

A Message from Dr. Watters

A friend of mine, Geoff Rosenberger, shares many of the same views and concerns that I have expressed to you over the past several years concerning increased federal government spending. I have used examples of federal deficit spending in the past to continue to stress the importance of retirement savings and proper 403b plan oversight. I firmly believe that we must all plan on greater self reliance for ourselves and our children in the future and count less on the ability of government to provide for us. I am not advancing any political agenda here, but just merely looking at the realities of finance. The following information and analysis are provided by Geoff to stress this concern:

The Marshall plan, which essentially rebuilt Europe after World War II cost \$13 billion in 1948 dollars. The U.S. also provided an additional \$12 billion as bridge aid. This \$25 billion in 1948 dollars works out to \$230 billion in today's dollars. The \$230 billion, which rebuilt war-ravaged Europe, is equivalent to 23 days of current federal spending, or 56 days worth of this year's projected federal deficit, or 187 days worth of interest on the federal debt.

The deficit spending of the government continues to make these numbers worsen. If I haven't gotten your attention yet to the importance of proper retirement planning, consider these figures from the Congressional Budget Office's "The Budget and Economic Outlook: Fiscal Years 2011-2021:"

- Over the next five years, the baseline budget deficit is projected to total \$4.4 trillion. That works out to \$56,000 for a family of four.

- Fiscal year 2011 deficit spending will total \$1.48 trillion.
- The federal government would need to cut the budget by 40% or increase revenue by 66% to achieve a balanced budget.

If I still haven't gotten your attention, go to this website: www.usdebtclock.org

Inevitably, a variety of actions will need to be implemented to restore financial integrity and health to our nation. I would suggest for your consideration, though, that your own savings discipline will prepare you well for an uncertain future of government program cutbacks and an inevitably higher cost of living in the future.

Please consider attending one of the new financial literacy classes we are now rolling out for division employees. Our objective is to make you more informed about basic trends, choices and some of the right questions to ask your Fidelity or TIAA CREF advisors in conducting your investment approach.

Financial Education Series

The great recession of 2008 has reinforced the importance of understanding and monitoring one's own retirement funds, but so many investment choices combined with too little time in our daily schedules can overwhelm even the most seasoned investor. In an effort to help provide some clarity and some comfort



around the investment decision process, Finance & Administration is offering the first course in the Financial Education Series: Beginning Guide to Investing.

The Beginning Guide to Investing course introduces basic topics such as investing fundamentals – investing in stocks, bonds and mutual funds. In addition, the course discusses why companies issue stocks and bonds and why individuals invest in stocks, bonds and mutual funds. The next session will be offered on April 18 from 1:30-3:30 p.m., facilitated by Jaré Allocco Allen, Assistant Controller for Investment Accounting & Debt Management, and Greg VanLaeken, Business Manager and Analyst for Global Operations. To register, visit the Center for Professional Development website at <http://finweb.rit.edu/cpd>

When asked why RIT employees should be concerned about monitoring their retirement funds, Allocco Allen replied "The short answer is a lesson derived from

Warren Buffett (widely regarded as one of the most successful investors in the world) – "Invest in your financial education. Others do not care about your money as much as you do." Allocco Allen also notes that "Retirement planning is more important than ever because people are living longer (i.e., are staying healthy in advanced age) and, therefore, are spending more years in retirement. Most private employers (including RIT) do not offer a pension plan, and Social Security may be insufficient to cover the cost of living or a retiree's desired lifestyle. Investors who start saving early in life are able to take advantage of the 'time value of money' (the potential for money to grow in value over time)."

There are no pre-requisites for the course and employees may register for courses based on the level of their individual investment knowledge. However, the instructors offer several suggestions for reference materials that F&A staff can look at in order to come prepared for the course.

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Jennifer Freer, Library Liaison to Saunders College of Business, Wallace Center, has developed an excellent list of resources (books, articles and websites) on personal finance and retirement. We encourage participants to visit the website at (<http://infoguides.rit.edu/financialeducationseries>). A couple of our favorite resources include CNNMoney (<http://money.cnn.com/magazines/moneymag/money101/>), Better Investing (<http://www.betterinvesting.org/public/default.htm>), Treasury Direct (<http://www.treasurydirect.gov/>), and Mutual Fund Investor's Center (<http://mfea.com/>).

