Goodbye ICA, Hello Service Agreement!

The Independent Contractor Agreement (ICA) process is currently used at the University of Manitoba to engage Suppliers to perform various services on our campuses.

The procedures tied to the ICA have often led to confusion, frustration, an abundance of paperwork and long processing times.

We knew it was time for change, but change to what?

With a focus on increasing efficiency, the “Demystifying the ICA” initiative was launched. The program included:

- Workshops with clients across campus to review the process
- Meetings with varying levels of stakeholders to define new and improved processes
- Reviews with software providers to measure system abilities
- Consultation and testing with Faculty/Unit participants to confirm the updates

Throughout this process we learned that the current ICA process is HARD for everyone involved. Rather than trying to fix the many identified problems with the existing process, we decided to start from the ground up.

*We asked what do we really need?*

*What technical resources do we have to automate the requirements?*

*How can we make this better?*

The result? An entirely new, easier, and automated way to initiate Service Agreements with Suppliers.

We are nearing the goal line! The new Service Agreement is scheduled to be available June 3, 2019.

What this means for you?

ICA’s as you know them will no longer exist. That’s right, we are removing the ICA and replacing it with the new Service Agreement.

This new process means:

- Reduction of paper forms required
  - No schedules A, B, C, or D
  - No Certificates of Status, Articles of Incorporation or evidence of legal name
- Streamlined request process
- Modernized review and approval processes
- Standardized terms and conditions
- Increased automation using our systems to gain approvals, create the agreement & communicate with Suppliers

What do you need to do?

If you are currently managing requests related to ICAs you will want to join us for training!

Service Agreement sessions will cover both the agreements that are processed through EPIC and those for Individuals that are managed through the Banner Finance system. Visit the [LOD registration site](#) to sign up!

*The new Service Agreement will be launched Monday June 3, 2019!*