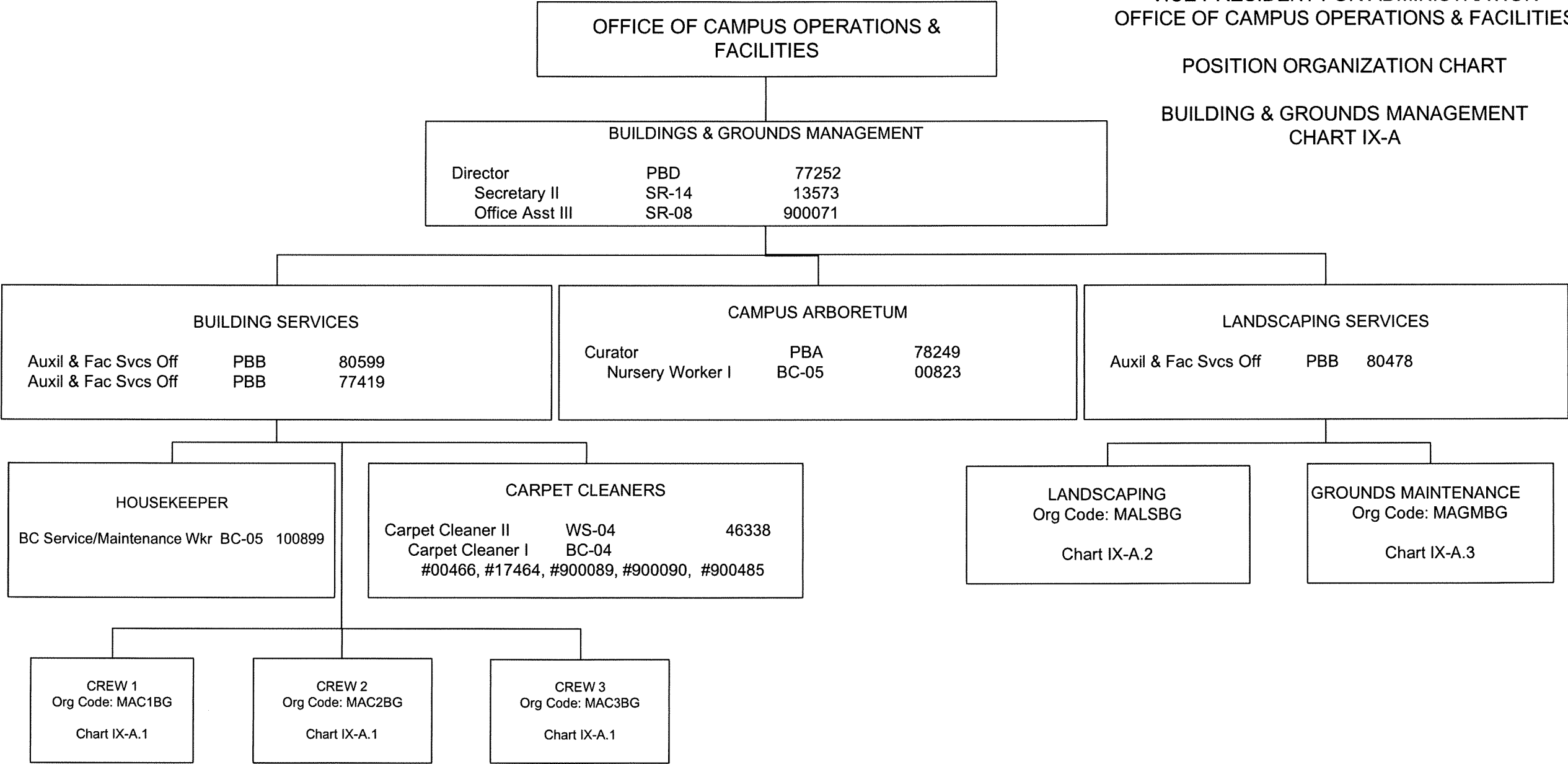
¹ Excluded from position count

* All positions on Chart IX appropriated to Manoa, reflected organizationally on this chart

NO CHANGE

STATE OF HAWAII
UNIVERSITY OF HAWAII
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF CAMPUS OPERATIONS & FACILITIES

POSITION ORGANIZATION CHART
BUILDING & GROUNDS MANAGEMENT
CHART IX-A



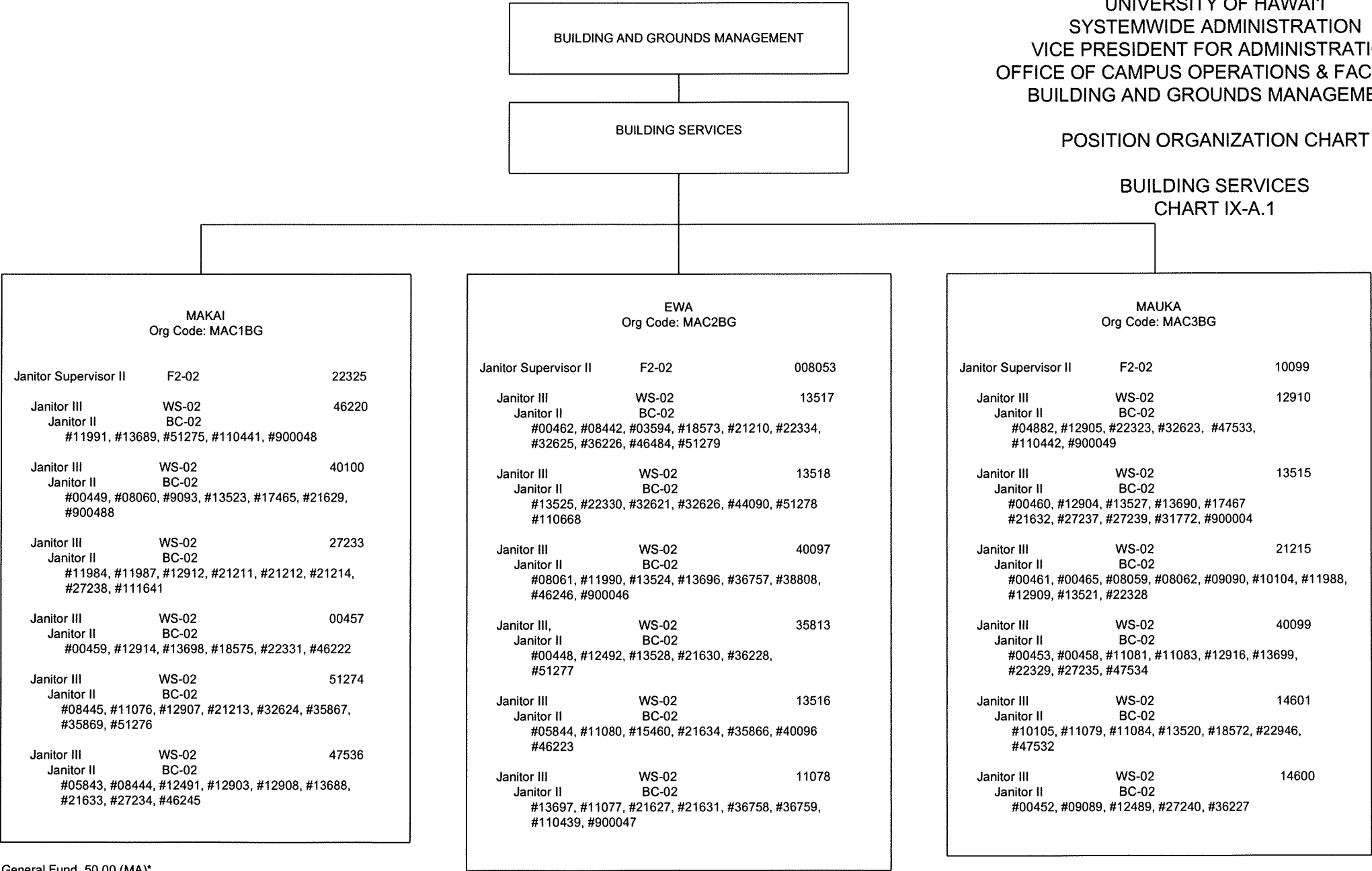
¹ Excluded from position count
* All positions on Chart IX-A appropriated to Manoa, reflected organizationally on this chart

NO CHANGE

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF CAMPUS OPERATIONS & FACILITIES
BUILDING AND GROUNDS MANAGEMENT

POSITION ORGANIZATION CHART

BUILDING SERVICES
CHART IX-A.1



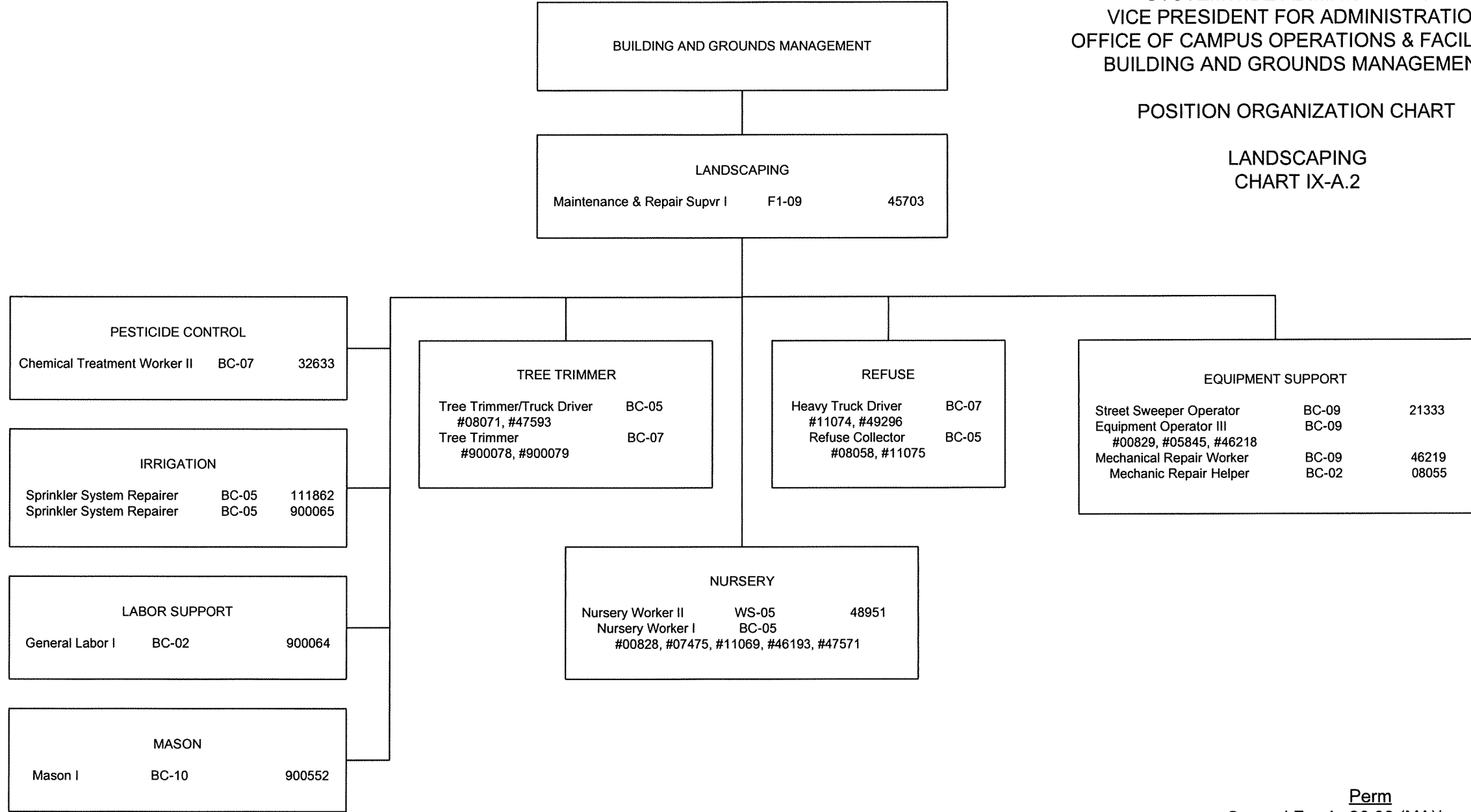
General Fund 50.00 (MA)*

General Fund 53.00 (MA)*

General Fund 55.00 (MA)*

* All positions on Chart IX-A.1 appropriated to Manoa, reflected organizationally on this chart

NO CHANGE



* All positions on Chart IX-A.2 appropriated to Manoa, reflected organizationally on this chart

POSITION ORGANIZATION CHART

LANDSCAPING
CHART IX-A.2

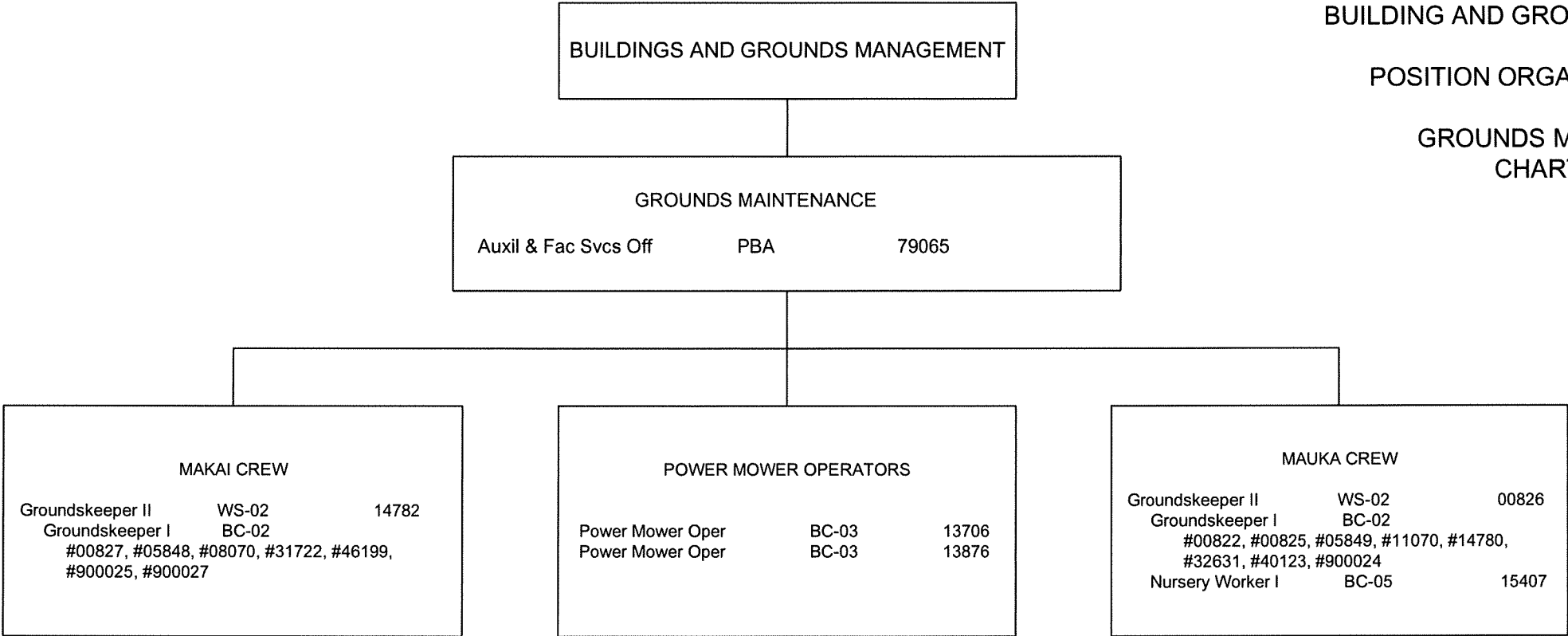
General Fund Perm
26.00 (MA)*

NO CHANGE

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF CAMPUS OPERATIONS & FACILITIES
BUILDING AND GROUNDS MANAGEMENT

POSITION ORGANIZATION CHART

GROUNDS MAINTENANCE
CHART IX-A.3



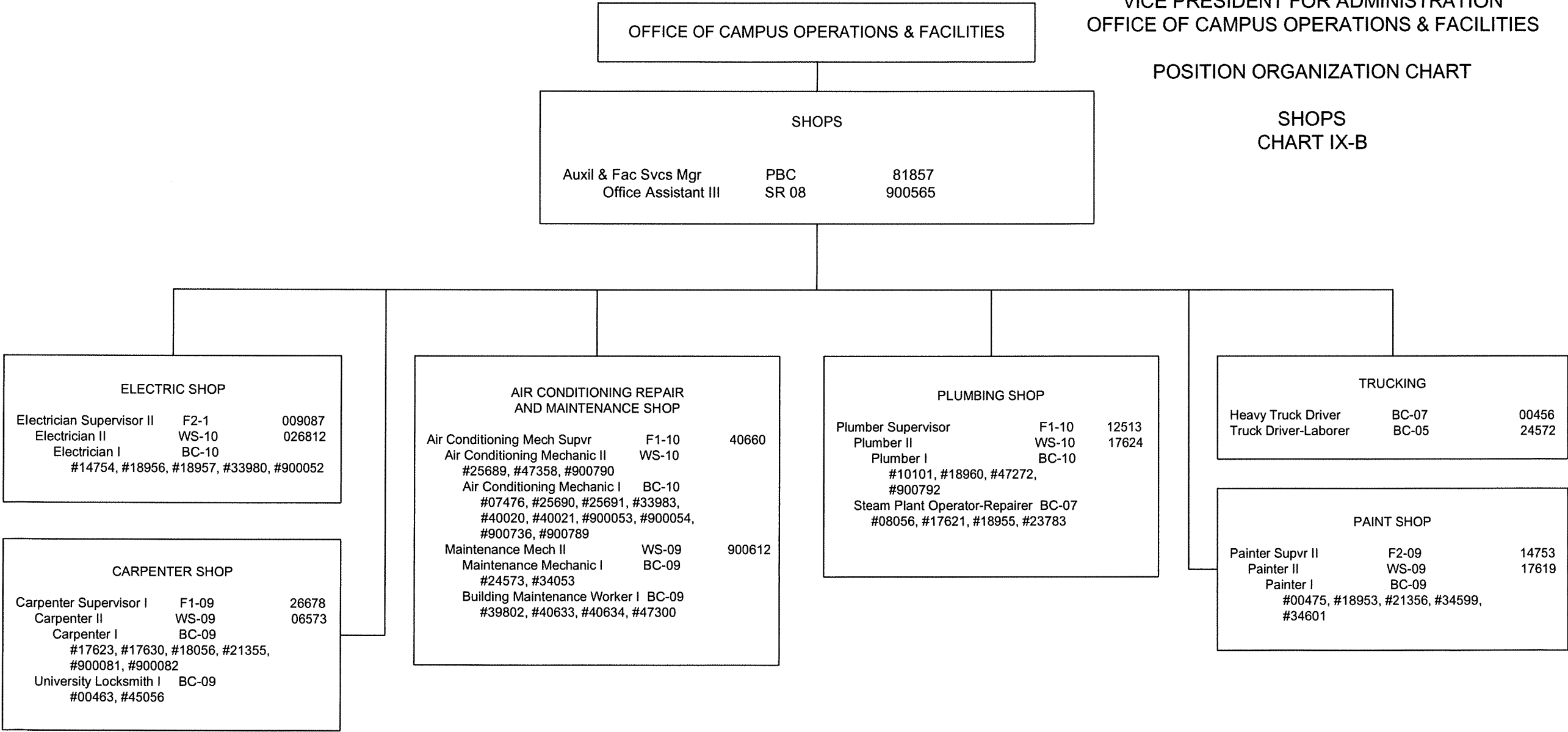
* All positions on Chart IX-A.3 appropriated to Manoa, reflected organizationally on this chart

NO CHANGE

STATE OF HAWAII
UNIVERSITY OF HAWAII
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF CAMPUS OPERATIONS & FACILITIES