The next courses in the series, with selected topics, are as follows:

- *Intermediate Guide to Investing*—how and where securities are traded; the role of the fund managers; investment strategies; and the role of diversification.

- *Advanced Guide to Investing*—techniques for valuing stock and bonds; an introduction to derivatives; reading a prospectus; benchmarking performance; expense ratios; corporate governance; sector weighting, style and asset allocation; economic analysis (interest rates, inflation, economic growth, etc.).

About the Instructors

Jaré Allocco Allen works in the Investment Accounting and Debt Management Department in the Controller's Office and is a Certified Public Accountant. Allocco Allen has responsibility for oversight of accounting and finance functions for the University's long-term investment and debt portfolios. She has a BA in accounting from St. John Fisher College and an MBA from Rochester Institute of Technology with a concentration in finance. Allocco Allen serves as the F&A

liaison to the Financial Management Association (student association at the University whose mission is to promote financial literacy among students). She also serves as a member of the Investment Committee for the Ronald McDonald House Charities of Rochester.

For several years prior to joining RIT **Greg VanLaeken** was a licensed account executive dealing in products such as stocks, bonds and mutual funds for both private and institutional clients. VanLaeken was also an interbank dealer of interest rate and currency derivatives at two large financial institutions. In 2005 he left the financial services industry to become the business manager and analyst for global operations here at RIT. VanLaeken also oversees the management of RIT's working capital investment portfolio and serves as an adjunct faculty instructor in the E. Philip Saunders College of Business. He received his BS in economics and an MBA – both from RIT.

F&A

HONORS!

F&A Cultural Diversity Luncheon

Special thanks to Peggy Mack, the team from Dining Services, and all of our Chefs of the Day for putting together an exceptional Cultural Diversity Luncheon on March 2. The group served over 600 F&A employees at the annual event, our largest yet. Staff members from across the division submitted recipes for the event and this year our Chefs of the Day were:

- Marcia Barilla (Purchasing)
- Donna Black (Housing)
- Scott Canaan (ITS)
- Lili Lazeroff (Dining Services)
- Reese Le Guerrier (Parking Enforcement & Operations)
- Elliote Simpson (Purchasing)
- Jacqueline Taylor (College Partnerships)

This year the event was even more special because we partnered with the Children's School of Rochester to bring in six students as special guest Chefs of the Day. Damber Bhattari, Rafael Obaz, Leyla Svandize, Long Ho, Nicholas Perrah, and Sabitha Mongel joined us for the day and are pictured below with Dr. Watters.

Joseph Delgado

Congratulations to Joe Delgado, who recently performed the 500 pound bench press. Joe is currently in training for the national championships held in September where he hopes to officially break the New York state record. This is quite an accomplishment and is a testament to Joe's 100 percent natural approach.

Keeping our Roads and Walkways Clear

I'd like to thank FMS and Housing Operations Maintenance Services workers who have done an exceptional job keeping the roads and walkways clear this winter. This winter saw especially inclement conditions, yet the grounds crews worked tirelessly to keep all of us at RIT safe.



Department Spotlight: ITS

Each issue of the F&A Newsletter will take an in-depth look at a different department within the division. For our first department spotlight we will get to know the department of Information & Technology Services (ITS).

ITS is composed of over 100 employees committed to serving the university's information technology needs. The department provides development, maintenance, and support for centralized administrative applications, technology infrastructure, and client computing, as well as support and advice for a wide variety of other information technology needs. As part of the 2011 Fiscal Year Plan, ITS has identified four key strategies to improve the department:

Deliver World Class IT Solutions

The first strategy of ITS's 2011 Fiscal Year plan is to **deliver world class IT solutions**. Two major initiatives within this strategy are to 1) build and begin to deploy a new student information system and constituent relationship management software to support the semester conversion and 2) define and design a sustainable data center.



The **GeneSIS** project is RIT's initiative to build an enterprise student information system. The GeneSIS project vision statement is to "implement an enterprise solution that replaces RIT's student information systems, supports the semester conversion, and sets the foundation to transform our current services into extraordinary capabilities to engage prospective candidates, increase student success, and build lifetime relationships with alumni and other university constituents."

