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Central Travel Office (CTO)

It is apparent there is a need for increased efficiency and improved customer service in our travel process. In the current climate, this must be done with a focus on sustainability and financial savings. As the existing Shared Travel Services (STS) office is in transition and improved structure has been requested it is the optimal time to realize the potential for improvement while addressing these key areas.

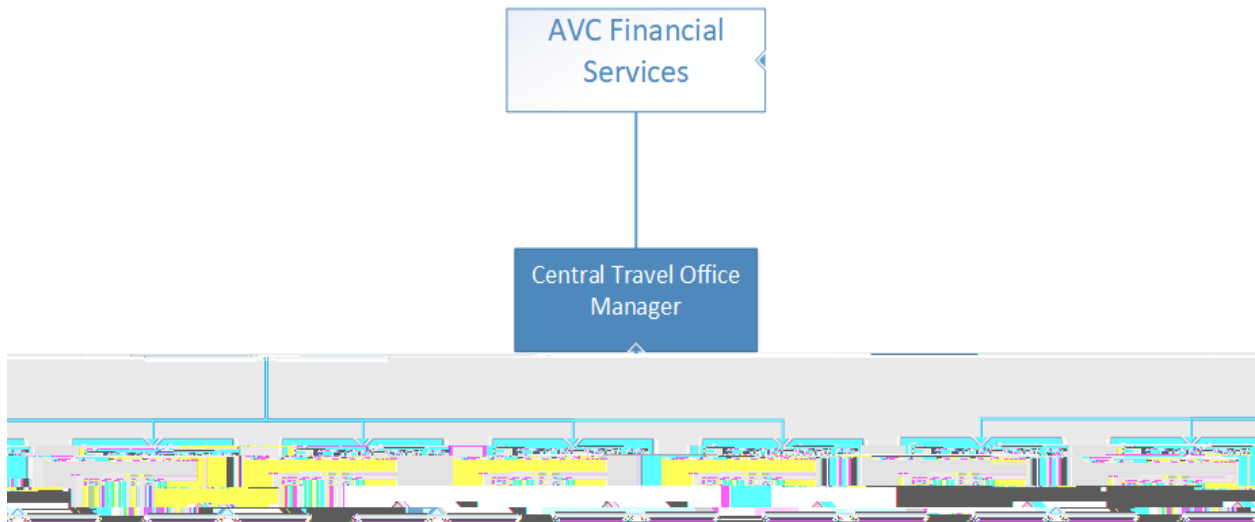
The proposed UAF Central Travel Office (CTO) is a customer-centric business model. Organizing in this manner would require the office to absorb all travel functions for the University of Alaska Fairbanks, thereby creating the ability to support units with a holistic approach, in addition to providing backup support and cross-training for travel. The office will provide a comprehensive, full-service travel experience across UAF, including travel planning, booking, arrangement, coordination, reimbursement and auditing with best practices, efficiency, and innovation. This will allow UAF to adjust to organizational and personnel changes while maintaining industry standards.

This is achieved through a business structure focused on continuous process improvement. Objectives include: standardized business processes, decreased transaction cycle-times, and dedicated expert-level support. This progressive approach will consolidate unit staffing but will allow us to cultivate industry and institutional experts providing a full-service travel center in a reduced budget environment.

The CTO will report to the Associate Vice Chancellor for Financial Services and be a department within Administrative Services. The financial services advisory group (representing all UAF units) will serve as a consultative group to define expectations from the unit and central perspectives,

A single office for all travel transactions will provide consistent, accurate, and exemplary customer service. A CTO would require 6-7 full-time employees (one manager and 5-6 customer service technicians/trainers) to service the entire campus.

Below is a suggested organizational chart for the proposed office.



Utilizing the CTO model will enable each unit and department to focus its resources on achieving its unique goals by consolidating travel operations across multiple parts of the UAF campus. Staff members within departments are increasingly required to be experts in a wide range of systems and duties. This change will provide expert level travel service that does not need to be accounted for in departmental budgets, allowing these departments to reallocate their resources to other high priority needs. A dedicated travel office will increase the quality and speed of service delivery, and increase customer satisfaction while decreasing the overall cost. Cost savings will also be achieved through the ability to leverage the skills and knowledge of dedicated travel professionals.

This model concept was shared with Deans' Council this week and was received favorably by nearly all members present.

*Note: The State of Alaska, which also uses (Corporate Travel Management) CTM, recently moved to a shared service model under the Department of Administration. Users in Fairbanks*

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