POSITION ORGANIZATION CHART

SHOPS
CHART IX-B



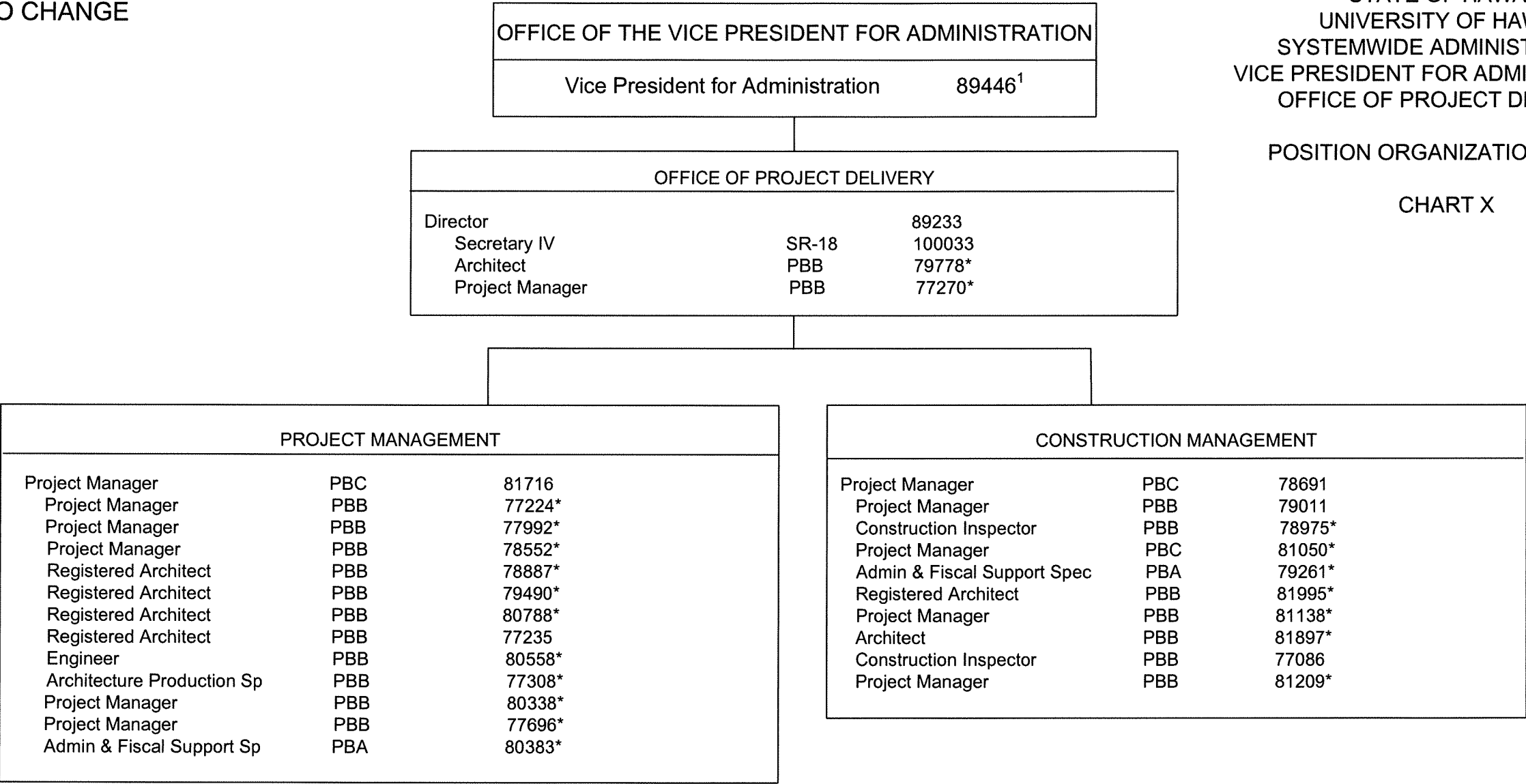
* All positions on Chart IX-B appropriated to Manoa, reflected organizationally on this chart

NO CHANGE

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
OFFICE OF PROJECT DELIVERY

POSITION ORGANIZATION CHART

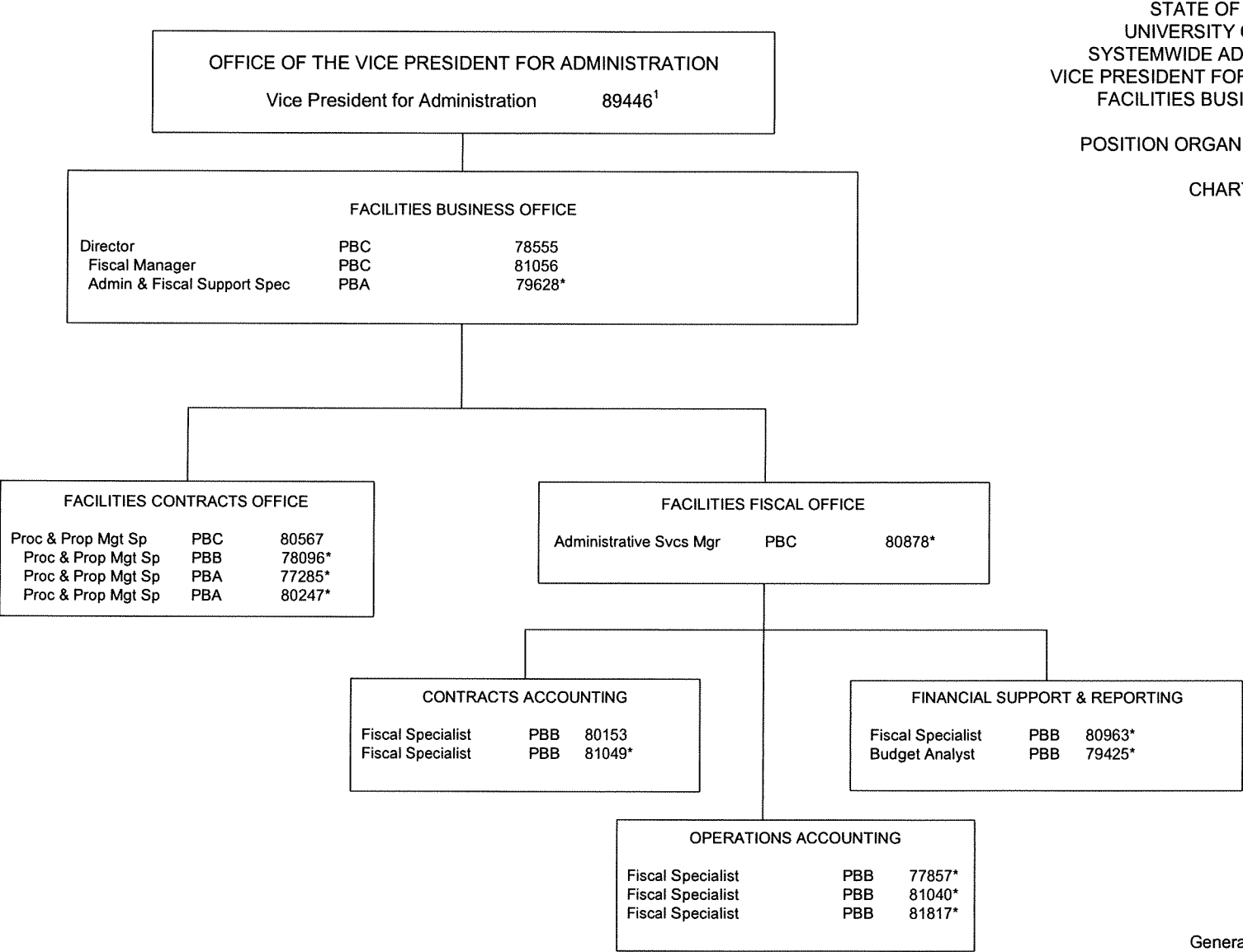
CHART X



¹ Excluded from position count
* Positions appropriated to Manoa, reflected organizationally on this chart

Perm
General Fund 7.00 (SW)
General Fund 20.00 (MA)*

NO CHANGE



STATE OF HAWAII
UNIVERSITY OF HAWAII
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
FACILITIES BUSINESS OFFICE
POSITION ORGANIZATION CHART
CHART XI

¹ Excluded from position count
* Positions appropriated to Manoa, reflected organizationally on this chart

Perm
General Fund 4.00 (SW)
General Fund 11.00 (MA)*

PROPOSED

APPROVED:

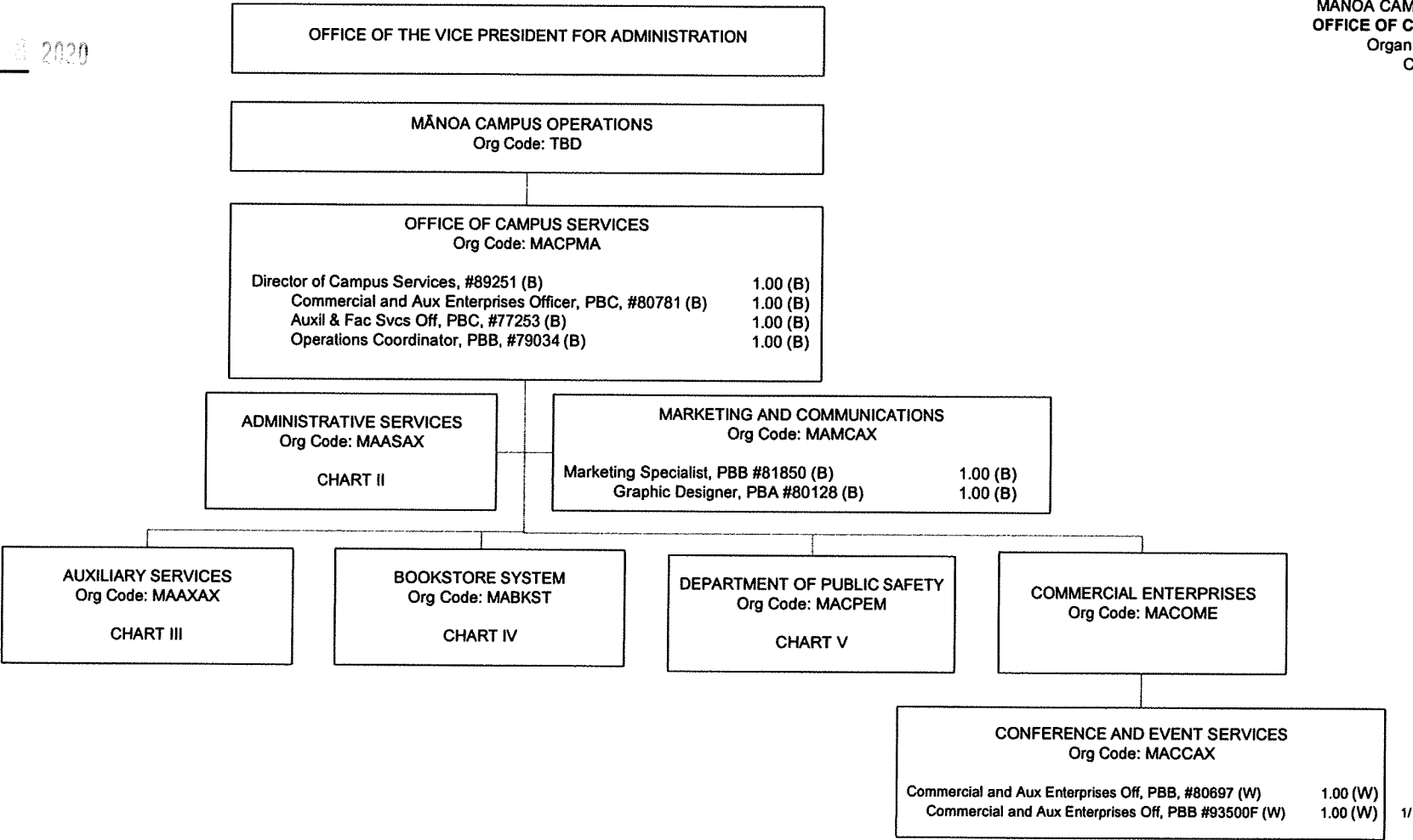
David Lassner

David Lassner
President

MAR 8 8 2020

Date

STATE OF HAWAII
UNIVERSITY OF HAWAII
STATEWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
MĀNOA CAMPUS OPERATIONS
OFFICE OF CAMPUS SERVICES
Organization Chart
Chart XII



1/ To be established
(B) Special fund position abolished but retained count: #13644

CHART TOTAL:	PERM	TEMP
Special Funds (B):	7.00	--
Revolving Funds (W):	2.00	--

PROPOSED

APPROVED:

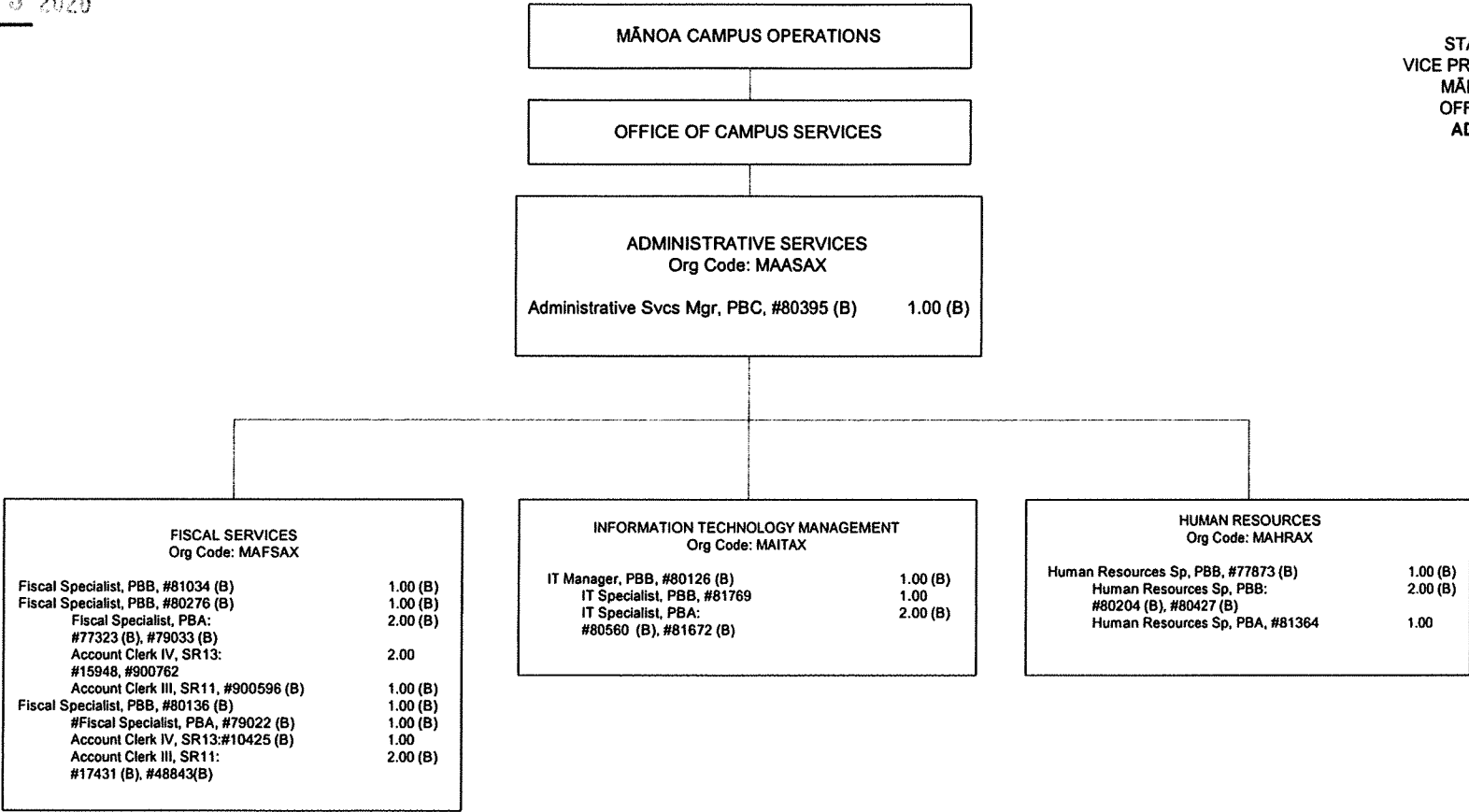
David Lassner

David Lassner

President

MAR 23 2020

Date



STATE OF HAWAII
UNIVERSITY OF HAWAII
STATEWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
MāNOA CAMPUS OPERATIONS
OFFICE OF CAMPUS SERVICES
ADMINISTRATIVE SERVICES
Organization Chart
Chart XII-A

(B) Special fund positions abolished but retained position count: #14867, #14988, #900127

CHART TOTAL:	PERM	TEMP
General Funds:	4.00	--
Special Funds (B):	20.00	--

PROPOSED

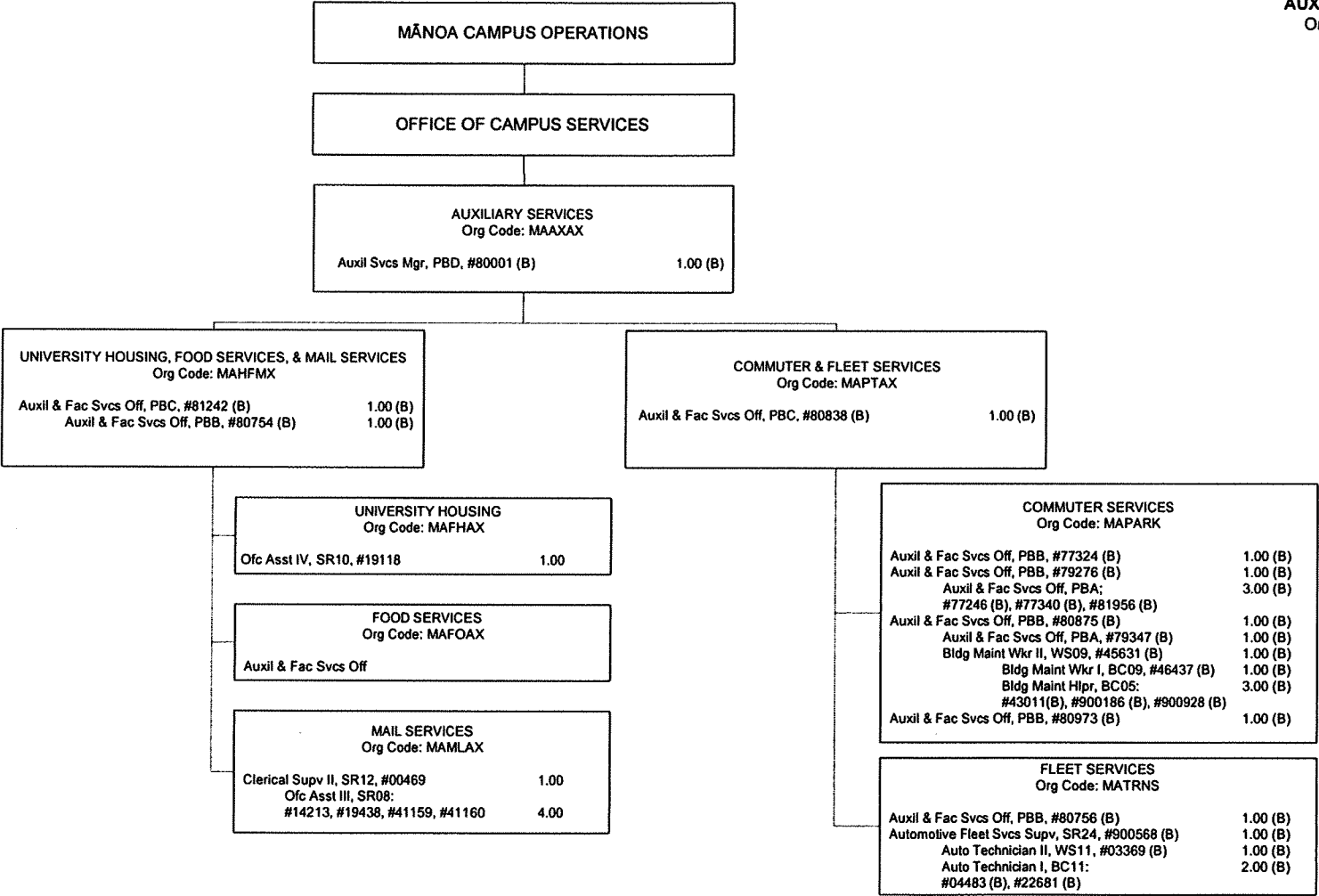
APPROVED:

