



Cost & Services Oversight Committee

- Farrah Al-Mansoor, Senior Director, Finance & Operations
- Sharmayne S. Burns, Vice Provost for Finance & Administration
- Susan Cahan, Dean, Tyler School of Art & Architecture
- Katie D'Angelo, AVP Administration & Planning
- Richard Deeg, Dean, College of Liberal Arts
- Marylouise Esten, Vice President & Chief of Staff
- Amid Ismail, Dean, Kornberg School of Dentistry
- Jaison Kurichi, Chair, AVP Budget & Planning
- Sheri Ozard, Vice Dean, College of Public Health
- Robert Stroker, Dean, Center for the Performing and Cinematic Arts

Scope of Work

Beginning in FY2019, this committee was appointed to regularly review the mechanisms for defining services, setting expectations, measuring impact, and validating funding. Based on the annual budget planning cycle, this committee meets four to six times each year to select central support unit(s) for assessment, prioritize the development of service level agreements (“SLAs”) and key performance indicators (“KPIs”), and assist with the evaluation of proposals for new funding.

The committee will be comprised of deans and central service providers, serving rotational appointments, who have an interest in supporting the following tasks:

- Conduct operational review to evaluate effectiveness of existing systems and services provided by central units
- Evaluate the return on investment and quality expectations for the cost of services
- Review and approve internal charges based on established principles to keep costs both low and fair
- Develop and prioritize opportunities to assess processes and identify gaps for improvement
- Establish performance management framework for central service providers, including SLAs and KPIs, to measure impact and inform funding decisions