

Service Center Business Plan Template

Application for status as a service center. Completion time: 40-60 min after gathering information

Name of the Service Center

Date of application

SERVICE CENTER DIRECTOR

First Name

Last Name

College

Department

Job Title

SERVICE CENTER INFORMATION

Identify the physical location of the service center

Building

Room Number(s)

Provide index that will cover a fund balance deficit (aka subsidize the service center):

Provide a detailed narrative/paragraph about the purpose of the service center

Provide a description of the services to be provided by the service center

How are services measured? (e.g. hourly rate, hourly rate + materials, per sample, per unit, per mile, etc.)

Are there other activities taking place in the same space?

☒ No

☐ Yes

If yes, please describe activities taking place in the same space.

Do competitors exist outside the University?

☒ No

☐ Yes

If yes, please describe how the proposed service center's rates compare to market rates.

Staffing and equipment requirements

How many full-time equivalent workers will be required to perform the services provided by this service center and what would their job titles be?

Who will be performing the customer invoicing/billing and revenue collecting tasks? Please include employee name and job title?

What capital equipment will be assigned to this service center?

Please enter equipment tag number(s) or name (cost) of equipment to be purchased

Demand and Customer Base:

List potential internal USU users and the number of service units they may use during the first year. Provide specific examples of individuals/divisions/departments who are interested in the services that will be provided.

List of potential external Third-Party users. Provide specific examples of individuals/organizations who are interested in the services that will be provided.

Usage Projections for each:

How many units are you estimating to be provided during the first year of operation?

What are the projected units for years 2 – 5 of operation?

Do any other USU service centers provide the same or similar services?

☒

No

☐

Yes, if so, please list the departments and names of the service centers

FINANCIAL PLAN AND BUDGET

If the budget is less than ~\$25,000 annually, the activity may not meet the threshold for service center creation, contact the Controller's Office for options.

Category	Estimated Annual Amount
Annual Budget	\$
Salaries, Wage, & Benefits	\$
Other Expenses	\$
Anticipated Subsidies.	\$

If the proposed service center receives financial assistance, please indicate the types of assistance. Check all that apply.

☐ **Start-up (seed) money:** usually one-time subsidy that pays for the cost associated with the initial service center business set up.

Subsidy: use of funds from another source that is an integral part of the service center annual operating budget.

☐ **Equipment:** Equipment is defined as tangible non-expendable personal property that has a useful life of more than 1 year and an acquisition cost per unit that equals or exceeds \$10,000. The service center uses equipment provided by a sponsored project, or gift from an external donor, or other department equipment.

☐ **Other:**

☐ **None**

Invoicing/Billing Procedures

Cash/Check Handling Procedures

Prioritization of work policy

SIGNATURES

Service Center Director

Date

Department Head

Date