David Lassner MAR 23 2020

David Lassner
President

Date

STATE OF HAWAII
UNIVERSITY OF HAWAII
STATEWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
MĀNOA CAMPUS OPERATIONS
OFFICE OF CAMPUS SERVICES
AUXILIARY SERVICES
Organization Chart
Chart XII-B



(A) General fund position abolished but retained count: #19022, #41161
(B) Special fund position abolished but retained count: #12979, #00407

CHART TOTAL:	PERM	TEMP
General Funds:	8.00	--
Special Funds (B):	24.00	--

PROPOSED

APPROVED:

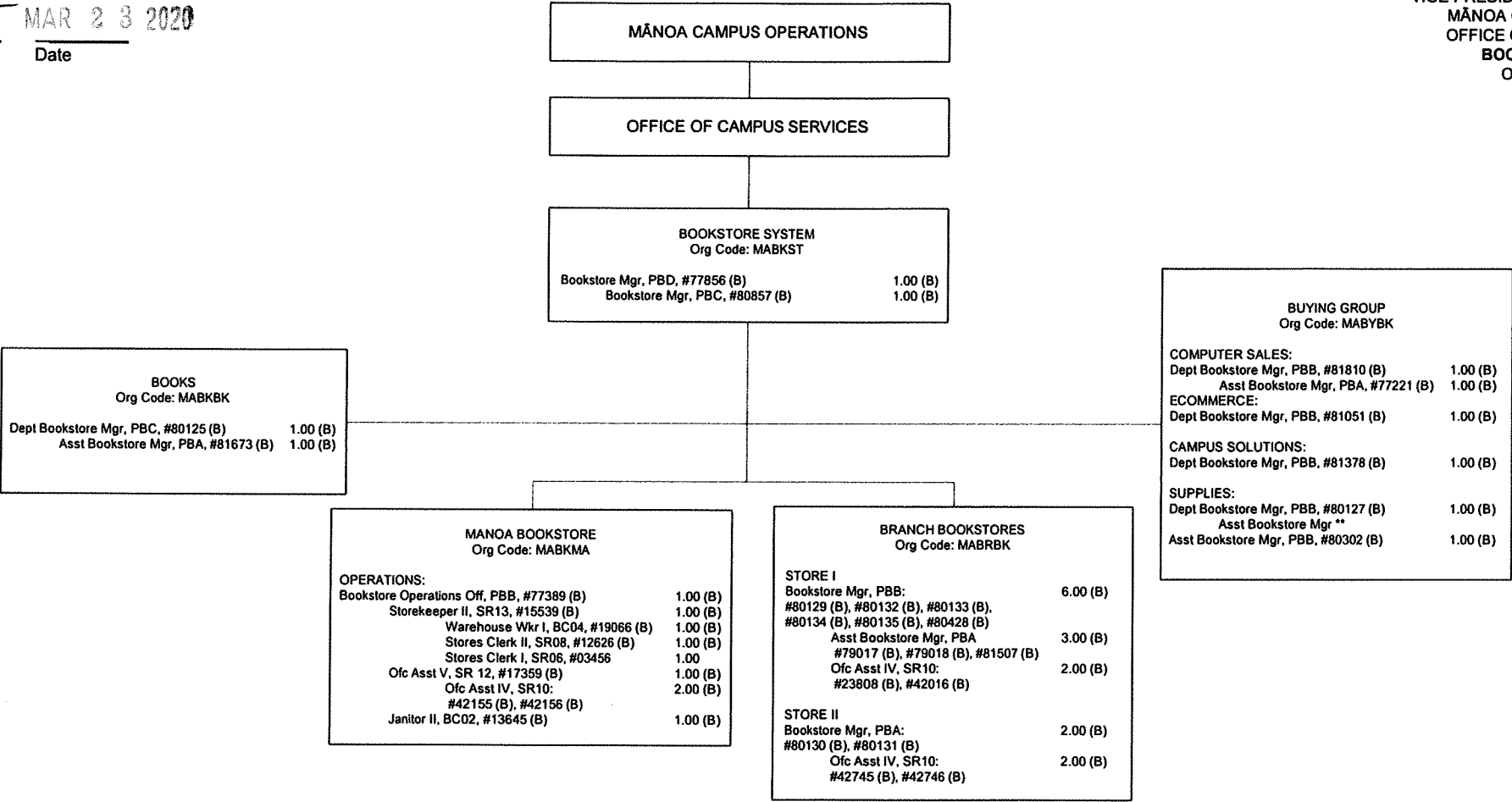
David Lassner

David Lassner
President

MAR 23 2020

Date

STATE OF HAWAII
UNIVERSITY OF HAWAII
STATEWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
MĀNOA CAMPUS OPERATIONS
OFFICE OF CAMPUS SERVICES
BOOKSTORE SYSTEM
Organization Chart
Chart XII-C



(B) Special fund positions abolished but retained count: #06801, #12627, #13642, #13643, #13944, #13945, #15057, #15538, #17356, #17357, #17358, #17360, #17361, #17362, #17651, #18089, #19065, #22931, #23809, #24637, #24959, #26727, #27843, #27876, #27887, #32675, #35138, #47164, #94356F

**Represents a supervisory layer that exists but is deleted due to legislative abolishment

CHART TOTAL:	PERM	TEMP
General Funds:	1.00	--
Special Funds (B):	62.00	--

PROPOSED

APPROVED:

David Lassner

MAR 23 2020

David Lassner
President

Date

STATE OF HAWAII
UNIVERSITY OF HAWAII
STATEWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
MĀNOA CAMPUS OPERATIONS
OFFICE OF CAMPUS SERVICES
DEPARTMENT OF PUBLIC SAFETY
Organization Chart
Chart XII-D

MĀNOA CAMPUS OPERATIONS		
OFFICE OF CAMPUS SERVICES		
DEPARTMENT OF PUBLIC SAFETY		
Org Code: MACPEM		
Auxil & Fac Svc Mgr, PBD, #80477		1.00
Admin & Fiscal Support Sp, PBA, #81244		1.00
Safety/Security Sp, PBB, #78184, #78327, #78865, #79691, #79836		5.00
Auxil & Fac Svcs Off, PBC, #81189		1.00
Admin & Fiscal Support Sp, PBA, #81709		1.00
Auxil & Fac Svc Off, PBB, #81195		1.00
University Security Off II, SR16,		9.00
#03574, #13852, #39544, #48514, #111648, #900578,		
#900697, #900745, #900761		
University Security Off I, SR14,		58.00
#03575, #13542, #13851, #22487, #24542, #24575,		
#24576, #28608, #28609, #28610, #28611, #29174,		
#30526, #36659, #36660, #36661, #36667, #36668,		
#39488, #39489, #39491, #39492, #39493, #45375,		
#48515, #48516, #49280, #49281, #49282, #110514,		
#900313, #900314, #900316, #900318, #900319, #900320,		
#900566, #900755, #900756, #900757, #900758, #900759,		
#900760, #900764, #900765, #900766, #900767, #900768,		
#900769, #900770, #900771, #900772, #900773, #900774,		
#900775, #900776, #900777, #900778		

CHART TOTAL: PERM TEMP
General Funds: 77.00 --

PROPOSED

STATE OF HAWAI‘I
UNIVERSITY OF HAWAI‘I
SYSTEMWIDE ADMINISTRATION
OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION

FUNCTIONAL STATEMENT

The Office of the Vice President for Administration (OVPA) provides systemwide executive leadership in planning, organizing, directing, managing, and administering the University of Hawai‘i’s (University) programs relating to human resources; communications; procurement; risk management; systems integration; institutional equity; sustainability; Mānoa campus operations and facilities; project delivery; and facilities business administration.

In addition, the OVPA is responsible for land development, update and dissemination of University wide policies and procedures, and collegiate licensing. Collegiate licensing oversees the University’s branding (logo/trademark) program and ensures collection of royalties in compliance with licensing agreements.

Programmatic areas of responsibility include, directing through subordinate managers, a **human resources** program that is responsible for administration of the classification, compensation and employee benefits systems for Executive and Managerial (EM), faculty, Administrative, Technical, and Professional (APT), and civil service personnel; and collective bargaining and employee relations for academic and nonacademic areas; a **communications** program that provides expertise in the areas of marketing and brand management, public relations, news, and media relations; a **procurement** program that provides direction in the acquisition of goods and services; a **risk management** program that is responsible for the University’s systemwide risk management functions; a **systems integration** program that provides management and direction for all information technology and data systems that support the operational requirements of the various areas under the OVPA; an **institutional equity** program that provides technical expertise and overall guidance to campuses in support of their planning, development, implementation, and daily management of Title IX and Violence Against Women Act (VAWA) programs; a **sustainability** program that plans and implements sustainability programs and goals; a **Mānoa campus operations and facilities** program that manages and oversees the repair, maintenance, and operation of all facilities, grounds, infrastructure, and physical assets for Mānoa; a **project delivery** program that is responsible for the planning, design, and construction of capital improvement projects and assists in developing planning and space guidelines and long-range project priorities; and a **facilities business** administration program that provides fiscal, procurement, and contract administration support for the OVPA and several programmatic areas dealing with planning, sustainability, project delivery, and Mānoa operations facilities.

OFFICE OF HUMAN RESOURCES (OHR)

OHR provides systemwide leadership in:

- Developing, implementing and optimizing short and long-range plans to provide effective system-wide HR services and functions
- Developing priorities and determining efficient use of OHR resources
- Providing counsel and advising senior level executives and departmental HR representatives
- Maintaining effective relations with unions and employees

OHR provides these services through its various functional units as described below.

Employee Services

The Employee Services unit provides a broad range of human resources support to the field and system offices. It is a full-service unit that is staffed by HR generalists that can provide services and support to the field in the areas of: classification, recruitment, transactions, and benefits.

Unit A

- Coordinates and conducts employee training for HR representatives, supervisors, and employees.
- Coordinates and administers the job performance review program for Board appointees.
- Coordinates the State’s benefit programs (ERS, EUTF, Deferred Compensation, tax sheltered annuities, etc.) for the University on a systemwide basis and services as liaison with State agencies.
- Develops and conducts system wide training regarding personnel policy application, collective bargaining agreement interpretation and application, employee performance, supervisory skill development, etc.
- Advises HR representatives and supervisors regarding conflict resolution and disciplinary action.

- Administers the drug and alcohol testing program for CDL, BU1 non-CDL, and reasonable suspicion, and provides advisement to HR representatives, managers and supervisors.
- Coordinates return to work priority placement program.
- Serves as the Manoa Chancellor's designee to adjudicate APT and civil service grievances.

Unit B

- Provides operational support services for system and Manoa EM, APT and civil service employees including classification, compensation, recruitment, examination, training, benefits, and transactions.
- Reviews Manoa Chancellor's APT classification and compensation actions in compliance with applicable policies and procedures.
- Serves as personnel officer for employees of system offices, including but not limited to recruitment and personnel actions.
- Coordinates the State's benefit programs (ERS, EUTF, Deferred Compensation, tax sheltered annuities, etc.) for the University on a systemwide basis and services as liaison with State agencies.

Policies, Procedures & Classification

- Maintains the personnel section of the Administrative Procedures Manual to provide complete, comprehensive instructions for performing human resource tasks.
- Recommends revisions to personnel sections of Board and Executive policies.
- Develops standardized evaluative criteria for the classification and compensation of APT positions.
- Develops class specs for EM positions.
- Reviews EM and APT classification and reclassification actions to ensure compliance with established criteria.
- Takes final classification actions on civil service positions and represents the University before appellate boards and commissions.
- Compiles and analyzes EM, APT, and faculty salary survey data and utilizes information in classification and compensation requests.
- Develops and monitors EM and APT compensation plans to ensure compliance with approved plans, salary equity, applicable collective bargaining agreements, and alignment with any EEO and AA concerns.

Collective Bargaining and Employee Relations

- Interprets and advises senior executives and personnel administrators on the interpretation and application of collective bargaining agreements, public employment statutes, rules, regulations, and policies, and University policies.
- Provides research, analytical data, and assists in drafting testimony on collective bargaining matters to legislative bodies for University executives.
- Drafts memorandum of agreements, memorandum of understandings, and supplemental agreements involving personnel administration.
- Serves as the President's designee to adjudicate APT and civil service grievances and supports the President's designee in faculty grievances.
- Develops executive policies and administrative procedures regarding employee relations issues as appropriate.
- Assists OGC in the preparation in cases of mediation and arbitration.
- Provides research and analytic staff support to State and University negotiators in Units 07 and 08 master agreement negotiations and associated memoranda of agreement.
- Serves as the University's representative to the State Office of Collective Bargaining for negotiations covering civil service bargaining units.
- Develops and conducts training on negotiated changes and on the application and interpretation of provision in negotiated collective bargaining agreements with UHPA, HGEA and UPW.

OFFICE OF COMMUNICATIONS (COMM)

COMM provides leadership in planning, organizing, directing, evaluating, and coordinating the University's internal and external communications relating to marketing and brand management, public relations, news, and media relations through print, broadcast, and electronic mediums.

COMM provides these services through its various functional units as described below.

Multimedia

- Coordinates the production of a variety of video and print materials for distribution within and outside the University;
- Reviews marketing, promotional, and recruiting publications and materials for compliance with University graphics standards and branding/marketing goals;
- Develops and implements strategy and content for hawaii.edu websites by working with stakeholders across the system and collaborating with information technology regarding the latest online communication tools;
- Ensures that all copy, images, resources, and links are updated and current;
- Trains communicators in all facets of multimedia including WordPress, social media, emergency systems, still images, and video;
- Documents University events for archival purposes through still photography and video;
- Oversees the strategic application of content across all available platforms; and
- Keeps current with latest trends, technologies, and best practices in the communications media area and makes relevant recommendations.

Internal and External Communications

- Serves as the primary unit responsible for the external and internal dissemination of information;
- Responsible to strengthen lines of communications amongst all campuses and communicators systemwide;
- Assists in the development of communication strategies to further the University's mission and vision;
- Assists campus and unit communicators in identifying and disseminating newsworthy stories;
- Responsible for posting stories to the UH news website, issuing press releases, and broadcasting weekly UH news emails;
- Monitors and responds to social media, the UH news comment section, and other online forums; and
- Produces content for multiple platforms including FAQs, public presentations, talking points, testimonies, and other announcements/messages for email, web, or social media dissemination.
- Responsible for emergency communications, including coordination and support between campuses;
- Provides support for crisis communications;
- Manages and develops internal communications strategies and announcements;
- Manages and develops media response strategies and answers media inquiries;
- Provides media and presentation training for communicators;
- Manages and produces content for video news releases and web videos;
- Responsible for the advancement and marketing strategy, special events, and other related public relations matters for the Office of the Mānoa Chancellor.

OFFICE OF PROCUREMENT MANAGEMENT (OPM)

OPM provides overall direction and leadership in the systemwide planning, organizing, directing, and developing of policies and procedures governing the procurement of goods and services.

OPM provides these services through its functional units as described below.

Procurement Section

- Evaluates requirements for the acquisition of goods and services;
- Prepares invitations for bids and requests for proposals or quotations consisting of technical specifications, general provisions, and special provisions for the acquisition of goods and services in accordance with applicable laws and University Administrative Procedures;
- Processes competitive solicitations in accordance with applicable laws, grants, or contract terms and University Administrative Procedures;
- Awards contracts pursuant to competitive solicitations;
- Processes sole source procurements in accordance with applicable laws and University Administrative Procedures;
- Processes emergency procurements in accordance with applicable laws and University Administrative Procedures;
- Processes small purchases and purchases exempt from competitive solicitation and/or standard procurement requirements which exceed delegated purchasing authority of fiscal administrators in accordance with applicable laws and University Administrative Procedures;
- Develops contract terms and provisions;
- Provides contract administration services;
- Processes financial management accounting forms relating to procurement actions;

- Monitors decentralized procurement activities administered by fiscal administrators at the campus and departmental levels;
- Provides advice, assistance, forms, and training to fiscal administrators for procurements and contracts issued by fiscal administrators;
- Develops University administrative procedures relating to the procurement of goods and services;
- Provides assistance to vendors regarding University procurement operations and procedures;
- Prepares reports on procurement activities within the University; and
- Administers the University's Small Business Utilization Program in accordance with applicable laws.

Purchasing Card (P-Card) Section

- Administers a P-Card program for the procurement of goods and services for the University;
- Develops P-Card policies, processes, and procedures;
- Monitors & audits P-card purchases to ensure compliance with applicable laws, grant, or contract terms and University Administrative Procedures; and
- Provides training and certification for P-Card users at the University.

OFFICE OF RISK MANAGEMENT (ORM)

ORM provides leadership, direction, planning, organization, and control of the University's Systemwide risk management functions and specifically formulates long- and short-range risk management plans, policies, and procedures; develops, implements, and oversees programs that minimize the University's exposure to potential losses or damages; assesses the University's risk exposure and insurance requirements and recommends appropriate levels of insurance coverage; ensures compliance with legal requirements, rules and regulations, and policies and procedures; and provides training, guidance, and advice Systemwide in all matters relating to risk management and insurance.

Specifically, ORM provides the following services and functions.

- Provides leadership, direction, planning, organization, and control of the University's risk management functions, including tort claims, workers' compensation, safety, loss control, and insurance administration;
- Formulates systemwide long- and short-range risk management plans and objectives;
- Develops and oversees systemwide risk management policies and procedures;
- Collaborates with other University offices in the development, procedures, and administrative implementation of an Enterprise Risk Management program and a Whistleblower program;
- Collaborates with other offices in investigations regarding risks, potential liability, and/or losses and/or damages arising from whistleblower claims;
- Develops, implements, and oversees programs that minimize the University's exposure to potential losses or damages involving physical assets, fidelity losses, and liability claims;
- Collaborates with other offices in the planning and coordination of efforts to mitigate risks arising from or associated with security and all-hazards, crisis management, business continuity, and disaster recovery;
- Assesses the University's risk exposure and insurance requirements;
- Determines and recommends appropriate levels of insurance coverage;
- Ensures compliance with legal requirements, rules and regulations, and policies and procedures;
- Directs the negotiation, execution, and administration of agreements relating to risk management;
- Periodically assesses the University's Risk Management Program and prepares appropriate reports on risk management activities within the University;
- Investigates and gathers information regarding loss and/or damage claims involving University property and tort claims associated with University operations;
- Serves as the University liaison with the State Department of Accounting and General Services, Risk Management Division;
- Provides training, guidance, and advice Systemwide in all matters relating to risk management and insurance;
- Develops risk management forms; and
- Submits claims on behalf of the University for property losses covered by insurance and/or the State Risk Management Program.

OFFICE OF SYSTEMS INTEGRATION (OSI)

OSI provides leadership and direction for all information technology and data systems that support the operational requirements of the various areas under the OVPA. These systems include enterprise-wide and home-grown systems that exist in functional silos and require manual manipulation and redundant data entry. Data integrity and accuracy concerns need to be addressed and work process re-engineering needs to be

designed and implemented in order to obtain management reports that will provide meaningful analytic data for informed decision making.

OSI provides these services through its functional units as described below.

Business Process Transformation

- Leads the implementation and optimization of eBuilder (project management tracking system), which will serve as the centralized database and workflow tool for all construction project information including budgets, schedules, and status;
- Directs the strategic utilization and integration of technology capabilities for operations under the OVPA to maximize functionality, reporting accuracy, and data-driven decision making and leverage technology to support re-engineering and streamlining of processes;
- Maintains a geospatial and physical assets database of institutional information supporting the space and physical planning functions of the campus; and
- Manages and oversees, specifically for the Mānoa Campus Operations and Facilities area, data intensive and critical information technology systems including AiM (work order and asset management system), Lokahi (electronic workflow and reporting system), and Sightlines (building facilities condition report and deferred maintenance database).

PeopleSoft Development and Support

- Provides administrative support, business analysis, integration, and development capabilities for the enterprise-wide Peoplesoft program, which is used by OHR to establish, track, monitor, and report on all employees within the University systemwide;
- Conduct analysis to re-engineer the system to capitalize on delivered features and functionality to include user friendly interfaces, workflow, self-service and timely reporting;
- Collaborates with OHR and other system offices to lead efforts in updating and integrating individual databases and spreadsheets into an electronic system that is appropriately shared and governed by processes that secure data integrity; and
- Optimize integration touchpoints with other applications and datamarts.

