

## Invoicing Process

### ABOUT THE TECHNOLOGY SERVICES DIRECTORATE (TSD)

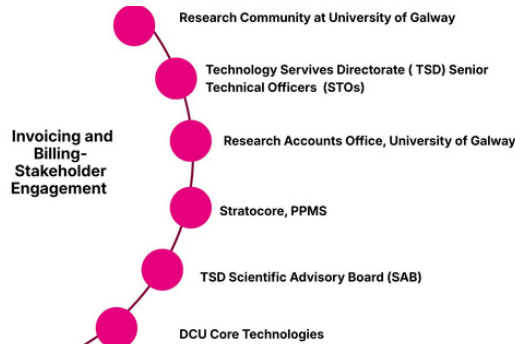
The Technology Services Directorate (TSD), at University of Galway integrates and manages research facilities, providing access to instruments, services and expert consultation and training to researchers.

These facilities are available on a fee-for-service basis to all investigators and researchers, as well as to a wider external community. By providing access to shared infrastructure and expertise, the TSD is enabling world class research by consolidating and streamlining access to essential research tools and services across the university driving scientific outputs. It also supports publications and funding applications, as well as extensive training for the research community. The TSD provides core facilities and technology services of relevance to the broad area of biomedical engineering science, underpinning research aligned to the Institute for Health Discovery and Innovation and the Institute for Clinical Trials and providing support to both members and non-members of the institutes, as well as to external users.

### PROCESS

The process began with identifying current issues in the billing workflow, followed by two workshops held on 26th March 2025 and 11th April 2025 to map problems and identify key pain points. Engagement with the wider community ensured continuous feedback, and proposed changes were communicated to the community. In October 2025, the research community at University of Galway were notified of the upcoming changes. A trial run took place in early 2026 to test the updated process, ahead of the planned go-live in March 2026.

### STAKEHOLDER ENGAGEMENT



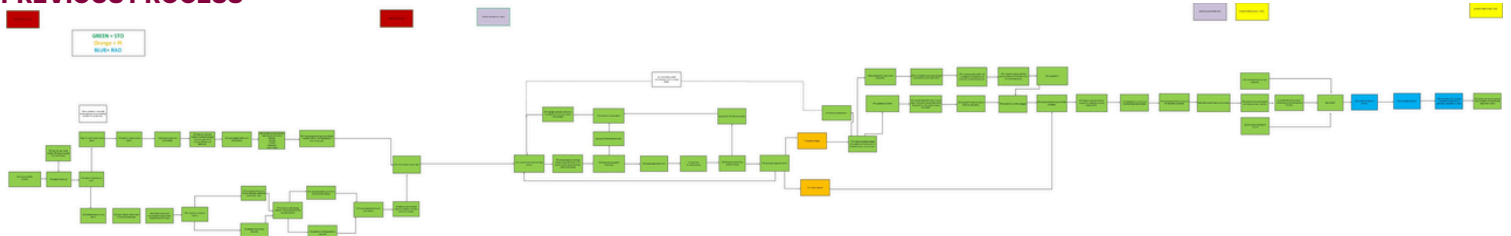
### OUTCOMES

- 1 Reduction in number of steps in overall process from 61 to 24 - overall reduction of 37 steps
- 2 Reduction in time spent by Senior Technical Officers(STOs) on administrative tasks from 56/61 steps to 2/24
- 3 Billing cycle adjusted. Invoices now issued monthly therefore leading to a reduction in bulky payments and administrative burden for all involved
- 4 All PIs to receive one invoice with all incurred costs noted for the billing period
- 5 Invoice processing timelines were significantly reduced—from three weeks per STO every six months to three days per month—through reallocation of invoice preparation to the TSD Administrator, with invoice verification retained by STOs

### IHDI SUPPORT

- Facilitated billing workshops: Delivered structured workshops to review and improve billing processes, with support and facilitation from the Ideas Lab to guide process redesign and stakeholder engagement.
- Report outlining key facts: Produced a concise report summarising workshop outcomes, key findings, risks, dependencies, and agreed actions.
- Engagement with DCU: Engaged with Dublin City University (DCU) to benchmark practices, gather insights, and validate proposed process improvements.
- Process map – old method: Documented the existing billing process, highlighting inefficiencies, manual touchpoints, and control gaps.
- Process map – new method: Developed a future-state process map, incorporating streamlined steps, clearer roles, and improved controls.
- Draft SOP: Prepared a draft Standard Operating Procedure (SOP) to formalise the new billing process and support consistent implementation.
- Feedback, rollout, and implementation: Incorporated feedback from the TSD team and supported the roll-out of the new billing process, including communication and transition planning.

### PREVIOUS PROCESS



### NEW PROCESS

