

Shared Service Centers

Communication Ambassadors Meeting

April 25, 2013



Today's Discussion

- Wave 2 Staff Selection Update
- Update on Waves 3 & 4
- Status Update for SSC Manager Positions
- Update on Wave 1
- Q&A with Wave 1 Staff

LAS-SSC Wave 2 Staff

Many of the Wave 2 have been identified.

- Andy Anderson, Finance (from Communication Studies)
- Carol Archinal, Finance (from Anthropology)
- Jo Eis Barton, Finance (from Center for Research Methods & Data Analysis)
- Connie Leonard, Finance (from Political Science)
- Monica McKinney, Finance (from Applied Behavioral Science)
- Mary Strickell, Finance (from Psychology)
- Marilyn Figuietas, Human Resources (from Speech-Language-Hearing)
- Michelle Lowrance, Human Resources (from Economics)

Yet to be determined are the individuals who will transition from the School of Public Affairs & Administration, the Hall Center for the Humanities and Institute for Policy & Social Research, all of which will be a part of Wave 2.

Timeline – Wave 2 - 4 Staffing

The timeline for identifying and notifying staff in waves 3 and 4 has been extended to allow for additional information to be gathered.

	LAS-SSC Wave 2 - 4 SSC Staffing											
Task / Timeframe	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	
Wave 2 Liberal Arts & Sciences SSC												
Identify Wave 2 Potential Staff • Understand staff preferences • Gather input		■			■							
Meetings: Wave 2 Chairs and Directors			■		■							
Meetings: Wave 2 Staff			■			■						
Determine New Departmental Responsibilities of Staff					■							
Wave 3 & 4 Liberal Arts & Sciences SSC												
Identify Wave 3 & 4 Potential Staff • Understand staff preferences • Gather input			■									
Meetings: Wave 3 & 4 Chairs and Directors				■								
Meetings: Wave 3 & 4 Staff				■								
Determine New Departmental Responsibilities of Staff							■					

LAS-SSC Manager Positions

An HR Manager, Research Manager and Finance Manager will be hired before the Wave 2 go live on July 1.

	YEAR 1										YEAR 2
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Year 2	
<i>Initial Site: Liberal Arts and Sciences SSC</i>											
Process Review and Design	[Bar spanning Oct to June]										
Activity Assessment	[Bar in Oct]										
Leadership Committees Meet*		[Bar spanning Nov to May]									
LAS-SSC Process Review				[Bar spanning Jan to Feb]							
Wave 1: Humanities, Arts & Honors					[Bar spanning Feb to Mar]						
Hire HR, Research and Finance Manager							[Bar spanning Apr to May]				
Wave 2: Social & Behavioral Sciences, Hall Center, IPSR							[Bar spanning Apr to June]				
Wave 3: International & CLAS Administration										Go live - TBD	
Hire Finance Manager										[Bar in Dec]	
Wave 4: Natural Sciences and Math										[Bar in Dec]	

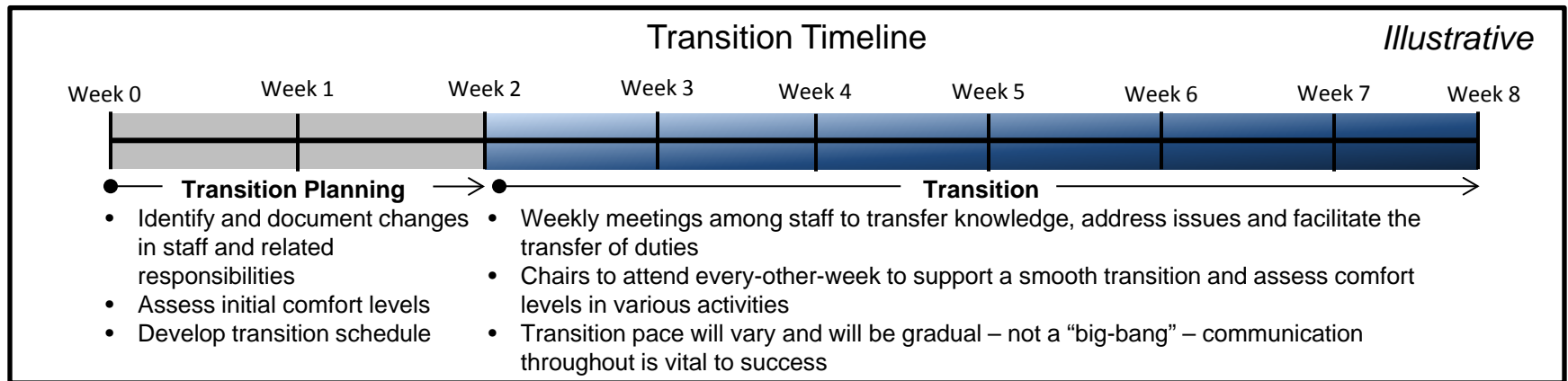
* The College, Hall Center and IPSR will each have a leadership committee to decide staffing.