Technology Integration

- Lead efforts in updating and integrating individual databases and spreadsheets into an electronic system that is appropriately shared and governed by processes that secure data integrity;
- Revisit unsupported legacy solutions and develop roadmap to replace them with current technologies; and
- Support the implementation of new technologies such as NeoGov for online recruitment, onboarding and performance evaluations.

OFFICE OF INSTITUTIONAL EQUITY (OIE)

OIE provides technical expertise and overall guidance to campuses in support of their planning, development, implementation, and daily management of Title IX and Violence Against Women Act (VAWA) programs that address sex discrimination and gender-based violence, including intimate partner violence, domestic violence, sexual assault, stalking, sexual exploitation, sexual and gender-based harassment, and retaliation.

OIE provides a systemwide, centralized infrastructure that assists all ten campuses in providing prompt, effective, comprehensive, consistent, and equitable responses to reports of gender-based violence and sexual misconduct; transforms the University's climate to one that embraces and ensures nonviolent and nondiscriminatory standards of interpersonal behavior through evidence-based, effective, and culturally sensitive training programs and initiatives; and ensures the University's compliance with the Title IX and VAWA laws.

- Ensures that all systemwide policies and procedures related to sex discrimination, gender-based violence, and stalking are current and that all campuses are consistently implementing best practices and standards;
- Oversees the University's Title IX and VAWA compliance efforts by leading centralized initiatives and collaborating with University stakeholders, including Title IX Coordinators, to ensure policies, procedures, programs, and services are compliant, consistent, equitable, accessible, culturally competent, and effective;
- Develops and implements systemwide case management and data collection systems to track trends, efficiency, equity, and consistency in the handling of reported cases of gender-based violence and sexual misconduct;

- Supports Title IX teams on all campuses to ensure the University's responses to incidents of sexual misconduct, gender-based violence, and sex discrimination are timely and appropriate and complainants and respondents receive timely and equitable consideration through case review and consultation, training, and technical assistance;
- Strengthens the University's capacity to provide, assess, and evaluate services, programs, and interventions to support the needs of students, faculty, and staff affected by gender-based violence, sexual misconduct, and sex discrimination, including advocacy and confidential services;
- Works collaboratively and consults with all University and community partners, including law enforcement, to assess the effectiveness of System and campus efforts to prevent sex discrimination, sexual harassment, sexual violence, and other forms of gender violence in University programs and recommend strategies and solutions to campuses, Chancellors, senior administrators, and executives;
- Develops training programs and assists in the facilitation and implementation of training for all campuses, their Title IX Coordinators and staff, and other University employees and students involved in implementing related policies and procedures and those involved in handling, investigating, and resolving sex discrimination, harassment, gender violence, and retaliation complaints and issues; and
- Conducts periodic campus climate surveys to assess student, staff, and faculty attitudes toward and perceptions of gender-based violence, sexual misconduct, and sex discrimination, including the University's response to gender-based violence, sexual misconduct, and sex discrimination.

OFFICE OF SUSTAINABILITY (OOS)

The systemwide sustainability unit is charged with developing an energy management system and operational commitment to minimizing greenhouse emissions and becoming carbon neutral by 2050; work with faculty and staff to develop curriculum that will advance the principles of sustainability while enabling cross-campus collaborations that integrate teaching and research with solutions at the campus and community levels; facilitate and support basic and applied research initiatives that advance the principles of sustainability and enable cross-campus collaborations that integrate teaching and research with solutions at the campus, community, and global levels; and assist campuses with creating a sustainable living and learning environment that honors the University's cultural foundation and addresses the challenges and opportunities of its unique geographical location. Major functions are as follows:

- Supports the implementation of sustainability projects and initiatives, including waste, water and energy reduction, food production, and fostering sustainable behavior changes;
- Provides expertise in resource management to ensure identification, life cycle cost analysis, design, implementation, and/or construction of resource conservation and gas reduction initiatives to meet goals for sustainability and carbon neutrality;
- Provides supervisory and technical oversight in strategic planning, coordination, and organizational alignment of Systemwide sustainability strategic goals and development of campus sustainability and resilience plans;
- Coordinates and manages the University Sustainability Council and University Sustainability Curriculum Council to establish sustainability metrics to track, record, and report on progress toward sustainability goals;
- Plans and executes campus and community outreach initiatives, i.e., the Annual Sustainability in Higher Education Summit;
- Provides oversight of energy planning, management, and administration Systemwide by developing and executing an overall vision and comprehensive strategic energy plan that is aligned with the University's strategic sustainability goals;
- Oversees the development of feasibility studies and business plans as the Systemwide subject matter expert on energy monitoring, analysis, and benchmarking;
- Deploys energy-related training programs and develops internal and external communication strategies that impact behavioral shifts toward sustainability and energy efficient practices; and
- Represents the University in building and maintaining effective relationships with all constituency groups, including senior administration, campus managers, federal and State officials, State legislature, the Public Utilities Commission, county sustainability councils, and other local, national, and international organizations.

CAMPUS OPERATIONS & FACILITIES (COF)

COF provides leadership and oversight for Mānoa campus operations and repair and maintenance programs and projects. COF is responsible for developing a comprehensive program that incorporates preventive maintenance best practices and strategically addresses work orders, minor facility upgrades and other campus improvements on an on-going basis.

COF provides these services through its various functional units as described below.

Campus Operations/Shops

Campus Operations provides leadership and supervision over trade shop services for the Mānoa campus. This unit coordinates closely with the Work Coordination Center, Warehouse, Buildings and Grounds Maintenance, and professional support units. Campus Operations implements preventive maintenance programs and supports the energy and resource conservation and management efforts for the campus.

- Electric Shop
Maintains, repairs, and installs electrical systems and equipment, including load centers, primary and secondary voltage transformers, cabling/wiring, switchgears, and fixtures.
- Carpenter Shop
Repairs, constructs and installs rough and finished carpentry work and building hardware.
- Air Conditioning Repair & Maintenance Shop
Repairs, maintains and replaces building and facilities HVAC and cooling systems.
- Plumbing Shop
Repairs, maintains and installs plumbing systems, fixtures and equipment.
- Paint Shop
Refinishes, repaints and maintains all existing painted and newly constructed surfaces.
- Trucking Shop
Provides trucking, moving and disposal services to the campus community.

Buildings & Grounds Management

The Buildings & Grounds Management (BGM) unit is responsible for overseeing the maintenance and landscape of campus buildings, grounds and plant collections. Works to meet and implement the energy and sustainability needs and priorities of the University and to develop a plant collection for educational and research purposes.

- Building Services
Provides custodial care, carpet cleaning, and other maintenance services for all buildings and facilities for the campus.
 - *Crew 1 – Makai zone*
 - *Crew 2 – Ewa zone*
 - *Crew 3 – Mauka zone*
 - *Housekeeper*
Provides household cleaning of the University President's residence including the main house and guest cottage.
 - *Carpet Cleaner*
Provides carpet cleaning and floor polishing services for on-campus facilities.
- Landscaping Services
Provides grounds maintenance services and refuse collection, and coordinates recycling operations for the campus. The two (2) main functions under this unit are Landscaping and Grounds Maintenance.
 - *Landscaping*
 - *Pesticide Control*
Controls weeds, insects, and diseases affecting campus landscapes.
 - *Irrigation*
Repairs, installs, and maintains irrigation systems.
 - *Labor Support*
Provides labor support for tree trimmer, sprinkler repairer and recycling.
 - *Mason*
Lays building materials, including concrete and brick, and constructs or repairs surfaces or structures.
 - *Tree Trimmer*
Maintains campus trees.
 - *Nursery*
Provides maintenance and care to trees, plants, and foliage.
 - *Refuse*
Provides refuse collection as well as special and bulk disposal services.
 - *Equipment Support*

Operates and maintains heavy equipment to service campus facilities.

- *Grounds Maintenance*
Performs a variety of manual tasks in cleaning, caring and maintaining landscaped areas.
 - *Makai Crew* – Makai zone
 - *Power Mower* – Campus lawn
 - *Mauka Crew*- Mauka zone
- Campus Arboretum
Develops the landscape potential of unique woody flora of the tropics on the campus by serving as a living laboratory for education and research, encouraging use by the broader community and supporting service activities of the University.

Work Coordination Center

- Manages and maintains the campus work order system;
- Communicates Mānoa customer requests and needs to appropriate unit;
- Provides data/information to assist maintenance units respond to customer requests and supports communication and improved customer service to campus constituency; and
- Schedules and coordinates support services for special events.

Warehouse/Inventory

Provides warehouse and inventory services for COF including storage, transfer, and disposal of materials and property and the maintenance of surplus inventory for the campus community.

Facilities Safety

Provides advice and develops policies and procedures regarding environmental and occupational safety issues affecting the Mānoa campus and especially COF. Ensures compliance with Federal, State, and local laws, rules and regulations relating to safe operating practices in alignment with the Occupational Health and Safety Administration (OSHA).

Professional Support

Coordinates with the Shops director and/or Shops superintendent and director of Buildings and Grounds and schedules repairs and maintenance, preventive maintenance programs for all relevant buildings, building subsystems, infrastructure and grounds. Reviews departmental service work requests, preparing cost estimates as well as labor and materials requirements for work to be performed by the trade shops.

Mechanical Engineering & Electrical Engineering

- Prepares and/or reviews and directs the preparation of mechanical/electrical engineering designs and specifications for projects performed either internally or by private consultants and contractors and prepares and/or reviews specifications and bidding requirements for projects by private consultants and contractors;
- Maintains facilities equipment audit and inventory; manages preventive maintenance programs for mechanical and electrical systems; develops equipment and systems replacement programs in accordance with established industry criteria;
- Provides renovation design assistance to departments, including determination of service and maintenance requirements, alternative approaches, and time and cost estimates;
- Provides planning and design services for setting campus goals regarding the design, repair, management and operations of all components related to mechanical and electrical engineering functions on the campus;
- Reviews departmental service work requests, preparing cost estimates as well as labor and materials requirements for work to be performed by the trade shops.
- Provides technical support to trade shops;
- Develops and maintains a comprehensive building audit program; and
- Supports the planning, development and implementation of campus-wide utility planning, improvements and repairs and energy conservation, energy efficiency and renewable energy programs in concert with OPS and other key campus units.

Fire Safety

Monitors campus facilities and operations for compliance with federal, state and county fire codes. Conducts inspections, performs training and maintains campus fire suppression equipment.

OFFICE OF PROJECT DELIVERY (OPD)

OPD provides the vision and direction for long and short-range planning, space management and analysis, capital planning, and design standards, at the Mānoa campus. OPD ensures that all planning for, and actions on, the physical facilities, grounds, and infrastructure are in accordance with long-range development plans, the campus strategic plan, and supports the campus educational, research and student life missions. Major functions include:

- Creates and maintains design standards for land and facilities supporting Mānoa programs which incorporate principles of sustainability and environmental responsibility;
- Develops and administers long range physical development plans for the campus as well as lands external to the campus supporting UH Mānoa programs;
- Conducts analyses of institutional plans, academic agendas, and major policies to anticipate future directions affecting long-term physical facility requirements for Mānoa;
- Assists in the preparation of environmental assessments and impact statements and master plans;
- Assists in the development of University environmental policy and all documents to comply with applicable laws, rules, and regulations
- Provides leadership in creating and implementing a comprehensive environmental and energy policy in support of the Mānoa's strategic sustainability goals;
- Works in partnership with campus groups to incorporate sustainability principles into the planning, design, operational, and educational framework of the institution;
- Engages students, faculty, and staff in gaining understanding of our current patterns of facilities use and consequent impacts and opportunities;
- Manages the allocation and reallocation of space on campus to operating units; and
- Provides data analysis in support of the space allocation and physical planning functions of the campus.

OPD also provides high quality planning, development, design, and construction services for the successful completion of CIP projects. OPD ensures that all University campuses, especially the flagship Mānoa campus, enjoy and operate in physical environments that support teaching, research, and public service in keeping with the University's mission. The buildings, infrastructure, and landscapes of the campuses should reflect the excellence and diversity of the academic enterprise. These services are provided through two (2) functional areas:

Project Management

- Performs project management responsibilities for all projects including, but not limited to, design-bid-build and design/build methods of delivery, to ensure the end-to-end successful completion of construction projects affecting campus facilities, grounds, infrastructure and other physical assets;
- Prepares and/or reviews and directs the preparation of plans and specifications and/or Request for Proposals (RFPs for new and renovation projects including the preparation of bid documents, as required;
- For design/build projects, oversees all components of the process including programming requirements, establishment of design criteria within budget parameters, project design review, negotiations of contract terms and deliverables, construction oversight, and overall contract administration;
- Coordinates design requirements, construction methods and schedules with COF, other campuses systemwide, and the construction team;
- Provides renovation design assistance to departments, including closely working with the end-users to determine project scope and requirements, potential maintenance and service issues, alternative approaches, and time and cost estimates; and
- Assists in maintaining an inventory and information database of campus buildings with regard to facilities conditions assessments and potential projects that need to be queued for construction due to capital renewal, deferred maintenance, health and safety, and/ or code requirements.
- Leads in the recommendation and implementation of other innovative and alternative project delivery mechanisms and strategies to improve the quality, timeliness, and cost effectiveness of capital projects for the University.

Construction Management

- Directs and manages construction activities and delivery of projects for OPD;
- Develops and implements policies, procedures, and processes for construction activities;
- Reviews design plans and specifications to ensure feasibility of construction and maintenance;
- Confirms that construction cost-estimates and schedules are realistic and considers all aspects of a project;
- Develops reporting and monitoring mechanisms that provide timely, reliable information on the status of construction;

- Reviews and interprets all construction and contract documents including working drawings, specifications, post contract documents, schedule of values, and detailed cost breakdowns,
- Makes sound, justifiable field and project decisions that advance the best interests of the University while keeping within deadlines and budgets;
- Processes change orders in a timely fashion, while documenting and holding the appropriate entity responsible and liable, to avoid costly delays;
- Manages projects from bid award to project acceptance and close-out, including verification that all operating manuals, training, project warranties, and other applicable documents are received prior to project acceptance; and
- Ensures that effective and consistent communications with all involved parties is on-going, including the campus community and other external stakeholders, and that construction processes follow industry best practices.

FACILITIES BUSINESS OFFICE (FBO)

FBO provides administrative and fiscal support to Office of Planning and Sustainability, Campus Operations and Facilities, and the Office of Project Delivery. FBO is responsible for the development and implementation of policies, processes, and standard operating procedures that provide a framework for the consistent application of administrative and fiscal services and that ensures compliance with legal requirements, accounting principles, and generally accepted business practices. Support services include fiscal, accounting, business analysis, procurement, contract award and administration, capital budget preparation, legislative participation, budget implementation, information/data systems, management reporting, and asset management.

FBO is comprised of the following two (2) functional areas:

Facilities and Contracts Office

- Administers and manages all facets of facilities and construction project procurement including invitation for bids, request for proposals, design/build solicitations, request for quotations, and other methods of source selection;
- Directs all facets of the contracting cycle including award of contracts, contract administration, monitoring vendor performance, and the modification, termination, and closing of contracts;
- Ensures that the selection process and contracts for professional services are done in accordance with applicable State statutes, Hawaii Administrative Rules, and University Administrative Procedures;
- Provides advice on the interpretation and implementation of procurement statutes, policies, procedures, and requirements and ensures that processes and documents comply with applicable laws;
- Develops and amends contract terms and provisions to ensure that the University is protected;
- Develops standard forms and templates to ensure that the procurement of facilities and construction is executed in accordance with applicable laws and contract provisions.

Facilities Fiscal Office

- Administers and manages all financial and budget functions and services for OPS, COF, and OPD relating to operating and capital programs;
- Reviews and processes construction change orders, certifies availability of funds, and ensures compliance university, state, and federal rules, regulations, policies, and procedures;
- Prepares and issues purchase orders, requisitions, contract encumbrance forms, and other allotments to maintain control over operational and CIP budgets;
- Establishes required accounting system for maintaining expenditures in conformance with management requirements;
- Prepares reports in response to requests from internal and external agencies including State departments and the legislature; and
- Develops policies and procedures that ensures compliance with applicable laws and ensures effective operations and resource allocations.

OFFICE OF CAMPUS SERVICES – Org Code: MACPMA

The Office of Campus Services has functional responsibility for the major ancillary services of the campus. These include Fleet Services, Commuter Services, Food Services, Bookstore operations, University Housing, Commercial Enterprises, and the Department of Public Safety. The functions of Campus Services are grouped under the following major categories:

Auxiliary Services – Org Code: MAAXAX

Bookstore System – Org Code: MABKST

Department of Public Safety – Org Code: MACPEM

Commercial Enterprises – Org Code: MACOME

Campus Services provides leadership and coordination in planning, developing, and directing activities for the major groups mentioned above. These programs are supported by the Administrative Services and Marketing and Communications. The Office of the Director of Campus Services plan, organizes, directs the programs in Campus Services with responsibilities that include:

1. Implements policies as directed by University Administration, establishes procedures, ensures that effective management methods and appropriate financial controls are used.
2. Provides direction and leadership to subordinate managers in the development, implementation, and attainment of programmatic and financial goals and objectives.
3. Liaise with University students, faculty, administrators, community groups, legislature, and other relevant and/or appropriate units on Campus Services related matters.

Marketing and Communications – Org Code: MAMCAX

Conceives, plans, coordinates, advises on, and/or implements the marketing and communications functions for all departments of Campus Services and the division as a whole. Assists in the development of key messages and educates stakeholders on the products, services, and/or values of the various entities.

1. In conjunction with managers of each of the Campus Services divisions, determines their distinct promotional and/or public relations goals and objectives.
2. Provides counsel on and execution of marketing strategies, including but not limited to advertising, collateral materials, websites, newsletters, social media, special events, and grassroots outreach. Oversees market research studies.
3. Provides counsel on and execution of communications efforts, including but not limited to media relations, reputational management, external and internal announcements and notices. Works in conjunction with other University communications offices.
4. Designs and produces artwork for emblematic merchandise as well as advertising, collateral materials, websites, newsletters and social media for all Campus Services divisions.

Commercial Enterprises– Org Code: MACOME

Responsible for developing products and services to be sold for commercial purposes that help to market the University and to enable Commercial Enterprises to become self-supporting.

- 1.Product development, branding, and quality assurance based on student/faculty research and development.
- 2.Buying of apparel, operations of stores, and outside sales.
- 3.Operates internet apparel and souvenir sales.
- 4.Responsible for the operation and management of the Conference Center.

Conference and Event Services – Org Code: MACCAX

Provides a program to meet the needs of the University of Hawai‘i at Mānoa and other state agencies in the area of organizing and managing conferences, institutes, trainings, and symposia.

- 1.Provides services to organizations such as the University of Hawai‘i System, State and municipal government agencies, and community/non-profit groups whose activities are consistent with academia, research, professional development, and life-long learning.
- 2.Responsible for Conference Center program development, marketing, budgeting and accounting.
- 3.Responsible for conference management, including coordinating logistical needs, registration requirements, travel arrangements, and fiscal management for conferences, institutes, trainings, and symposia across the state of Hawai‘i.

ADMINISTRATIVE SERVICES – Org Code: MAASAX

This department plans, organizes, directs, and controls administrative functions of Campus Services, including Fiscal Services, Information Technology Management, and Human Resources.

Fiscal Services – Org Code: MAFSAX

Responsible for Campus Services, UH Mānoa fiscal controls, financial reporting, procurement and budgeting.

1. Maintains an accounting system for all Campus Services units, based on and integrated with the University’s accounting system.
2. Prepares and analyzes financial and budget reports for all programs.
3. Establishes and enforces fiscal controls and procedures for cash and inventory.
4. Coordinates all audit activities with internal and external audits.
5. Coordinates physical inventory and monitors inventory control.
6. Maintains fiscal records and files.
7. Processes all payments.
8. Monitors procurement of materials and services, prepares all bid specifications, and administers all contracts for maintenance, lease rental, goods and services.
9. Processes all accounts receivables, reconciles statements and reports, and monitors credit memos.
10. Count and/or deposit all collections including, cash, scholarship charges, and departmental requisitions.

