

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 5	Information Management & Services	Effective:	June 2000
Section 5.3	Business Office	Revised:	May 2016
Policy 5.3.2	Responsibilities and Activities	Responsibility:	Vice President and Chief Information Officer

RESPONSIBILITIES AND ACTIVITIES

Accounting

The accounting area consists of the development, maintenance and general administration of the Information Management and Services (IMS) accounts. Preparation of financial reports and the implementation and maintenance of internal controls over the IMS financial resources are also responsibilities found in this area. Other accounting functions include general ledger, posting, and finance projects. The Information Management & Services Business Office (IMSBO) is the central point of contact for all IMS departments including the Vice President and Chief Information Officer (VP/CIO).

Financial Management

The financial management area consists of providing short-term and long-term strategic financial planning and reporting for IMS in order to efficiently and effectively utilize the IMS resources in order to accomplish institutional goals and objectives.

Billing

The billing area consists of monthly processing of IMS billing, and processing vendor invoices associated with telephony charges for payment. The ISMBO conducts and provides technical assistance and documentation for training support to IMS departments responsible for income to IMS. This includes all automated billing systems and manual processes.

The IMSBO maintains all rate tables of the billing systems and has the data control responsibility for the telephony billing system, which is also the 911 system of record. The IMSBO is charged with running the monthly automated processes and provides monthly income and expense reporting to affected IMS departments. The IMSBO is the subject matter expert on income reports (IDTs) posted to the DataWarehouse for customer review. The IMSBO also responds to customer inquiries and disputes regarding billing.

The IMSBO is responsible for processing telephony vendor invoices for payment. This includes identification of erroneous charges, investigation of discrepancies, and disputing charges with the vendor.

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Budget and Research

The budget and research area consists of reporting to the VP/CIO on the overall development, maintenance and administration of the IMS budget, including its various funds. The IMSBO serves as the VP/CIO's fiscal arm and has the authority to determine the appropriateness of transactions affecting the IMS funds and to record these transactions properly as part of the Health Science Center's official financial records. The IMSBO works in coordination with the IMS departments in budget preparation and planning future initiatives.

Process Improvement

The process improvement area consists of the overall development, maintenance, and administration of the IMS administrative, accounting and financial functions to integrate best practices with current technology. The IMSBO consults and coordinates with other IMS Departments (and external Health Science Center departments) to facilitate and implement standardized process improvements to include green initiatives.