Dec. go live

Wave 1 – Reorganizing Departmental Activities

Building relationships and transferring knowledge are critical to a successful transition of activities.

- During the transition, SSC staff will work closely with those continuing to serve the department's academic mission to share knowledge and transition responsibilities
- This transition period will take several weeks of regular meetings
- Throughout the transition, SSC staff and the appropriate supervisor/Chair should consider the level of comfort that individuals have in the newly assigned duties to assure the transition is completed successfully
- Once transition is complete, it will be important to update position descriptions to include additional responsibilities as appropriate



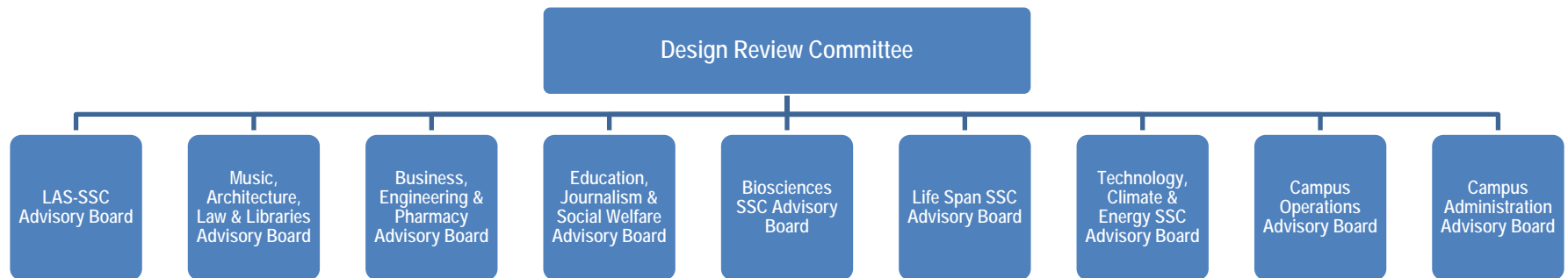
Wave 1 – Departmental Gaps Addressed

CLAS Associate Deans have worked with Chiars to resolve gaps created by the shift of staff.

Departments & Programs	Building	Projected Needs	Projected Capacity	Comments
Classics	Wescoe	-	0.25	
Germanic L&L	Wescoe	-	0.25	These four departments are located near each other. A plan to combine their administrative staff will provide coverage to Slavic and allow for back-up. An opening in East Asian L&C assists with this transition.
French & Italian	Wescoe	-	0.5	
East Asian L&C	Wescoe	-	0.25	
Slavic L&L	Wescoe	0.75	-	
English	Wescoe	-	-	
Spanish & Portuguese	Wescoe	0.25	-	The Chairs are working together to leverage the capacity in Philosophy to cover the gap.
Philosophy	Wescoe	-	0.25	
History	Wescoe	-	-	
EGARC	Wescoe	0.5	-	The College is reviewing future plans with the Director to cover the needs; he volunteered to operate at current staffing in the interim.
Visual Art	Marvin	-	-	
Humanities & W. Civ	Bailey	-	0.25	
Theatre	Murphy	-	-	
History of Art	Spencer	0.5	-	The departure of a .5 FTE staff member in the History of Art department offered an opportunity to hire 1 FTE staff.
University Honors Program	Nunemaker Ctr	-	0.4	
Dance	Robinson	0.75	-	A full time staff member in Religious studies is now .5 FTE Dance. Additional student support is covering the gap.
Religious Studies	Smith	-	0.5	
Film and Media Studies	Oldfather	-	-	

LAS-SSC Governance – Advisory Board

Each SSC has an Advisory Board comprised of the leadership from the areas served and the appropriate SSC Director.



SSC Advisory Board Responsibilities

- Advocate for service levels
- Review Service Level Commitment (SLC) compliance
- Review Key Performance Indicator (KPI) progress
- Review customer satisfaction surveys
- Support an environment of continuous process improvement
- Support resolution of customer service issues

Design Review Committee* Responsibilities

- Select the members for the Advisory Board for each SSC
- Approve any changes to the SLC, including arbitrating any discussions of SSC business processes

*The DRC is the governing body for all nine of the SSCs.

The Advisory Board is responsible for reviewing any proposed changes to the SLC and providing the DRC with a written recommendation on each proposed change.

Advisory Board Members

The LAS-SSC Advisory Board met for the first time this month; members were nominated by unit leaders and ratified by the Design Review Committee.