Information Technology Management – Org Code: MAITAX

Responsible for the system development and maintenance, operations, technical support and management support in all areas of computerized management information systems.

1. Performs systems analysis, design, tests, installations and maintenance for all Campus Services units.
2. Coordinates development and programming and assists Marketing and Communications in design and maintenance of Campus Services websites.

3. Develops and controls production schedules for computerized functions for all Campus Services operations and projects.
4. Provides technical assistance, user training, and provides support for all Campus Services information system activities.

Human Resources – Org Code: MAHRAX

Administers Human Resources for Campus Services, UH Mānoa. Responsible for all matters related to recruitment, selection, benefits, classification, compensation, employee records, training, employee relations, and organization management.

1. Provides assistance in staffing analysis, and ensures that the recruitment and selection process is in accordance with human resources laws and procedures.
2. Administers benefits, leave accounting, and training for designated units. Provides technical advice on position classification matters, and processes classification and compensation transactions.
3. Maintains employee records, and handles all employee relations and grievance matters.
4. Provides technical advice and support in evaluation of organizational structure, and processing organizational changes.

AUXILIARY SERVICES – Org Code: MAAXAX

This Office plans, organizes, directs, and controls the activities of the following Auxiliary Services programs -- Mail Services, University Housing, Food Services, Commuter Services, and Fleet Services.

1. Establishes overall policies as directed by University Administration.
2. Ensures that effective management methods and appropriate financial controls are used.
3. Provides direction and leadership to subordinate managers in the development, implementation, and attainment of programmatic and financial goals and objectives.
4. Maintains liaison with University students, faculty, administrators, community groups, legislature, and other interested parties on Auxiliary Services matters.

University Housing, Food Services & Mail Services– Org Code: MAHFMX

This Office advises and participates in the development, sale, and mortgage loan assistance of university housing properties. Responsible for the daily operations of the University Housing, Mail Services, & Food Services sections.

1. Establishes goals and objectives, and directs the daily operations of University Housing, Mail Services, & Food Services sections.
2. Analyzes production, financial condition, quality of service, and directs the implementation of procedures to improve services.
3. Provides support to other Auxiliary Services programs as needed.

University Housing – Org Code: MAFHAX

Provides self-sustaining university housing program to assist new employees with suitable temporary housing during their period of adjustment to local economic conditions. Provides university housing condominium units for sale, when directed by Administration.

1. Manages rental agreements for all university housing apartments. Operates and maintains the apartment unit rentals.
2. Provides for the acceptance, evaluation, and processing of requests for housing; reviews and approves assignments of leases in accordance with University policies.
3. Conducts preventive maintenance programs, major renovations, and replacement of furniture and equipment, and custodial and grounds maintenance to improve the physical quality of university

housing, and provides security of the apartments in order to make the university housing complex safe and livable.

4. Provides mortgage loan assistance to eligible employees interested in purchasing off-campus housing through the University.

Food Services – Org Code: MAFOAX

Responsible for satisfying the nutritional needs of the University community by providing choices of products at the lowest possible cost that are high in quality, and with the best possible services.

1. Administers the food service contracts for the Mānoa campus. Develops contract specifications focusing on the quality of menus, the manner of service, the economy of prices, and merchandising that provides optimal customer satisfaction.
2. Monitors the food service contractors to insure adequate delivery of service, in compliance with the provisions of the contracts and applicable codes and ordinances.
3. Serves as liaison with the University community, and ensures customer satisfaction in all aspects of the food service program.

Mail Services – Org Code: MAMLAX

Provides daily mail pickup and delivery services to Mānoa campus departments on a timely, cost-efficient basis.

1. Picks up, sorts, and delivers intra-campus, incoming, outgoing, and state messenger mail.
2. Issues, evaluates, and controls departmental allocations for mail services.
3. Keeps abreast of United States postal service rules and regulations concerning non-profit mailers.
4. Offers a variety of methods to ship mail and parcels.
5. Provides mailbox rental services.

Commuter & Fleet Services – Org Code: MAPTAX

This office is responsible for the daily operations of the Commuter & Fleet Services (formerly Parking & Transportation) sections.

1. Establishes goals and objectives, and directs the daily operations of the Commuter & Fleet Services sections.
2. Analyzes production, financial condition, quality of service, and directs the implementation of procedures to improve services.
3. Provides support to other Auxiliary Services programs as needed.

Commuter Services – Org Code: MAPARK

Responsible for orderly parking and traffic flow on the Mānoa campus in accordance with the applicable parking regulations as approved by the Board of Regents.

1. Provides for the allocation and sale of available campus parking spaces to various users on an equitable basis.
2. Repairs and maintains parking areas, participates in the planning of additions and improvements to existing parking areas on campus.
3. Develops and enforces commuter services regulations and controls vehicular traffic on campus.
4. Provides and manages an appeals process for people contesting parking citations for violating parking regulations on campus.
5. Provides commuter services for special events held on campus such as sporting events, charity functions, concerts, etc.

6. Oversees the planning and implementation of the Transportation Demand Management Plan for the campus.

Fleet Services – Org Code: MATRNS

Provides the state-wide University system with a safe and economical transportation fleet program and related services for University units requiring the use of vehicles in connection with official University-related business. Fleet Services is responsible for the purchasing, leasing, licensing, insuring, disposal, preventive maintenance, repair and fueling of University vehicles.

1. Administers services related to the operation of a central motor pool and garage on campus.
2. Prepares specifications and bid proposals for the purchase of motor vehicles based on users' requirements and vehicle replacement program.
3. Conducts preventive maintenance and repairs on vehicles.
4. Reviews and approves all University vehicle acquisition requests for cost, appropriateness and compliance to established policies.

BOOKSTORE SYSTEM – Org Code: MABKST

Plans, organizes, directs, and controls University of Hawaii Bookstores located at various campuses throughout the University of Hawaii system.

1. Establishes overall policies, ensures that effective management methods and appropriate financial controls are used.
2. Provides direction and leadership to subordinate managers in the development, implementation, and attainment of programmatic and financial goals and objectives.
3. Maintains liaison with University students, faculty, administrators, community groups, legislature, and other interested parties on Bookstore matters.

Books – Org Code: MABKBK

Responsible for the timely purchase and sale of text materials prescribed by faculty and course materials/merchandise for technical, supplementary, and recreational reading.

1. Plans, orders, merchandises all required and optional course materials for the University of Hawaii at Mānoa including the Outreach College, in accordance with academic schedules + a full line of study aids, reference materials, and various forms of recreational reading.
2. Arranges for used book buy-back, where students can sell books back at the end of each semester and the beginning of the Fall and Spring terms.
3. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
4. Provides assistance to all customers of the store, and operates point-of-sale to record various types of sales and refunds. Provides services for off-campus and outreach programs.
5. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.

Mānoa Bookstore – Org Code: MABKMA

Responsible for the daily operations of the University of Hawaii at Mānoa Bookstore.

1. Establishes goals and objectives, and directs the daily operations of the Mānoa Bookstore, in accordance with the diverse needs of various colleges, schools, and departments of the Mānoa campus
2. Analyzes production, financial condition, quality of service, and directs the implementation of procedures to improve services.
3. Provides support to branch bookstores as needed.

Operations

Receiving, Warehousing, Shipping, Custodial Services, and Cashiering

Responsible for receiving, shipping, and storage of merchandise. Provides general operational support services. Supports and processes all sales, charges, and refund transactions for the entire Manoa campus store.

1. Provides receiving, verifying, tagging, and floor prepping (folding, hanging, pricing, security tagging) of incoming merchandise.
2. Stores merchandise in warehouse facilities or peripheral areas pending display or sale.
3. Provides for pickup, delivery or shipment of Bookstore items, both on and off campus.
4. Maintains cleanliness and good appearance of store and makes minor repairs.
5. Provides assistance to all customers of the store, and operates cash registers to record various types of sales and refunds. Provides services for off-campus and outreach programs.
6. Makes arrangements for additional change fund, staffing, and supplies needed during peak periods.
7. Provides assistance to all customers of the store, and operates point-of-sale to record various types of sales and refunds.
8. Coordinates counting and depositing of all collections (i.e., cash, scholarship charges, departmental requisitions) with the Fiscal Office.

Branch Bookstores - Org Code: MABRBK

Provide books and general merchandise at the University of Hawaii at Hilo, University of Hawai'i West O'ahu, University of Hawai'i Maui College, and Community College campuses in a manner similar to the Mānoa store, but adapted to the size and special characteristics of the individual campuses. The branch stores are as follows:

UH Hilo Bookstore – Org Code: MABKHI

Honolulu CC Bookstore – Org Code: MABKHO

Kapi'olani CC Bookstore – Org Code: MABKKA

Kauai CC Bookstore – Org Code: MABKKU

Leeward CC Bookstore – Org Code: MABKLE

Maui College Bookstore – Org Code: MABKMU

Windward CC Bookstore – Org Code: MABKWI

UH West O'ahu Bookstore – Org Code: MABKWO

Store I

Store I Branch Bookstores provide Bookstore services to Colleges and Community Colleges that have 4-year degree programs and/or experience a high volume of sales and inventory due to the large volume of courses offered. Store I's manage a large number of Bookstore staff and are at times involved in the research and implantation of special projects and programs for their respective Bookstores. The Store I Branch Bookstores are UH Hilo Bookstore, Honolulu CC Bookstore, Kapi'olani CC Bookstore, Leeward CC Bookstore, Maui College Bookstore, Windward CC Bookstore, and the UH West O'ahu Bookstore.

Store II

The Store II Branch Bookstores provide Bookstore Services to the Community Colleges that offer 2-year degree programs. Store II Branch Bookstores have lower levels of inventory due to the limited number of courses associated with the programs offered from their respective Colleges. The Store II Branch Bookstores are Kaua'i Community College, and the Windward Community College.

All of the Branch Bookstores support the University of Hawai'i by providing the following services.

1. Provides assistance to all customers of the store, and operates point-of-sale to record various types of sales and refunds.
2. Counts and deposits all collections, including cash, scholarship charges, and departmental requisitions.
3. Purchases and provides for sale of all required course materials in accordance with academic schedules for each campus.
4. Arranges for used book buy-back, where students can sell books back at the end of each semester and the beginning of the Fall and Spring terms.
5. Orients stock to the campus community, purchases and provides for sale of technical books, journals, periodicals, and literature for leisure reading.
6. Purchases and provides for sale of required classroom supplies and a representative stock of supplementary materials, such as notebooks, pencils, binders, etc.
7. Purchases and provides for sale of health and comfort items, for the convenience of the campus community.
8. Provides for sale of computer hardware, software, and peripherals to support customer needs.
9. Stocks and displays merchandise, and maintains cleanliness of the store.
10. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
11. Makes arrangements for additional change fund, staffing, and supplies needed during peak periods.
12. Provides for receiving, shipping, and storage of merchandise.
13. Responsible for return of unsold books, and other inventory control procedures.
14. Prepares and processes various administrative and fiscal data (i.e., payables, receivables, overtime requests, student payroll, etc.) through administrative office.

Buying Group – Org Code: MABYBK

Responsible for the purchasing of merchandise in larger quantities to strategically benefit from economies of scale and bulk purchasing power. Provides buying, inventory, and merchandise support to the branch stores.

1. Plans, orders, distributes merchandise from vendors that the smaller branch stores may not be able to order from as they may not be able to meet minimums for ordering or shipping.
2. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
3. Provides assistance to branch stores with product information, customer assistance, communication with vendors, product research for special orders.
4. Coordinates delivery and distribution of merchandise to the branch stores.
5. Strategically plans merchandise purchases to take advantage of bulk purchasing power, selects merchandise to meet the demands of the customers on the campuses, and keeps abreast of emerging trends in the marketplace.

Computer Sales

Responsible for the purchase and sale of a variety of computer hardware, software and peripherals to meet the academic needs of the University community. Provides for the repair, maintenance, and servicing of computers purchased through the Bookstore.

1. Plans, orders, merchandises computer hardware, software, and peripherals.
2. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
3. Provides assistance to all customers of the store, and operates point-of-sale to record various types of sales and refunds. Provides services for off-campus and outreach programs.
4. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.
5. Provides services for repair, maintenance, and servicing of computer hardware sold through the Bookstore.

Ecommerce

Responsible for managing all business conducted through internet websites, including timely order fulfillment in the electronic sale of books and merchandise, and providing customer service, via the internet. Responsible for emblematic apparel section of sales floor in the Mānoa Bookstore, including maintaining stock on the floor and sales staff coverage and training on product knowledge.

1. Provides for the accurate and timely fulfillment of orders generated via Bookstore and related websites. Responds to inquiries and concerns initiated by customers via telephone, mail, and electronic mail.
2. Sells emblematic souvenirs and sports clothing to promote school spirit and promote the University in general.
3. Coordinates marketing efforts to promote, improve, and expand electronic commerce.
4. Provides assistance to all customers of the store, and operates point-of-sale to record various types of sales transactions. Provides services for off-campus and outreach programs.
5. Stocks and displays merchandise, maintains cleanliness of sales floor. Provides general clerical support for the entire store.

Campus Solutions

Responsible for providing duplicating and document finishing services for the campus community. Maintains and facilitates the Satellite Copier Program to provide copy machines to departmental offices on the various campuses. Provides bulk office supplies for departmental purchase on the various campuses.

1. Oversees the daily operation of the Rainbow Business Center to provide document duplicating and finishing services, color copies, fax services, self-service copier, mailbox rentals, and photo printing services.
2. Administers and maintains contracts for the Satellite Copier Program to provide leased copiers to the various departments.
3. Plans, orders, and provides for sale and delivery of bulk office supplies purchased through the UH Campus Source program.
4. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
5. Markets and promotes services for the Rainbow Business Center, UH Campus Source, and the Satellite Copier Program.

Supplies

Responsible for the timely purchase and sale of classroom, office, art and laboratory supplies. Provides souvenirs and gift items, and items for personal convenience.

1. Plans, orders, merchandises required classroom supplies, various forms of stationery, convenience items and services.
2. Sells emblematic souvenirs and related items to promote school spirit and promote the University in general.
3. Plans, orders, and merchandises graduation announcements, caps and gowns.
4. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
5. Provides assistance to all customers of the store, and operates point-of-sale to record various types of sales and refunds. Provides services for off-campus and outreach programs.
6. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.

DEPARTMENT OF PUBLIC SAFETY– Org Code: MACPEM

Responsible for assuring a safe and secure campus environment that includes the lower campus as well as student and university housing complexes.

1. Provides for the protection and security of personnel and property on the Mānoa campus on a 24-hour basis throughout the year. Maintains order through enforcement of University laws, regulations, policies, rules, and procedures. Abides by federal, state, city laws and ordinances.
2. Provides 24-hour radio communication and after-hours emergency telephone numbers, monitors emergency call boxes; responds to emergencies such as bomb threats, altercations, injuries, or death; renders assistance, e.g., first aid, CPR; conducts investigations.
3. Provides cash pickup/delivery and night escort services; controls crowds at special events.
4. Provides crime prevention and other training/education to the campus community.
5. Works with emergency management representatives and/or teams from the UH System and other campuses to ensure proper training, education, and information is made available to the campus community in the event of a natural or man-made disaster, including hurricanes, tsunamis, terrorist and criminal acts.
6. Trains and equips the UH Mānoa responder and emergency management teams to effectively respond to emergencies.
7. Establishes emergency plans and procedures for the effective management of personnel, funds, equipment, and medical care in the event of a major emergency.

8. Coordinates with applicable city, state, and federal agencies in preparing the UH Mānoa campus for and responding to all hazards, emergencies, and disaster events.

Approved:



David Lassner
President

MAR 23 2020

Date

LETTERS AND RESPONSES

Correspondence with Campus Services




UNIVERSITY
of HAWAII
MĀNOA

Office of the Vice Chancellor
for Administration, Finance and Operations

June 6, 2019

MEMORANDUM

TO: Deborah Huebler
Director, Campus Services

FROM: Kathy Cutshaw 
Vice Chancellor for Administration, Finance and Operations

SUBJECT: Proposal to Transfer the Office of Campus Services from the University of Hawai'i at Mānoa (UH Mānoa) Office of the Vice Chancellor for Administration, Finance and Operations to the Office of Manoa Campus Operations reporting to the University of Hawai'i System (UH System) Vice President for Administration

SPECIFIC ACTION REQUESTED:

Your assistance is requested to solicit feedback from your organization on a reorganization proposal to transfer oversight of the Office of Campus Services from the UH Mānoa Office of the Vice Chancellor for Administration, Finance and Operations (OVCAFO) to the UH System Office of the Vice President for Administration (OVPA). It is proposed that the Office of Campus Services reports to a new organization functional unit called Mānoa Campus Operations which will be supervised by the VPA. Current and proposed organizational charts are attached for your information.

BACKGROUND:

The UH Mānoa OVCAFO is responsible for administration, finance and operations of the Mānoa campus, in the areas of financial management including: long-range planning, analysis and reporting; budget preparation and implementation; campus security and emergency management; and auxiliary enterprise services, including parking, food services, commuter and fleet services, university housing and bookstore operations.

The UH System OVPA provides executive leadership on key strategic and operational improvements across the UH System, including the areas of capital improvements, facilities, contracts, human resources, procurement and real property management, risk management, planning and sustainability, institutional equity, and communications. The OVPA has responsibility for programmatic areas including: the planning and sustainability program that assists in developing planning and space guidelines, long-range project priorities, and sustainability programs and goals; Mānoa campus operations and facilities program that manages and oversees the repair, maintenance, and operation of all facilities, grounds, infrastructure, and physical assets for Mānoa; and project delivery program that is responsible for the planning, design, and construction of capital improvement projects.

2500 Campus Road, Hawai'i Hall 307
Honolulu, Hawai'i 96822
Telephone: (808) 956-9190
Fax: (808) 956-5136

PURPOSE:

This reorganization seeks to transfer oversight of Campus Services from UH Mānoa OVCAFO to the UH System OVPA in an effort to promote thoughtful, integrated long-range strategic planning in the area of campus services. The goal of the reorganization is to reduce silos around campus services and promote informed decision-making, enhance lines of communication across the organization, and improve efficiency and effectiveness of campus operations for the Mānoa campus through the coordinated efforts around planning and sustainability, risk management and project delivery.

The proposed reorganization aligns with the University's High Performance Mission-Driven System strategic direction to create effective and efficient organizational structures that maximize efficiency and responsiveness to internal and external stakeholders. This strategic direction is a System/Manoa-wide initiative and we currently have several reorganizations being vetted which reinforce these principles.

Below is a brief summary of the changes associated with the proposed reorganization:

- Create a new office titled Mānoa Campus Operations within OVPA which will be supervised by the VPA.
- The Office of Campus Services will be removed from the purview of the UH Mānoa OVCAFO and placed under the new Mānoa Campus Operations.
- Change in supervisory level for the Director of Campus Services from the UH Mānoa Vice Chancellor for Administration, Finance and Operations to Mānoa Campus Operations.
- Aside from the Director of Campus Services change in supervisory level, the duties, responsibilities and reporting relationships of Campus Services staff will remain the same and implementation of the proposed reorganization will not result in a reduction in temporary or permanent staff. It is intended that Campus Services will continue to occupy their current space.

Please notify all affected units and affected personnel under Campus Services of the reorganization. I encourage their input and feedback. Please submit feedback to me at cutshaw@hawaii.edu with a copy to Sheila Kanemaru at sheilak3@hawaii.edu as soon as possible, and no later than June 28, 2019. I hope to complete consultation on this reorganization with affected units and affected personnel by end of June 2019.

I will take into consideration input and feedback to develop a more complete reorganization proposal that is intended to be sent for union consultation in July 2019.