This is an opportunity for RIT to bring together campus partners from Finance & Administration, Student Affairs, Academic Affairs, and Enrollment Management & Career Services to build services that will serve the campus for the future. The GeneSIS project team is currently working together developing



Information & Technology Services

prototypes and configuring the system. The first portions of the new SIS to launch will be the recruiting and admissions components, scheduled to go live this summer. Additional components of the new SIS will roll out on a schedule that reflects the student lifecycle, concluding with degree audit components that will launch fall 2012. For more information about the GeneSIS project, visit <http://www.rit.edu/genesis>



The **Green Data Center (GDC)** project is oriented around building a new data center which operates across a wide range of temperature conditions by incorporating outside air rather than re-circulated, conditioned, air. "Traditional data centers are built with highly controlled air conditioning subsystems necessary to support a constant, cool, temperature for the systems," says Jim Strassenburgh, project manager of the GDC project. "The cooling of a data center often consumes more than all the power needed by its computers, which isn't very green or efficient.

Rochester appears to be sitting on a 'geographic green spot' for data centers to take advantage of a free-air design with its lakes and northern climate - it makes for near perfect conditions to build a highly energy efficient data center."

Beyond a novel data center design, the GDC project is focused upon reducing the overall data center computing energy consumption across the campus. "We plan to achieve these reductions through virtualization of servers and consolidation efforts," says Strassenburgh. "With the help of the entire campus administration community, we've completed inventorying, interviewing, and researching all the data centers and closets on campus to understand which systems can be virtualized and the technologies necessary to support an enterprise cloud computing model specific to RIT."

Implement continuous process improvements

The second component of ITS's strategy is to **implement continuous process improvements**. "When most people think about IT they think about the technology" *continued on page 4*

ITS at a Glance

ITS consists of these four main areas:

- **Development**—ITS Development provides development, maintenance, and support for centralized applications such as the Student Information System (SIS), the Student Records System (STARS), the Oracle Financials and Human Resource Information System, and more.
- **Operations**—ITS Operations provides for the management of core infrastructure such as the campus data network, phone network, and the centralized data center.
- **Project Management Office**—The ITS Project Management Office (PMO) is responsible for the management of large and medium scale information systems projects run by ITS, and for the ITS project management process.
- **Support**—ITS Support provides support, advice, and is a central point of contact for the use of ITS services and infrastructure. The ITS HelpDesk and Resnet (Residential Networking) are part of ITS Support.

says Dave Pecora, Director, ITS Support. “It’s only natural, especially here, at an institute of technology. Or perhaps they think about the people they associate with technology: specifically the folks that build, configure, and support the technology they use. Both people and technology are essential components of a good IT organization, but good IT is in fact made up of three things: People, Process, and Technology.”

To make its processes more effective and efficient, ITS has begun to adopt many of the practices of the Information Technology Infrastructure Library (ITIL). Pecora describes ITIL as “a set of concepts and best practices used by organizations to manage their IT services as efficiently and effectively as possible.” All managers within ITS have now been certified in ITIL foundations, which ITS is currently using to strengthen its key business processes. The department has continued this process by forming internal teams to revamp four key business processes: problem management, incident management, project management, and change management. The improvements

are well underway and the department is beginning to identify other processes for future improvement.

Make ITS a great place to work, grow, and succeed

Since good IT is made of people, process, and technology, the third strategy is focused on the people of ITS—the department is committed to **making ITS a great place to work, grow, and succeed.** ITS is working towards this goal through several strategies. An internal team has surveyed the division about their communications habits and is working to create a multi-prong communication plan for ITS. ITS continues to work on recognizing ITS employees. Additionally, the Performance Management team is developing and implementing a new performance appraisal process.

“Ideas for updating the current ITS performance appraisal were provided by the staff at an ITS Town Hall” says Bryan Meyer, chairperson of the Performance Management Team. “The team has blended these with additional suggestions

and drafted a new procedure. This starts with transitioning from a calendar year based performance appraisal to one based on the fiscal year, which will coincide more closely with the timing of merit increases.” The team is currently drafting the performance appraisal process and developing prototypes of the streamlined appraisal forms. These will be shared with the ITS staff to solicit their input, which will then be used to finalize the new process and forms.