	Advisory Board Member	Alternate
1	Karla Williams, SSC Director	Jason Hornberger, Assistant VP for SSCs
2	Sally Utech, Associate Director	Kathy Porsch, Senior Grant Development Officer
3	Susan Mercer, Associate Director of IPSR	
4	Mary Anne Jordan, Chair, Visual Art, School of the Arts	Associate Dean, Liz Kowalchuk
5	Marc Greenberg, Chair, Germanic Languages and Literatures, Humanities	Associate Dean, Ann Cudd
6	David Mechem, Geography	Nathaniel Brunsell, Geography
7	Jill Kuhnheim, Director, Center for Latin American and Caribbean Studies, International and Interdisciplinary Studies	Associate Dean, Marsha Haufter
8	Craig Lunte, Chair, Chemistry, Natural Sciences and Mathematics	Associate Dean, Bob Goldstein
9	Jim Mielke, Associate Dean, Social and Behavioral Sciences, College Dean's Office	Associate Deans: Liz Kowalchuk, Ann Cudd, Bob Goldstein, Marsha Haufter, Kathleen McCluskey-Fawcett, Assistant Dean Erin Spiridigliozzi, or the Dean's Executive Assistant, Anne Sawyer
10	Mark Reynolds, CLAS Director of Finance and Planning, College Budget Office	Delegate from the CLAS Budget Office in the future, TBD

SSC Training and System Access

The team has focused on the critical elements of training and providing system access and permissions for SSC staff and customers.

	Scheduled SSC Training (HR & Finance)	System Access
SSC Staff	<ul style="list-style-type: none"> Principles of Customer Service BUDCAST - Expense reports PS Travel and Expense KUPPS SOVs P-Cards KUEA: IFAS, reports KUEA - check request process Time and Labor Absence Management System TAM Recruitment and Onboarding Equal Opportunity Policies and Practices DEMIS, Gross and Fringe, UBUD and DEMIS Financials Datamart and Scholarships Enroll and Pay Excel – Basic Excel – Advanced Internal Audit Control Policies KU Data Integrity Policies 	<ul style="list-style-type: none"> PSFT Financials: <ul style="list-style-type: none"> T&E PCard Vouchers Budget Transfers KUPPS KUEA DEMIS Enroll and Pay Datamart TAM Time and Labor Absence Management Shared folder for Scholarship
Dept. Staff	<ul style="list-style-type: none"> Small group meetings of Chairs and Directors to review roles, responsibilities and changes Small group meetings of department staff to review roles, responsibilities and changes 	<p>System Access will be view-only for department-based staff (KUPPS, Time & Labor Absence Management, IFAS, Datamart, PS Financials, Travel & Expense)</p>

Communication – Examples

Continued communication is critical as we move through the transition period and into a stable operating environment.

SSC staff meetings with department counterparts and Chairs; contact sheets and information distributed to departments.

SSC website, including web forms, information and contacts.

Presentations to Communication Ambassadors, Wave 1 Chairs and department staff.

Liberal Arts and Sciences Shared Service Center
Support for the Dance Department

What can the SSC do? How do I contact the SSC?

Contact Dawn Hawkins for travel, finance or

The University of Kansas KU Shared Service Centers

Support you HR and financial needs

LAS

LAS SSC

The Liberal Arts & Sciences Shared Service Center

Why SSCs? Get Help

Travel

Candidate and Honorarium

Procurement

Finance and Budgeting

Human Resources

Research Administration

PLUS: any other research

What Would You Like to Accomplish Today?

Choose from commonly requested tasks like travel, purchasing, financial rep. You will be taken to a new page with additional information to guide you through the process.

Go on a trip

Who Should I Contact?

If you'd like to get in touch with someone immediately, use the drop box below to select a department and view a list of staff members who are specifically trained and with any needs your department faces.

Philosophy

Can't find what you are looking for? Feel free to email us at las_ssc@ku.edu

Shared Service Centers

LAS-SSC
March 2013

THE UNIVERSITY OF KANSAS

Rock Chalk, JAYHAWK!

Discussion and Questions:

**SSC Implementation Team
Wave 1 LAS-SSC Staff**

Resources

Please let others know that we are interested in hearing what they have to say!

- Next meeting: May 23rd at 1:30 in the Big 12 Room of the Kansas Union
- CFE website www.cfe.ku.edu/ssc/
- LAS-SSC website www.ssc.ku.edu/las
- Follow-up contacts:
 - Jason Hornberger: jfh@ku.edu
 - Nick Stevens: nickstevens@ku.edu
 - Karla Williams: kkw@ku.edu
 - Megan Cluver: megancluver@ku.edu