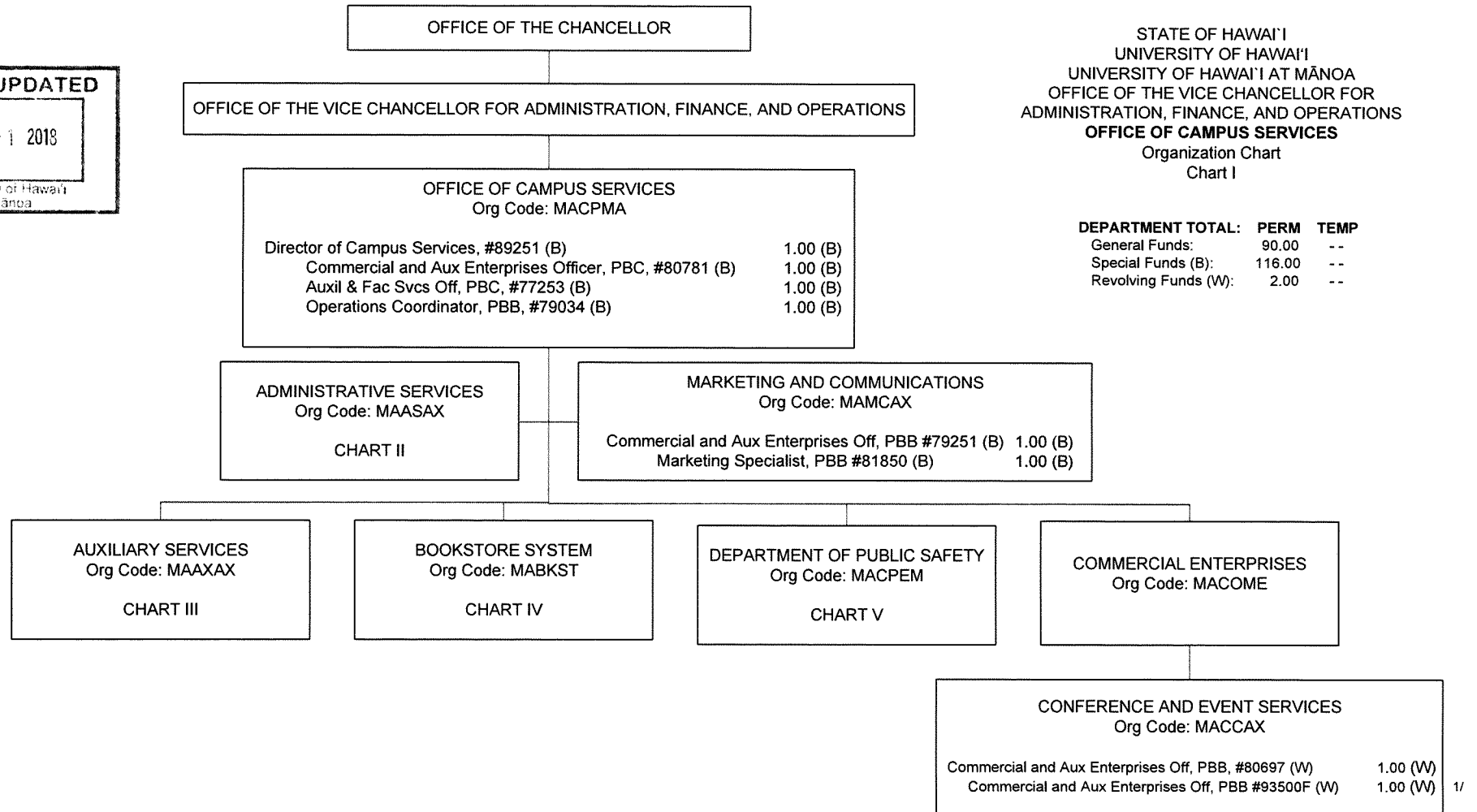
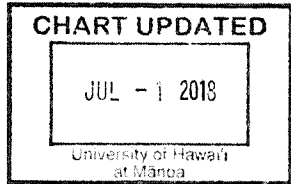
Should you have any questions, I can be reached at 956-9190 or via email at cutshaw@hawaii.edu. Also, I am more than happy to meet with any of your staff one-on-one or in groups, if they so desire.

Thank you for your support and assistance with this reorganization proposal.

ATTACHMENTS

CURRENT ORGANIZATIONAL CHARTS

CURRENT



STATE OF HAWAII
UNIVERSITY OF HAWAII
UNIVERSITY OF HAWAII AT MĀNOA
OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION, FINANCE, AND OPERATIONS
OFFICE OF CAMPUS SERVICES
Organization Chart
Chart I

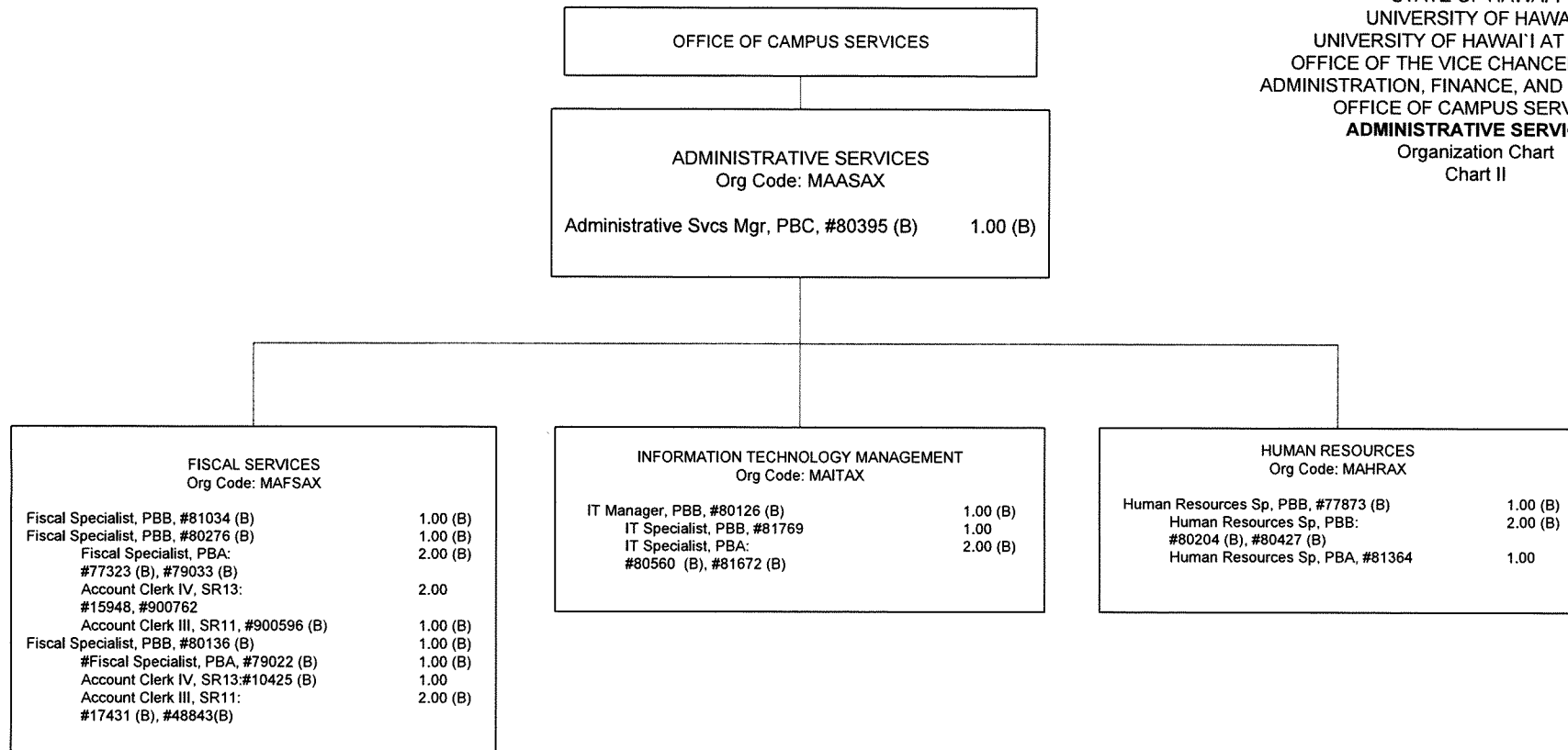
DEPARTMENT TOTAL:	PERM	TEMP
General Funds:	90.00	--
Special Funds (B):	116.00	--
Revolving Funds (W):	2.00	--

1/ To be established
(B) Special fund position abolished but retained count: #13644

CHART TOTAL:	PERM	TEMP
Special Funds (B):	7.00	--
Revolving Funds (W):	2.00	--

CURRENT

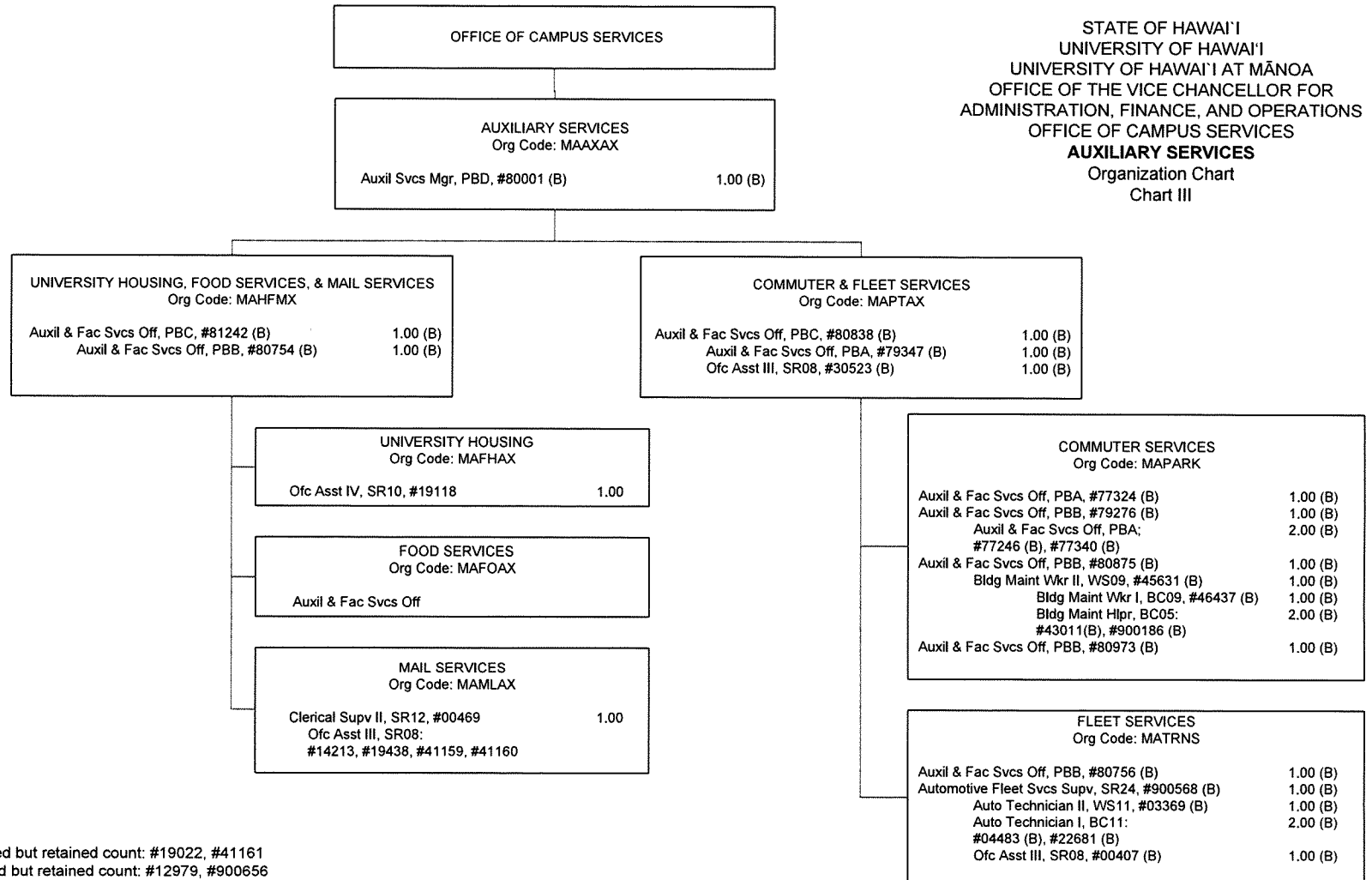
STATE OF HAWAII
UNIVERSITY OF HAWAII
UNIVERSITY OF HAWAII AT MĀNOA
OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION, FINANCE, AND OPERATIONS
OFFICE OF CAMPUS SERVICES
ADMINISTRATIVE SERVICES
Organization Chart
Chart II



(B) Special fund positions abolished but retained position count: #14867, #14988, #900127

CHART TOTAL:	PERM	TEMP
General Funds:	4.00	--
Special Funds (B):	20.00	--

CURRENT

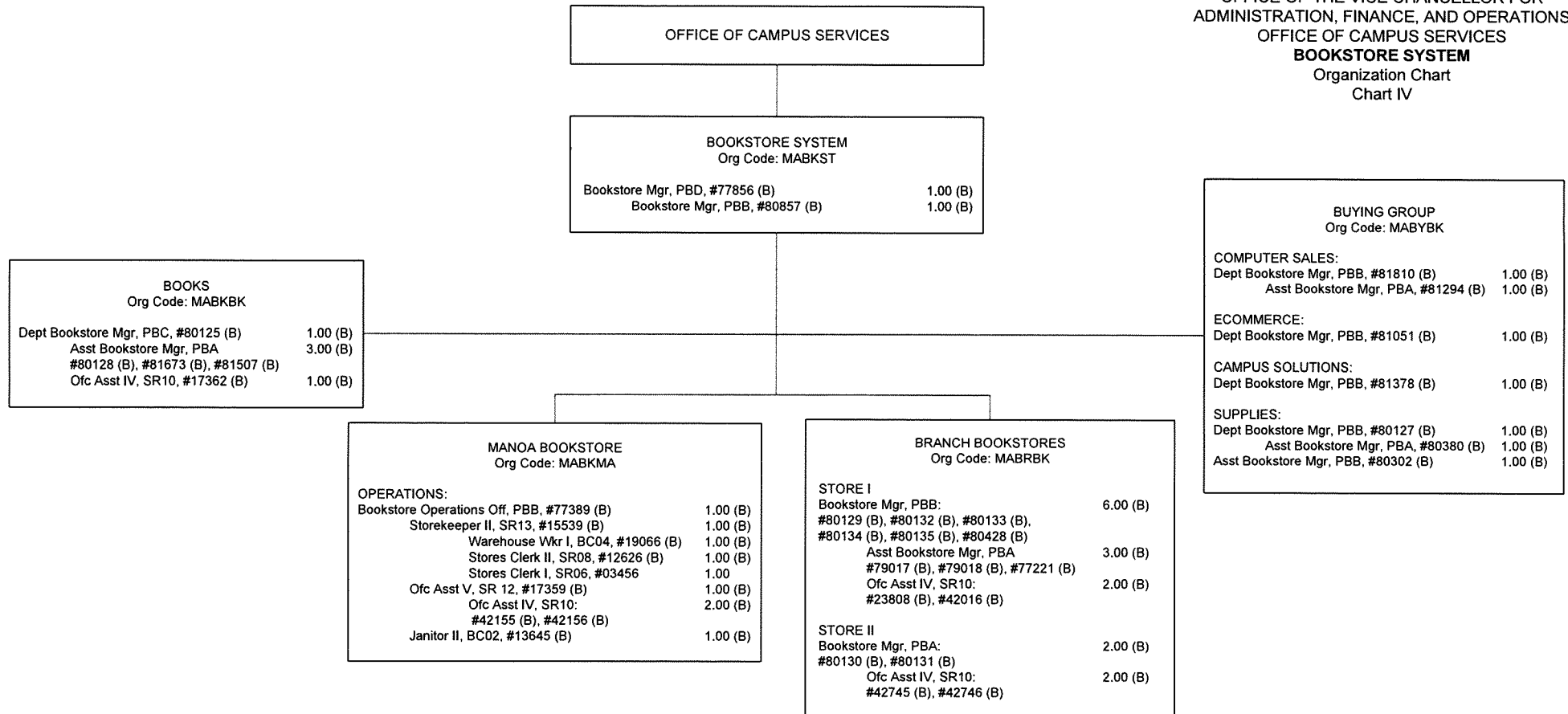


(A) General fund position abolished but retained count: #19022, #41161
(B) Special fund position abolished but retained count: #12979, #900656

CHART TOTAL:	PERM	TEMP
General Funds:	8.00	--
Special Funds (B):	24.00	--

CURRENT

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
UNIVERSITY OF HAWAI'I AT MĀNOA
OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION, FINANCE, AND OPERATIONS
OFFICE OF CAMPUS SERVICES
BOOKSTORE SYSTEM
Organization Chart
Chart IV



(B) Special fund positions abolished but retained count: #06801, #12627, #13642, #13643, #13944, #13945, #15057, #15538, #17356, #17357, #17358, #17360, #17361, #18089, #19065, #22931, #23809, #24637, #24959, #26727, #27876, #27843, #27887, #32675, #35138, #47164, #17651, #94356F

Chart IV 07/01/2018

CHART TOTAL:	PERM	TEMP
General Funds:	1.00	--
Special Funds (B):	65.00	--

CURRENT

STATE OF HAWAII
 UNIVERSITY OF HAWAII
 UNIVERSITY OF HAWAII AT MANOA
 OFFICE OF THE VICE CHANCELLOR FOR
 ADMINISTRATION FINANCE AND OPERATIONS
 OFFICE OF CAMPUS SERVICES
DEPARTMENT OF PUBLIC SAFETY
 Organization Chart
 Chart V

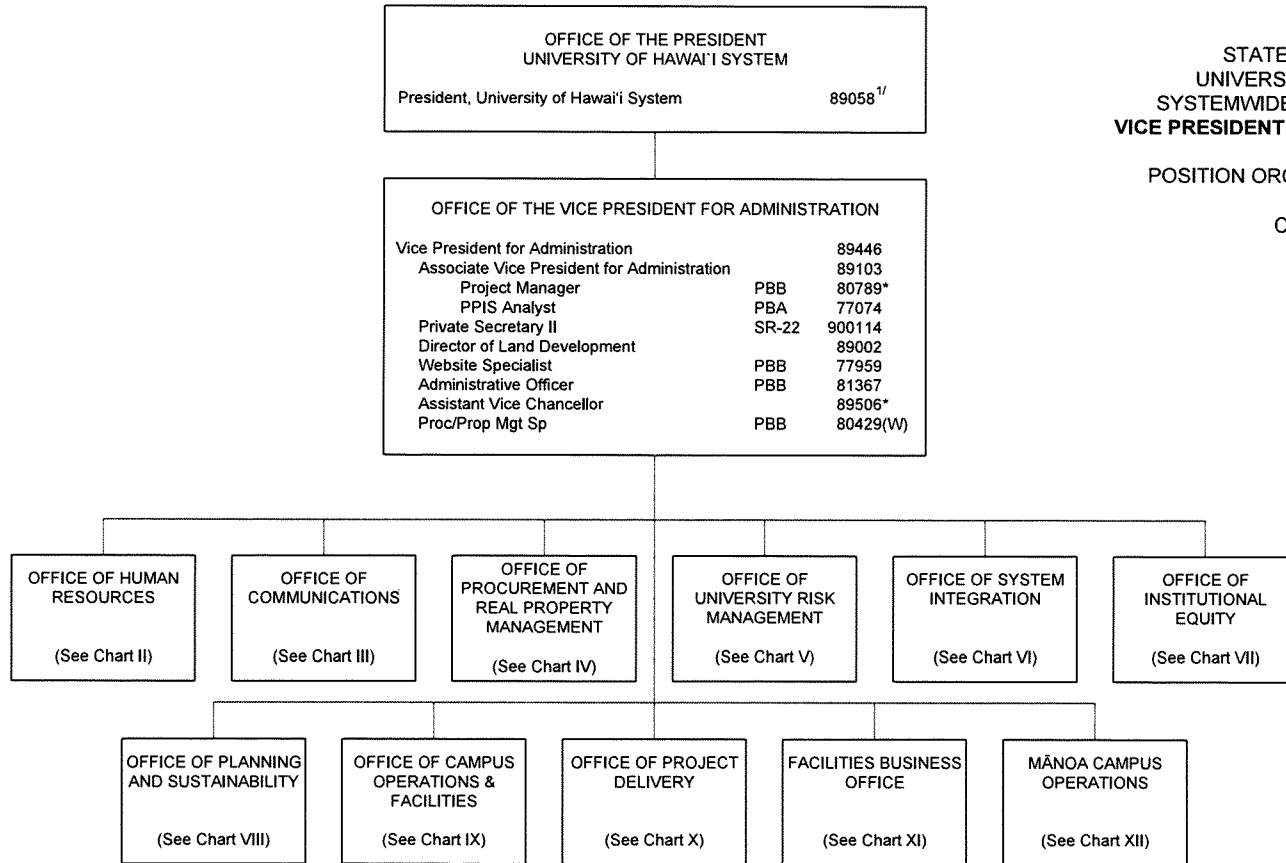
OFFICE OF CAMPUS SERVICES		
DEPARTMENT OF PUBLIC SAFETY Org Code: MACPEM		
Auxil & Fac Svc Mgr, PBD, #80477		1.00
Safety/Security Sp, PBB, #79691, #78327, #79836		3.00
Admin & Fiscal Support Sp, PBA, #81244, #81709		2.00
Auxil & Fac Svcs Off, PBC, #81189		1.00
Safety/Security Sp, PBB, #78184, #78865		2.00
Auxil & Fac Svc Off, PBB, #81195		1.00
University Security Off II, SR16, #03574, #13852, #39544, #48514, #111648, #900578, #900697, #900745, #900761		9.00
University Security Off I, SR14, #03575, #13542, #13851, #22487, #24542, #24575, #24576, #28608, #28609, #28610, #28611, #29174, #30526, #36659, #36660, #36661, #36667, #36668, #39488, #39489, #39491, #39492, #39493, #45375, #48515, #48516, #49280, #49281, #49282, #110514, #900313, #900314, #900316, #900318, #900319, #900320, #900566, #900755, #900756, #900757, #900758, #900759, #900760, #900764, #900765, #900766, #900767, #900768, #900769, #900770, #900771, #900772, #900773, #900774, #900775, #900776, #900777, #900778		58.00