Align with institute business

The fourth strategy is to align with institute business. It is critical that ITS is aligned with what is important to the Institute. The department is creating a vision and establishing an approach to manage its relationships and IT services provided across the Institute. According to Jeanne Casares, Chief Information Officer, ITS has “initiated a campus IT team to bring together other RIT groups across campus to discuss shared issues and new technology projects. Working closely with our colleges and organizations helps to align us with their key initiatives.”

20 Minutes on the Job with Ardelia Parker-Killings

Each issue of the F&A Newsletter will include question and answer session with one of the employees of Finance & Administration so we can find out more about them and what they do. In this edition we get to become acquainted with Ardelila Parker-Killings, ITS Help Desk Representative.



When did you start working at RIT?

I started working here on May 4, 1998. I was looking for a job and referred to RIT through an employment agency. I started out working in building 99 as a temp worker, and took over as RIT operator after two months. Before working at RIT, I worked at a career placement agency on East Ave helping people with resumes, job marketing, etc.

Describe a typical day on the job.

My job is customer service-oriented. At the Help Desk we’re the first point of contact for ITS and everything filters through us, so I have to be very versatile. I’m the person who handles support for RIT’s entire phone system and I take general Help Desk calls as well. I log service request tickets ranging from jack activations to computer setups.

What type of team do you work with?

There are three full-time employees at the Help Desk—Omar Phillips, Mike Mistretta, and myself. We also have two temporary employees and work with a

lot of students—about 10-15, depending on the time of year. Students are always interesting to work with. They’re not set in business mode yet so sometimes you have to help them along and act as a mentor.

What do you like the most about your job?

I really like the people I work with at ITS. They’re all very helpful, open-minded, and I feel like I’m part of a team. I feel like I’m needed and people appreciate the assistance I give them. It feels good to open new options for other people. Sometimes I’m learning right along with the customer—there’s always something new to learn. It’s been a great experience working at ITS, I love to learn. In addition to work I’ve been taking classes in business management and human resources. I’ve earned my associates degree in business management and I’m a few classes away from earning a B.S. in human resources management.

Welcome to RIT!

Here is a list of new employees hired 12/1/10-3/25/11 to join the division of Finance & Administration. Help us welcome them to the RIT family.

Name	Position	Organization
Guillermo Astudillo	Custodian	FMS Building Services
Mohamad Nazim Bin Bahrin	Custodian	FMS Building Services
Adam Balcerzak	Production Cook	Aux-Shumway Dining Commons
James Battles	Custodian	FMS - Facilities Management Services
Keith Bryant	Custodian	FMS Building Services East
Tracy Burgio	Pastry Assistant	Aux-Artesano Bakery & Cafe
Lubomir Culak	ERP Programmer	ITS Application Development
Anthony Dombrowski	PM Salad Worker	Aux-Grace Watson Dining Room
Jessica Erickson	University Gallery Manager	Aux-Dining Services
George Johnson	Supervisor Global Village Market	Aux-Dining Services
John Kinnicutt	Student Information Systems Programmer	ITS Application Development
Kerri Kramer	Line Server	Aux-Grace Watson Dining Room
Dawn Lamendola	Assistant Director Operations	Sponsored Programs Accounting
Beth Prince-Bradbury	Asst Director	Inst'l Research & Policy Studies
Everton Ramsay	Custodian	FMS Building Services
Dennis Smith	Custodial Facility Mechanic I	Aux-Housing Operations Admin
Adriane Starkes	Custodian	FMS Building Services
Nicholas Taskett	Public Safety Officer II	Public Safety
Alexei Tetenov	Student Systems Programmer/Analyst	ITS Application Development
Patricia Wiesner	HVAC/R Technician II	FMS Engineering Services
Jerard Wilson	Custodian	FMS - Facilities Management Services
Dakkota Zenkar	Dishroom Worker	Aux-Crossroads Cafe & Market

F&A Holiday Party

