

To: President's Cabinet
From: Kelly R. Damphousse
Subject: President's Cabinet Meeting
December 11, 2023



Improve Operations and Enhance Infrastructure

Mr. Hull and representatives from UNITE presented a possible corporate engagement strategy for TXST.

Mr. Hall discussed possible process changes for campus phone billing. Last year, IP and Analog Voice related services cost TXST \$1,267,671.73. Of this amount, \$1,112,580 was recovered through the annual billing process. However, the process for recovering costs requires an estimated 200 hours of work involving 177 account managers, 250 departmental contacts, and 5 back offices each year for. For example, several hours of work are spent by Infrastructure Services and IT Finance to create the invoices and process any requested adjustments, by Technology Resources to send the invoices, by Financial Reporting to review and post the billing uploads to SAP, and by the budget office to review any account discrepancies (over budgets and hard stops) and to review and approve/deny the lines that qualify for central funding. Mr. Hall was encouraged to move forward by proposing a new process, with the goal of eliminating redundancies and unnecessary work from our operations.

KRD:ta

Posted to web at <http://cabinet.president.txstate.edu/> on February 13, 2024.