

## MINUTES 133<sup>RD</sup> FC MEETING – 25 OCTOBER 2011

### Attendees

FC Members	Guests	MT	Official Secretary
Juup Essers	Wouter Drinkwaard	Dominique Campman	Joy Kearney
Marlies Koolhaas	Jan Willem Huising	Steef van de Velde	
Pim Smal	Thessa Lageman (EM)	Frank van der Kruk	
Jan Joost Liebregt		Gerrit van Bruggen	
Shiko Ben Menahem			
Eefke van der Meer			
Sharmayne Schneiderberg			

### 1. Opening

Juup opens the 133<sup>rd</sup> FC meeting at 10:30 am.

### 2. Agenda

There are no questions or further points to be added to the agenda.

### 3. Minutes

The minutes are approved without further remarks or amendments.

### 4. Announcements

There are no announcements.

### 5. ICT reorganisation

Jan Willem gives a presentation to explain the background to the reorganisation of the ICT services. Dominique explains that he is responsible for Bedrijfsvoering 2013 – ICT reorganisation. The ultimate goal is that all personnel and students should be able to work on all devices everywhere, more centralised. The ICT services should be professionalised. Jan Willem adds that they would like the advice of the FC on this plan.

The ICT reorganisation entails several changes for some employees. A few support and system staff members will transfer as well as managers and secretaries. The present labour conditions will remain for these employees. Some are enthusiastic about career possibilities. The service will probably stay in the T-building, because there is little room elsewhere. The FC wonders how the personnel feel about this organisation. Jan Willem answers that they are very enthusiastic and pleased about it, career possibilities and cooperation. At the moment a research is conducted; 'due diligence' examining the budget, finance and the implementation of the reorganisation plan. Everything should be finished in 1<sup>st</sup> quarter of 2012. Dominique states that quality will come before haste, if it's a month later it's no problem but it should be done properly.

Joost Jan asks how it is possible to create this synergy when the people are not even sitting together. Jan Willem replies that it is indeed easier if you sit near each other, but he thinks that it is still possible. Dominique adds that managers will transfer. Wouter states that interaction with the end user is required when implementing the synergy. Furthermore, front offices will be per building and not per department/faculty. The front offices should be near the customer and RSM has the client in mind with the reorganisation of the back office. There will be about ten office places in the H-building. Sharmayne asks if things are going to change for the students. Jan Willem confirms that;

the goal is that students will be able to log in anywhere (on iPad, laptop) and that all applications will be available from anywhere as well. The student desk will remain.

Juup claims that the discussion should focus on whether personnel are affected and, if so, what the consequences are. Frank states that no helpdesks will disappear, we will ensure we stay close to the customer and provide quicker solutions in case of absence of IT staff members. Jan Willem adds that when a transformer breaks down, there is no backup resource at RSM but together we can solve this kind of issue. Sharmayne asks what the reorganisation will cost. Dominique replies that they are looking into this, but that support will no longer cost money. Jan Joost asks if it shouldn't actually save money. Wouter says that you only have to invent the wheel once and everything will be for the same price. Jan Willem states that they will invest together at central level and far less money will be invested in the long run.

Juup remarks that customer intimacy is very important, when you standardise this becomes difficult. Jan Willem claims he is responsible for that and will do his best to ensure solutions. Frank remarks that cooperation should save money, but individuality is also important. Juup asks if there will be changes in personnel numbers and Frank replies that no firing of employees is anticipated. Juup remarks that the SSC has contacts with very different requirements, no control over how the package of services will look.

Wouter states that there will be a governance model for shared services which Dominique is in charge of. Dominique reassures that the basic service provision will remain. Jan Joost asks what is within and what is outside the budget. Wouter states that there are two parts to the costs and that a business case will be created to examine this. Jan Joost states that if costs are too high, it will defeat the purpose. Wouter comments that everything will be written off; there will be no new investments necessary when everything is in place.

In the project BV2013 three deans, including Steef, will monitor the budget and spending. Dominique states that we need to stay within the financial framework. Juup states that the FC have no more questions, will try to finalise an opinion within a couple of weeks.

## **6. Introduction of new Vice-Dean Professor Gerrit van Bruggen**

Steef introduces Gerrit van der Bruggen. Gerrit will attend the FC meetings on behalf of Steef from now on.

## **7. Any other business**

- *False fire alarms:* Ben Bode has contacted the FC regarding false fire alarms; there have been several in recent times. This is dangerous as people become complacent and there could be a real emergency. Frank will look into this.
- *Nominal is normal:* Steef comments that we have to look into the nominal is normal issue. The Dutch Bachelor is more problematic than the international one. Juup states that there have been progress meetings, but it needs to be on a large scale. Steef feels the compensation system is maybe more effective. Jan Joost asks how they hope to improve this system. Steef replies that it's more effective to look at students entering the programme, but it's not permitted to select them 'at the gate' as yet. Jan Joost asks if there are plans to improve the quality of Bedrijfskunde. Steef replies that improvement is ongoing and has already taken place. Sharmayne asks when nominal is normal will be implemented at RSM. Steef does not know exactly when this will be, but some other faculties have done so already. Quality is a point of concern and mass numbers are a problem. This will be on the agenda for 17 November.
- *Election to fill FC vacant chair:* Juup states that it is the first time the FC is incomplete. Marlies asks if we can invite someone but Juup states this is not permitted, it has to be done officially by election. Last time

there were three extensions to the deadline to see if we could encourage a candidate. The former FC had the same problem. Juup wonders what the reason could be for lack of interest. Joy states that this has been given as lack of sufficient time by several potential candidates. Juup feels that people see the FC as not having much power to change things. Gerrit states that the FC must show people that it is of consequence to express your opinions. Frank adds that people can also communicate about decisions already made. Communication must be updated, more information provided. Marlies will put a message on Intranet about resits for example. Frank states that the information must be current. Juup adds that an internal committee of FC will look at ways of raising profile. Marlies suggests having a channel on SIN-online where students can vote on topics.

### **8. Closure**

The meeting is closed at 12:00 pm.

**Next FC meeting 17 November 2011 10.30 am in T03-42.**

### **To do before the next meeting**

<b>Topic</b>	<b>Task</b>	<b>Person Responsible</b>
Publicity for FC	Think about how to improve publicity for FC	Juup, Joy, Pim
Fire alarms	Investigate what causes the false fire alarms	Frank