Chart V 07/01/2018

CHART TOTAL:	PERM	TEMP
General Funds:	77.00	--

**PROPOSED
ORGANIZATIONAL CHARTS**

PROPOSED



STATE OF HAWAII
UNIVERSITY OF HAWAII
SYSTEMWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION

POSITION ORGANIZATION CHART

CHART I

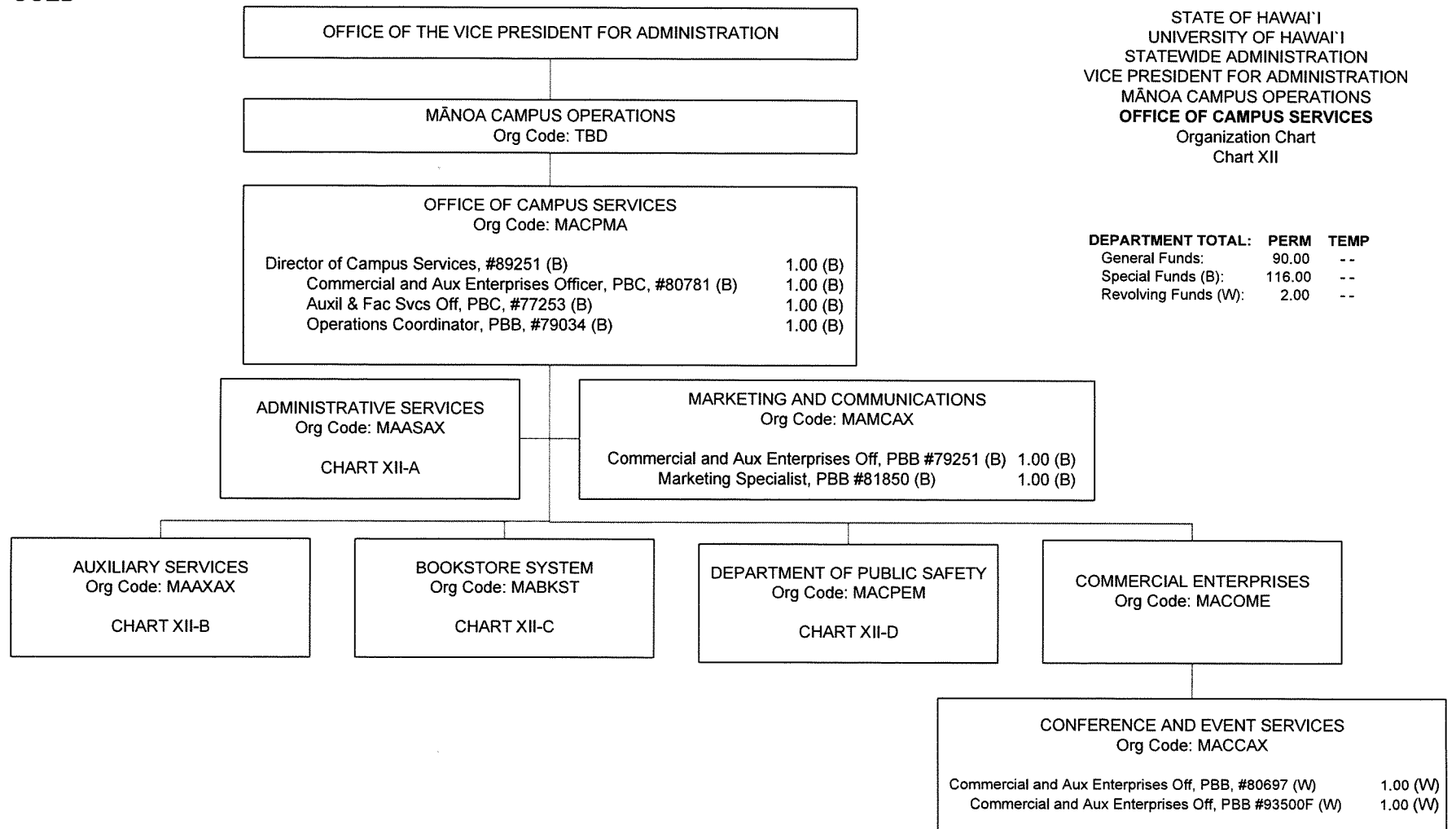
1/ Excluded from position count

2/ Appropriated but not established, 10 Special Fund (B) positions: 93926F – 93935F

* Positions appropriated to Mānoa, reflected organizationally on this chart

	PERM
General Fund:	7.00 (SW)
General Fund:	2.00 (MA)*
Revolving Fund (W):	1.00 (SW)
Special Fund (B):	10.00 (SW)

PROPOSED



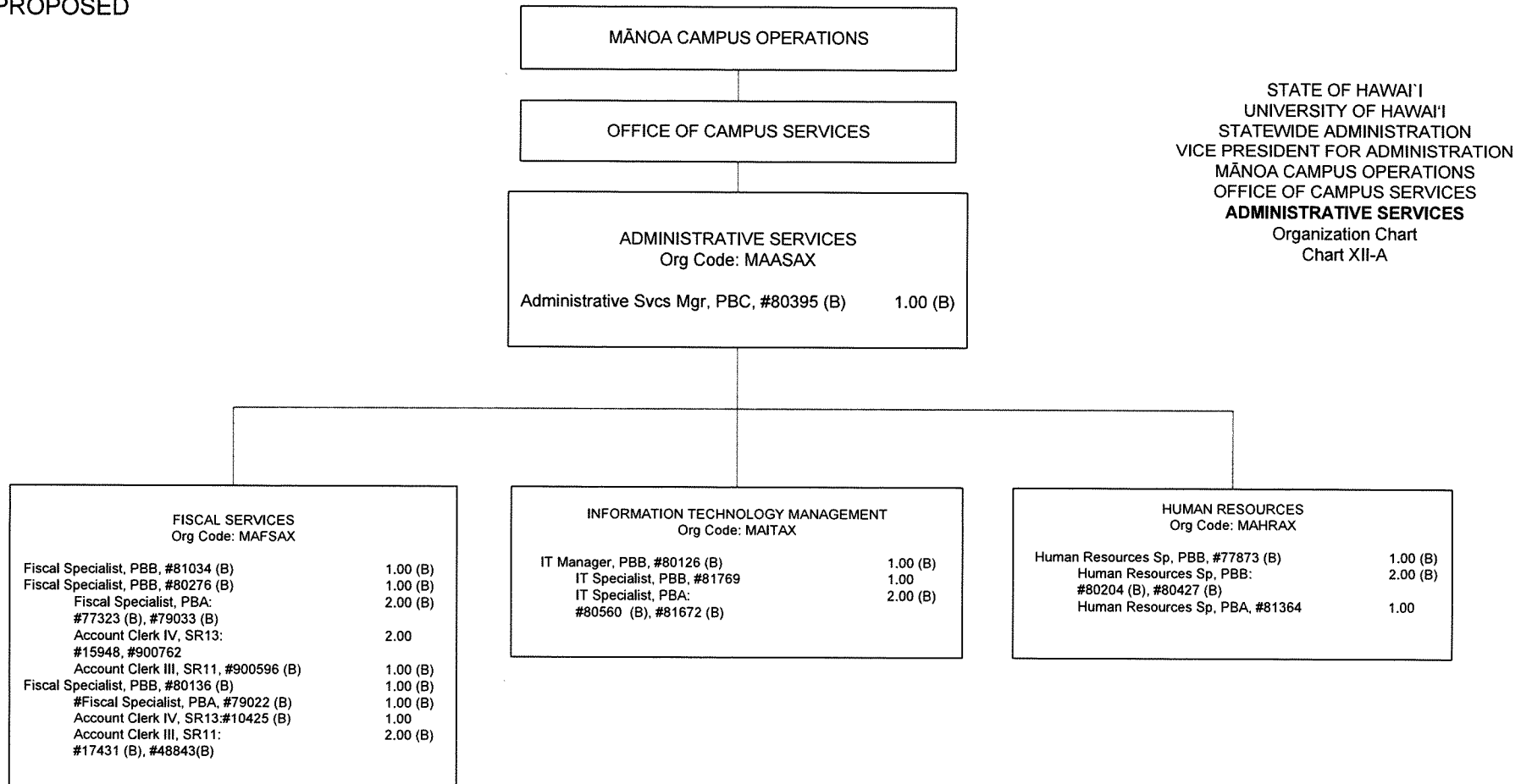
STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
STATEWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
MĀNOA CAMPUS OPERATIONS
OFFICE OF CAMPUS SERVICES
Organization Chart
Chart XII

DEPARTMENT TOTAL:	PERM	TEMP
General Funds:	90.00	--
Special Funds (B):	116.00	--
Revolving Funds (W):	2.00	--

1/ To be established
(B) Special fund position abolished but retained count: #13644

CHART TOTAL:	PERM	TEMP
Special Funds (B):	7.00	--
Revolving Funds (W):	2.00	--

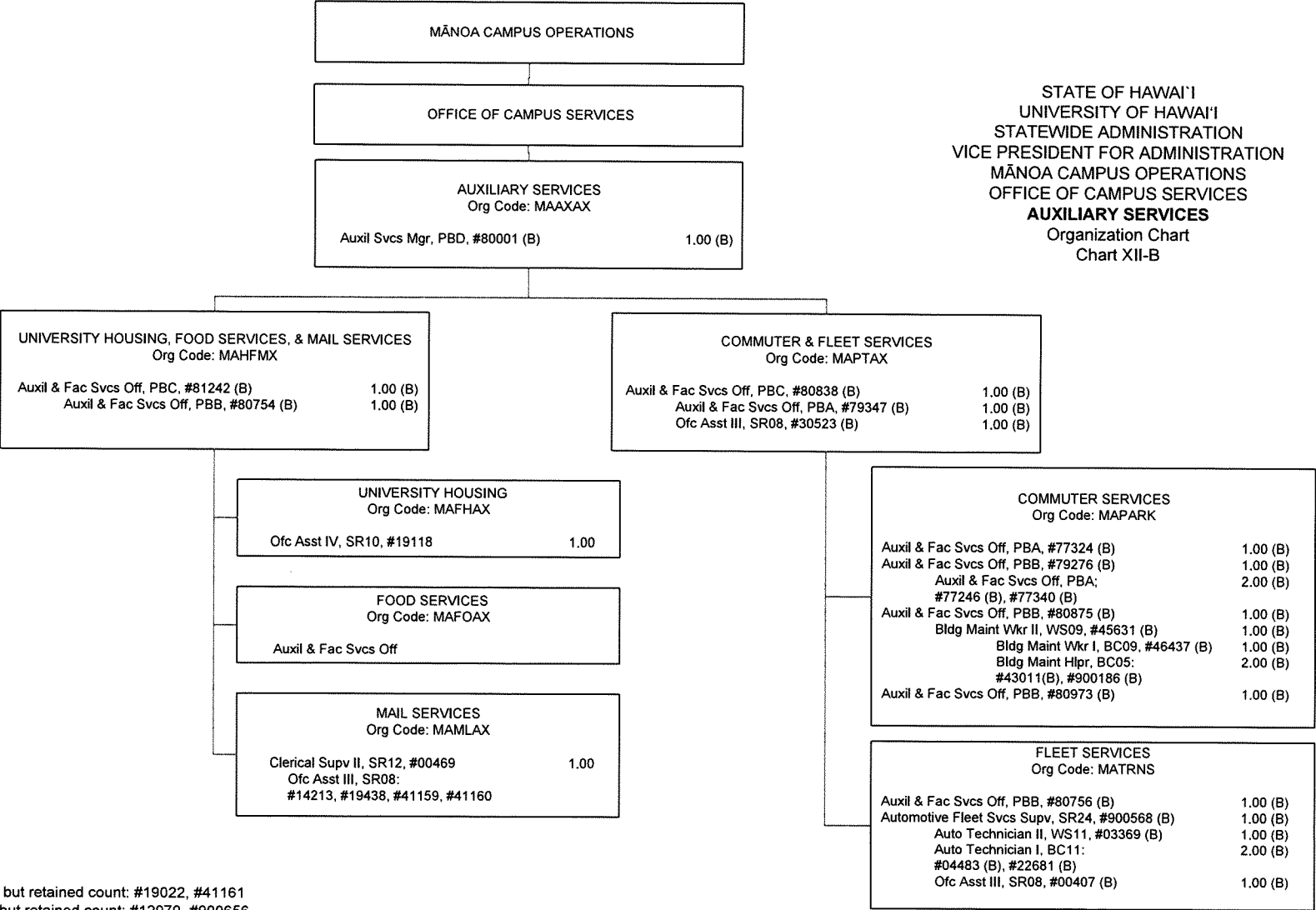
PROPOSED



(B) Special fund positions abolished but retained position count: #14867, #14988, #900127

CHART TOTAL:	PERM	TEMP
General Funds:	4.00	--
Special Funds (B):	20.00	--

PROPOSED

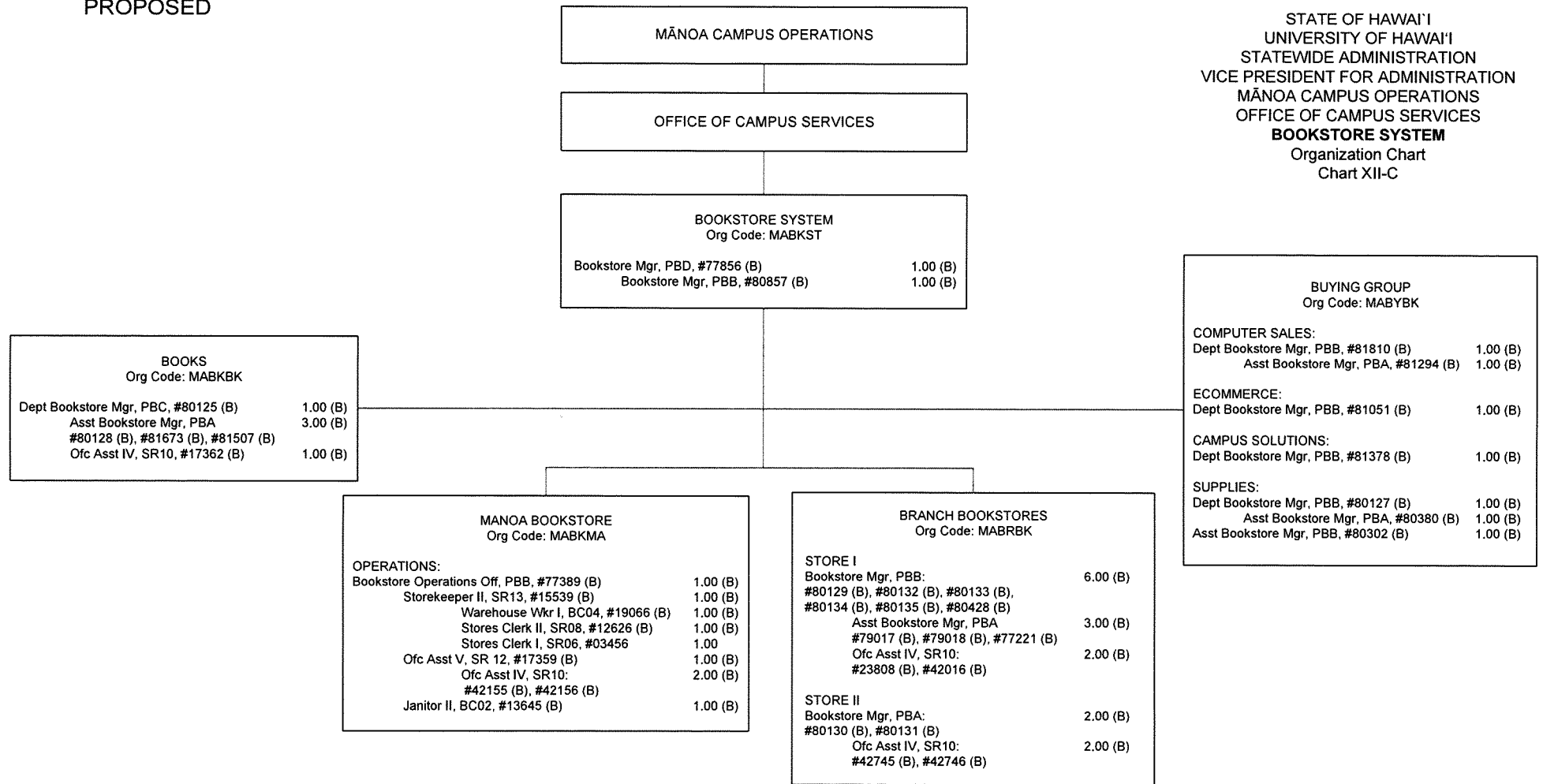


STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
STATEWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
MĀNOA CAMPUS OPERATIONS
OFFICE OF CAMPUS SERVICES
AUXILIARY SERVICES
Organization Chart
Chart XII-B

(A) General fund position abolished but retained count: #19022, #41161
(B) Special fund position abolished but retained count: #12979, #900656

CHART TOTAL:	PERM	TEMP
General Funds:	8.00	--
Special Funds (B):	24.00	--

PROPOSED



(B) Special fund positions abolished but retained count: #06801, #12627, #13642, #13643, #13944, #13945, #15057, #15538, #17356, #17357, #17358, #17360, #17361, #18089, #19065, #22931, #23809, #24637, #24959, #26727, #27876, #27843, #27887, #32675, #35138, #47164, #17651, #94356F

CHART TOTAL:	PERM	TEMP
General Funds:	1.00	--
Special Funds (B):	65.00	--

PROPOSED

STATE OF HAWAII
UNIVERSITY OF HAWAII
STATEWIDE ADMINISTRATION
VICE PRESIDENT FOR ADMINISTRATION
MĀNOA CAMPUS OPERATIONS
DEPARTMENT OF PUBLIC SAFETY
Organization Chart
Chart XII-D

