WHY METRICS?

Metrics act as a compass for VPF’s service areas. This monthly collection of data helps us determine how we can make improvements to our systems and processes to better meet the needs of the MIT community.

Using Metrics to Guide the Way

By Chris Durham & John Larkin, VPF

VPF FINANCIAL OPERATIONS DASHBOARD

<table>
<thead>
<tr>
<th>VPF FINOPS VOLUMES</th>
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<tbody>
<tr>
<td>$2.6B Total Amount Paid</td>
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<tr>
<td>1.6M Total Transactions</td>
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<td>122,000 Total Interactions (phone, email, in person)</td>
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THE RESULTS

01 PRODUCTIVITY

Automated Employment Verification
The Work Number/Equifax
eShip Global
Improved tracking
Travel
Website improvements

02 TRAINING

Training Sessions in Community
Summer Session App
Concur 2.0
Improved VPF website
Simplify process
Simplify systems

03 CUSTOMER SERVICE

VPF Financial Service Desk
Combined walk-in center
AP Invoices Available via Atlas
New Hire Application

04 COMPLIANCE

Address Faculty Effort Compliance
Participate in A-81 Review Process
Year-End Year-Round
Reduce tax reporting issues in AP and Payroll
Controls & Audits
I-9 Centralized Process
International/Out-of-State Emp.

THE PROCESS

1. COLLECT
2. ASSESS
3. APPLY
4. IMPROVE