



## *University Process Improvement Employee Dual Service Agreements*

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Faculty/staff members can provide services for any Tennessee state agency as provided in police HR5011 Extra Compensating and Outside Employment. The process and roles were not clearly defined or documented. A team was formed to review the issues and develop a documented, streamlined process.

**Team began meeting January 2022 and the project went live May 2022.**

### **Improvements include:**

- Streamlining the flow and defining the roles:
  - Originator
  - Approvers
  - OSP (Office Support Programs)
- Update procurement website to include the procedures and process for faculty/staff providing services.
- Create a new electronic 'Dual Service Agreement' form using Softdocs
  - Form calculates federal taxes and includes employee retirement amount
  - Routes for required signatures
  - Form can be used by external agencies to create their MOU agreement
- Developed an MOU (Memorandum of Understanding) PDF form and posted to website for those agencies who do not have a standard form.
- Updated the Extra Compensation eContract system to notify Grants Accounting when payment has been initiated.
- Eliminated 6 paper handoffs.
- Eliminated the confusion researching the process.