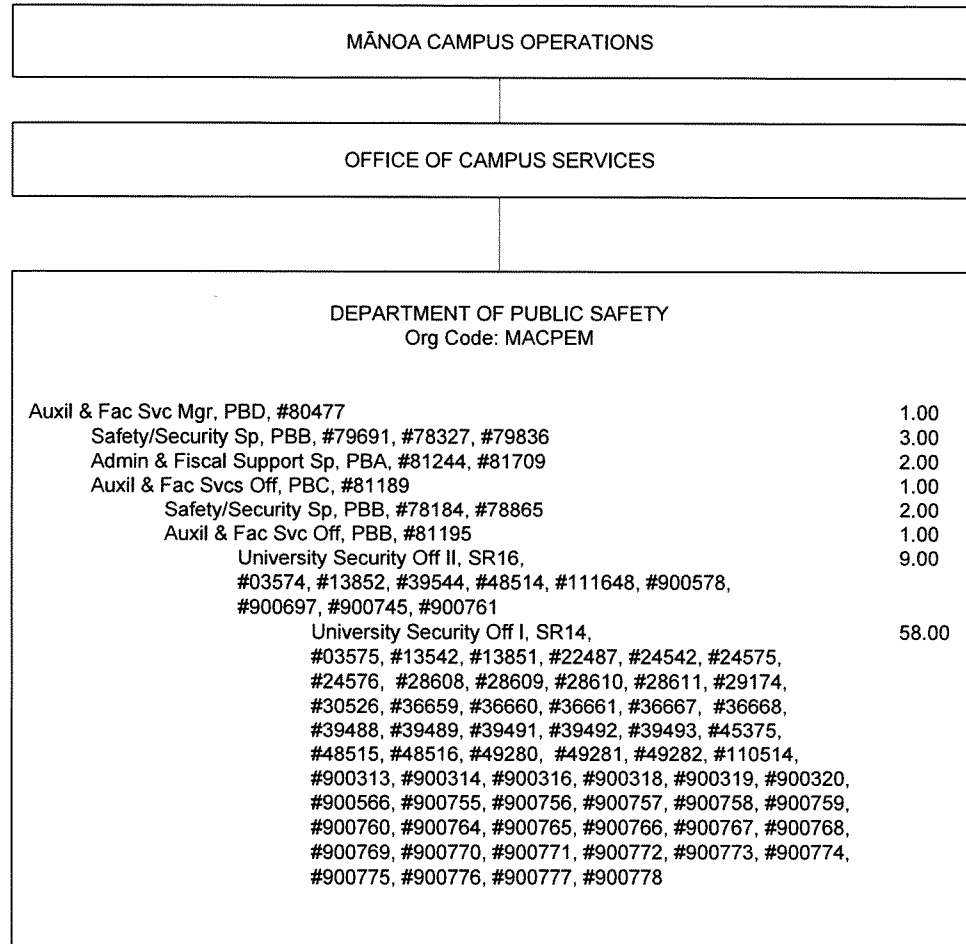


CHART TOTAL:	PERM	TEMP
General Funds:	77.00	--

Correspondence with HGEA



UNIVERSITY
of HAWAII
MĀNOA

Office of the Vice Chancellor
for Administration, Finance and Operations

August 19, 2019

Mr. Randy Perreira
Executive Director
Hawai'i Government Employees Association 888
Mililani Street, Suite 601
Honolulu, Hawai'i 96813-2991

Dear Mr. Perreira:

The University of Hawai'i (UH) is proposing a reorganization of the University of Hawai'i at Mānoa (UHM) Office of Campus Services with the UH System Office of the Vice President for Administration (OVPA) and is requesting your input and comments relative to the proposal as part of the formal consultation process.

As part of the University's sustainability efforts, we have loaded the proposal and documents onto the UHM website at: http://www.manoa.hawaii.edu/ovcafo/neworg_charts/index.html.

Your comments on the proposal would be appreciated by Thursday, October 3, 2019. If additional time is needed, please contact Sheila Kanemaru prior to the above deadline. If we do not hear from you by the above date, we will assume there are no comments on the reorganization proposal.

Should there be any questions, you may contact Ms. Kanemaru at 956-0290 or via email at sheilak3@hawaii.edu. Mahalo for your support and assistance with this reorganization proposal.

Sincerely,

Jan Gouveia
Vice President for Administration
University of Hawai'i System

Sandy French
Interim Vice Chancellor for Administration, Finance & Operations
University of Hawai'i at Mānoa

c: Kimberly Hashiro, Associate Director of System Office of Human Resources
Sheila Kanemaru, Executive Assistant, Office of VC for Administration, Finance & Operations

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www.hgea.org

September 27, 2019

Ms. Sandy French
Interim Vice Chancellor for Administration,
Finance & Operations
University of Hawaii System
2500 Campus Road, Hawaii Hall 307
Honolulu, Hawaii 96822

RECEIVED
OCT - 7 2019
VC for Admin, Fin
& Operations

Dear Ms. French:

RE: **Consultation Regarding the Proposed Reorganization of the University of Hawaii at Manoa (UHM) Office of Campus Services with the UH System Office of the Vice President for Administration (OVPA)**

This in response to your letter dated August 19, 2019 requesting consultation regarding the above-mentioned proposed reorganization of the University of Hawaii at Manoa (UHM) Office of Campus Services with the UH System Office of the Vice President for Administration (OVPA).

We have reviewed the information provided and have the following question.

According to the narrative provided, under 'I. INTRODUCTION: B. Specify the objectives/goals of the new/restructured unit(s) involved in the reorganization', it is noted that, *This reorganization seeks to transfer oversight of Campus Services from the UH Manoa OVCAFO to the System OVPA in an effort to support thoughtful, integrated long-range strategic planning in the area of campus services and associated facilities.* Please share if there are any specific '*integrated long-range strategic plans in the area of campus services and associated facilities*' that are already being considered or developed to provide a greater understanding regarding the purpose of this proposed reorganization.

Thank you for the opportunity to provide input and we look forward to your response. Please contact me at 543-0070 or schun@hgea.org if there are any questions.

Sincerely,

Sanford Chun
Executive Assistant

CC: Mr. Jan Gouveia
Vice President for Administration, University of Hawaii System



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Office of the Vice Chancellor
for Administration, Finance and Operations

October 18, 2019

Mr. Sanford Chun
Executive Assistant
Hawai'i Government Employees Association
888 Millilani Street, Suite 401
Honolulu, Hawai'i 96813-2991

Dear Mr. Chun:

Thank you for your feedback concerning the proposed reorganization of the Office of Campus Services. In response to your letter dated September 27, 2019, we provide the following:

COMMENT: Please share if there are any specific 'integrated long-range strategic plans in the area of campus services and associated facilities' that are already being considered or developed to provide a greater understanding regarding the purpose of this proposed reorganization.

RESPONSE: At this time, we do not have a definite long-range strategic plan in the area of campus services. However, we are currently exploring whether core operational functions such as parking and public safety should be reorganized and consolidated with other units within the Office of the Vice President for Administration that are more operational in nature such as the Office of Campus Operations and Facilities and Office of Project Delivery.

These units share common administrative and operational issues and often interact on a day-to-day basis. For efficiency and operational reasons, we will evaluate whether the Department of Public Safety and Commuter Services/Fleet Services should be removed from the Office of Campus Services and either (1) consolidate with an existing operating unit within the Office of the Vice President for Administration, or (2) report directly to the Vice President for Administration. If such a determination is made, the University will commence a new consultative process on any proposed reorganization.

We hope that we have adequately addressed your comments regarding the proposed reorganization. Please feel free to contact Sheila Kanemaru at 956-0290 or via email at sheilak3@hawaii.edu with any further questions or comments.

Thank you for your attention in this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jan Gouveia'.

Jan Gouveia
Vice President for Administration
University of Hawai'i System

A handwritten signature in black ink, appearing to read 'Sandy French'.

Sandy French
Interim Vice Chancellor for Administration, Finance & Operations
University of Hawai'i at Mānoa

c: Kimberly Hashiro, Associate Director of System Office of Human Resources
Sheila Kanemaru, Executive Assistant, Office of VC for Administration, Finance & Operations

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www.hgea.org

November 4, 2019

Ms. Sandy French
Interim Vice Chancellor for Administration,
Finance & Operations
University of Hawaii System
2500 Campus Road, Hawaii Hall 307
Honolulu, Hawaii 96822

Dear Ms. French:

RE: Consultation Regarding the Proposed Reorganization of the University of Hawaii at Manoa (UHM) Office of Campus Services with the UH System Office of the Vice President for Administration (OVPA)

Thank you for your letter dated October 18, 2019 responding to our September 27, 2019 inquiry regarding the above-mentioned proposed reorganization of the University of Hawaii at Manoa (UHM) Office of Campus Services with the UH System Office of the Vice President for Administration (OVPA).

Based on the information provided, we have no further comments or questions at this time. However, it is our expectation that the University will initiate a new consultation process should a determination be made to reorganize the Office of Campus Services, Department of Public Safety and Commuter Services/Fleet Services

Thank you again for the opportunity to provide input. Please contact me at 543-0070 or schun@hgea.org if there are any questions.

Sincerely,

Sanford Chun
Executive Assistant

CC: Ms. Jan Gouveia, Vice President for Administration, University of Hawaii System

Correspondence with UPW



UNIVERSITY
of HAWAII'
MĀNOA

Office of the Vice Chancellor
for Administration, Finance and Operations

August 19, 2019

Mr. Dayton M. Nakanelua
State Director
United Public Workers
1426 North School Street
Honolulu, Hawai'i 96817

Dear Mr. Nakanelua:

The University of Hawai'i (UH) is proposing a reorganization of the University of Hawai'i at Mānoa (UHM) Office of Campus Services with the UH System Office of the Vice President for Administration (OVPA) and is requesting your input and comments relative to the proposal as part of the formal consultation process.

As part of the University's sustainability efforts, we have loaded the proposal and documents onto the UHM website at: http://www.manoa.hawaii.edu/ovcafo/neworg_charts/index.html.

Your comments on the proposal would be appreciated by Thursday, October 3, 2019. If additional time is needed, please contact Sheila Kanemaru prior to the above deadline. If we do not hear from you by the above date, we will assume there are no comments on the reorganization proposal.

Should there be any questions, you may contact Ms. Kanemaru at 956-0290 or via email at sheilak3@hawaii.edu. Mahalo for your support and assistance with this reorganization proposal.

Sincerely,

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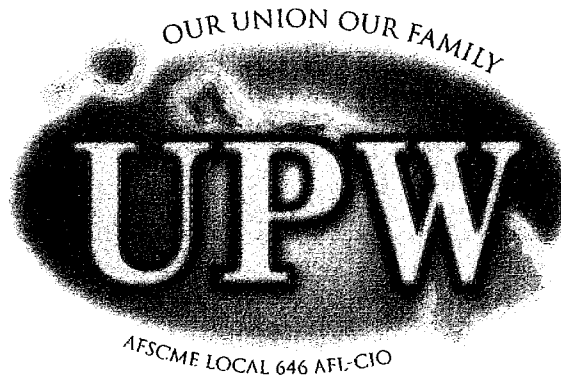
Jan Gouveia
Vice President for Administration
University of Hawai'i System

A handwritten signature in black ink, appearing to read 'Sandy French'.

Sandy French
Interim Vice Chancellor for Administration, Finance & Operations
University of Hawai'i at Mānoa

c: Kimberly Hashiro, Associate Director of System Office of Human Resources
Sheila Kanemaru, Executive Assistant, Office of VC for Administration, Finance & Operations

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UPW 3780

September 18, 2019

Jan Gouveia
Vice President for Administration
University of Hawaii System
2500 Campus Road, Hawaii Hall 307
Honolulu, Hawaii 96822

Sandy French
Interim Vice Chancellor for Administration, Finance and Operations
University of Hawaii
2500 Campus Road, Hawaii Hall 307
Honolulu, Hawaii 96822

Subject: Reorganization of the University of Hawaii at Manoa Office of Campus Services,
Letter dated August 19, 2019

Dear Ms. Gouveia and Ms. French:

In accordance with Section 1 of the Unit 1 and Unit 10 collective bargaining agreements, the United Public Workers reviewed and investigated the proposal cited above.

The Union presently has no objections with the implementation of the proposed reorganization of the University of Hawaii at Manoa Office of Campus Services. However, if in the future the Union becomes aware of Unit 1 and Unit 10 employees being affected by the proposal, the Union will assert its right to challenge the Employer's action.

Sincerely,

DAYTON M. NAKANELUA
State Director

DMN:mf

c: Laurie Santiago, Special Assignment to State Director's Office
Loyna Kamakeeaina, Oahu Division Director
Landon Leu, Businesss Agent

HEADQUARTERS - 1426 North School Street ♦ Honolulu, Hawaii 96817-1914 ♦ Phone: (808) 847-2631
HAWAII - 362 East Lanikaula Street ♦ Hilo, Hawaii 96720-4336 ♦ Phone: (808) 961-3424
KAUAI - 4211 Rice Street ♦ Lihue, Hawaii 96766-1325 ♦ Phone: (808) 245-2412
MAUI - 841 Kolu Street ♦ Wailuku, Hawaii 96793-1436 ♦ Phone: (808) 244-0815
1-866-454-4166 (Toll Free, Molokai/Lanai only)

Correspondence with Mānoa Faculty Senate



UNIVERSITY
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MĀNOA

Office of the Vice Chancellor
for Administration, Finance and Operations

August 19, 2019

Dr. Thomas Conway
Chair, Senate Executive Committee
Mānoa Faculty Senate
2500 Campus Road, Suite 208
Honolulu, Hawai'i 96822

Dear Chair Conway:


The University of Hawai'i (UH) is proposing a reorganization of the University of Hawai'i at Mānoa (UHM) Office of Campus Services with the UH System Office of the Vice President for Administration (OVPA) and is requesting your input and comments relative to the proposal as part of the formal consultation process.

As part of the University's sustainability efforts, we have loaded the proposal and documents onto the UHM website at: http://www.manoa.hawaii.edu/ovcafo/neworg_charts/index.html.

Your comments on the proposal would be appreciated by Thursday, October 3, 2019. If additional time is needed, please contact Sheila Kanemaru prior to the above deadline. If we do not hear from you by the above date, we will assume there are no comments on the reorganization proposal.

Should there be any questions, you may contact Ms. Kanemaru at 956-0290 or via email at sheilak3@hawaii.edu. Mahalo for your support and assistance with this reorganization proposal.

Sincerely,


Jan Gouveia
Vice President for Administration
University of Hawai'i System


Sandy French
Interim Vice Chancellor for Administration, Finance & Operations
University of Hawai'i at Mānoa

c: Kimberly Hashiro, Associate Director of System Office of Human Resources
Sheila Kanemaru, Executive Assistant, Office of VC for Administration, Finance & Operations

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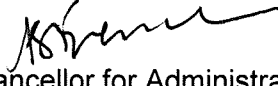
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Office of the Vice Chancellor
for Administration, Finance and Operations

March 11, 2020

MEMORANDUM

TO: Thomas Conway, Chair
Mānoa Faculty Senate, Senate Executive Committee

FROM: Sandy French 
Interim Vice Chancellor for Administration, Finance, and Operations
UH Mānoa

Jan Gouveia 
Vice President for Administration
UH System

SUBJECT: Response to the "Resolution Opposing Campus Services Reorganization"

We received the Mānoa Faculty Senate resolution opposing the reorganization of the UH Mānoa Office of Campus Services dated October 16, 2019. The resolution's points were reviewed and discussed with President Lassner and Provost Bruno. We remain confident that the reorganization will promote integrated short-term and long-range strategic planning which involve campus services and associated facilities through coordinated plans, initiatives, and efforts in areas that include campus planning, sustainability, risk management, and timely project delivery.

We categorized the comments made in the resolution into three general groups: 1) Campus Services functions primarily benefit the Mānoa campus and should remain under Mānoa direct oversight; 2) the benefits of the proposed reorganization are unclear; and 3) the temporary reassignment of the Director of Campus Services to the Vice President for Administration circumvented faculty consultation. In response to those concerns, we provide the following responses:

1. *Campus Services functions primarily benefit the Mānoa campus and should remain under direct Mānoa oversight.*

We agree that Campus Services is meant to service the Mānoa campus community. However, we believe this can be done while reporting to the UH Vice President for Administration ("VPA") as a "hybrid" campus leader. The MFS Resolution states that with the exception of two units (University Housing and UH Bookstores), most of Campus Services is Mānoa specific and similar campus services offered at other campuses are not under the oversight of the UH System. We recognize this and respectfully highlight that there are several areas of campus-specific operations that currently reside in system offices.

For example, the VPA currently manages and oversees all facility-related operations in the area of landscaping, custodial staff, building maintenance support including on-site

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electricians and plumbers, and capital improvement projects; the VPA is integral to the Mānoa campus facilities master plan and space assignment and utilization efforts; the VPA provides human resources support for all of Mānoa in the area of APT and civil service classification, recruitment, in-grade adjustments, employee evaluations, and labor relations; and the VPA provides Mānoa campus-wide communications support that not only delivers day-to-day messaging but also brings a proactive strategy.

Additionally, following the structure in place for decades, the Vice President for Information Technology/Chief Information Officer also provides campus-specific operational support from the “system level.” The following are examples of what Mānoa uniquely receives from the Office of Information Technology Services (“ITS”): all networking services on campus, all Mānoa Wi-Fi services, telephone support, HELP desk walk-in support, all HITS classroom support, AV classroom Level 2 support, and shared server services.

It should also be noted that the reverse scenario exists for the bookstore operations. For decades, the Mānoa Bookstore has provided systemwide services by running bookstore operations on all ten campuses. This already aligns with reorganizing the bookstore under the VPA. And the Mānoa Library operates the library information system that serves all ten campuses.

As illustrated, the VPA currently delivers core operational services directly to the Mānoa campus. The proposed reorganization simply extends this type of responsibility to the Campus Services unit, which will continue to exclusively serve the UH Mānoa campus community, inclusive of faculty, staff and students, while under the direction of the VPA.

2. *The benefits of the proposed reorganization are unclear.*

As you may recall, discussions have taken place since 2016 regarding an improved administrative structure for UH Mānoa, with a design team focused on how to improve the effectiveness and clarify responsibility in the achievement of Mānoa’s strategic goals and statewide needs. We believe that transferring supervisory oversight of Campus Services from the Vice Chancellor for Administration, Finance and Operations to the VPA will ensure a coordinated approach for campus support services and operations including planning, facilities, and grounds. The programs remain dedicated to the UH Mānoa community, and would only change in supervisor and continue to include consultation with appropriate campus governance groups. This proposal will promote more informed decision-making around Mānoa campus services with regard to long-range planning and sustainability, risk management and project delivery.

3. *The temporary reassignment of the Director of Campus Services to the Vice President for Administration circumvented faculty consultation.*

The President’s reassignment of the Director of Campus Services to report to the VPA effective August 1, 2019 when Vice Chancellor Cutshaw retired was not intended to circumvent shared governance or faculty consultation, but instead to immediately and seamlessly provide the necessary and dedicated oversight to coordinate and maximize our campus services as the new academic year began. The VPA already provided core

campus services on a 24/7 basis for basic building needs and emergency operations through UHM Facilities. Often times, the parking facility is in need of 24/7 maintenance support provided by UHM Facilities. Additionally, the Office of Public Safety provides first responders for all emergencies, but any remediation efforts are delivered by UHM Facilities. To ensure timely and proper responses are delivered to the campus community under these circumstances, it was in the best interest of the Mānoa campus to consolidate the Campus Services units under VPA.

In addition, there had been discussions between former Vice Chancellor Cutshaw and Vice President Gouveia regarding the transition prior to Vice Chancellor Cutshaw's retirement. This was evident in the Phase 1 Mānoa reorganization concepts, which identified these Campus Services areas for future placement with VPA. We believe that the temporary reassignment helped to ensure continuity in efforts and discussions needed for ongoing projects that require thoughtful collaboration and coordination between the limited resources and functional areas of campus services and building/grounds.

We fully recognize that a regular reassignment requires consultation with governance groups and the respective exclusive representatives (unions). We would like to state that this temporary reassignment has enhanced lines of communication, fostered greater visibility, and promoted integrated short-term and long-range strategic planning and coordination in the area of campus services for Mānoa. This helps to reassure us that this structure is best for the campus at this time.

Your comments in the resolution have been fully considered. We will be moving forward with the proposal and consider consultation on this proposal closed.

- c: David Lassner, UH President
Michael Bruno, UH Mānoa Provost
Kimberly Hashiro, Associate Director of System Office of Human Resources
Sheila Kanemaru, Executive Assistant, Office of VC for Administration, Finance & Operations