

Central Office Service Center Monitoring Process

Campus service centers have come under increased scrutiny recently in federal audits. In response to recommendations made during a recent RF internal audit and to ensure campus compliance, we will be performing a more comprehensive review of campus service center awards.

Starting in April 2013, Central Office will provide campuses reports of their service center awards on a semi-annual basis. The information provided will include only RF activity; however, as service centers may have associated SUNY accounts, we are asking that campuses identify the corresponding SUNY accounts and provide additional information to ensure the completeness of service center activity to determine whether there is a true surplus or deficit balance.

The monitoring process of service centers is documented below:

Procedures	Dates
Central Office provides campuses a listing of RF service center activity, as well as, survey questions.	Mid April
Campuses review listing and update with SUNY account information associated with RF service centers to determine consolidated balances. Campuses should also document the most recent date in which the billing rate was reviewed for each service center.	Late April/Early May
Central office conducts conference calls with campuses to determine compliance with RF policies and procedures.	May
Central office selects and reviews billing rates for one to two high activity campus service centers for each campus.	Late May/Early June
Central Office provides campuses a listing of RF service center activity through September 30 as information	October

Escalation Process:

Central Office staff will work with campuses where areas of noncompliance with service center policies and procedures are identified. If campuses are unresponsive or do not take the necessary corrective actions to address issues in a timely manner, the RF Chief Financial Officer and Vice President for Operations will be consulted.