Shared Service Centers

Communication Ambassadors
Update

January 24, 2012
Today’s Discussion

• SSC Leadership Staff
• LAS-SSC Timeline
• LAS-SSC Staffing Plans: Waves 2 – 4
• Wave 1 Staffing
  – Financial Manager Position
• SSC Activities
• P2P Update
Recent SSC Hires
Two critical hires position the SSCs for sustainable success.

Karla Williams:
LAS-SSC
Director

- Previously the Director of Financial Operations and HR in the School of Business
- Hired as the Director of KU’s initial SSC, meeting the HR, financial and post-award research administration needs of the College, IPSR and the Hall Center
- Joined team Dec. 24

Nick Stevens:
Project Director

- Brings critical research expertise and relationships to the implementation team
- Will transition the Huron team off the project by March 31
- Joined team January 6
LAS SSC Timeline – Implementation
Due to its size, the initial shared service center will be implemented in four waves.

<table>
<thead>
<tr>
<th>YEAR 1</th>
<th>YEAR 2</th>
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<tbody>
<tr>
<td>Oct</td>
<td>Nov</td>
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<td></td>
<td>Initial Site: Liberal Arts and Sciences SSC</td>
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<td>Process Review and Design</td>
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<td>Activity Assessment</td>
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<td>Leadership Committees Meet*</td>
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<tr>
<td>LAS-SSC Process Review</td>
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<tr>
<td>Wave 1: Humanities, Arts &amp; Honors</td>
<td>3/18 go live</td>
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<td>Wave 2: Social &amp; Behavioral Sciences, Hall Center, IPSR</td>
<td>7/1 go live</td>
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<td>Wave 3: International &amp; CLAS Administration</td>
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<td>Wave 4: Natural Sciences and Math</td>
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* The College, Hall Center and IPSR will each have a leadership committee to decide staffing.

The implementation timeline will be periodically reassessed and will be flexible to account for lessons learned through the initial site implementation.
## Timeline – Wave 2 - 4 Staffing

Additional LAS-SSC manager positions will be posted at the end of March once all staff for the LAS-SSC have been identified.

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<td><strong>Liberal Arts &amp; Sciences SSC Manager Positions</strong></td>
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<td>Hire Research Manager, Finance Manager and HR Manager Positions</td>
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LAS SSC Leadership

The functional managers for the LAS-SSC will be hired over the next several months.

The search for one finance manager is currently underway, the remaining manager positions will be posted after all of the SSC staff have been identified.
SSC Finance Staff
The Finance Manager position is currently posted, seeking an experienced KU hire.

The SSC Finance staff will maintain regular contact with the departments that they work for (e.g., may attend staff meetings).
The SSC HR Manager will be hired prior to the wave 2 go live. Until the HR Manager is hired, the HR team will report to Karla Williams and work with the ROC team.

The SSC HR staff will work closely with the SSC Finance staff and will maintain contact with the departments that they work for (e.g., may attend and support search committee meetings).
SSC Positions
Each department will have key contacts in the SSC.

Each unit has specific SSC contacts for HR, finance and research administration.

HR

Post Award
Research Admin

Finance

Each units’ SSC staff attend appropriate department meetings.

Staff will have backup to cover when key contacts are on vacation or out of the office.
### SSC Activities – HR

In addition to the activities currently performed by the ROC staff, SSC staff will support all of the department’s HR needs.

<table>
<thead>
<tr>
<th><strong>Time Reporting and Processing</strong></th>
<th>Identifying and correcting missing time, preparing certifications for work study time</th>
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<tbody>
<tr>
<td><strong>Supporting the Interview Process:</strong> Faculty and Staff only*</td>
<td>Supporting the search committee and coordinating all needs for faculty and staff interviews</td>
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<tr>
<td><strong>Recruiting - HR Administrative</strong></td>
<td>Supporting recruitment activities, including the development of position descriptions, posting of advertisements, requesting search waivers, managing vacancy pools</td>
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<tr>
<td><strong>Onboarding New Hires</strong></td>
<td>Obtaining hiring documents and completing general KU orientation and onboarding</td>
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<tr>
<td><strong>Departmental HR Activities</strong></td>
<td>Supporting performance management (e.g., gathering and filing forms), other interacting with Central HR (such as appointment and position management and employee separation)</td>
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</table>

* GRA, GTA, and GA recruiting will continue to be conducted by the graduate program administrative staff in the departments.
## SSC Activities – Finance

SSC staff will provide the accounting support that Chairs, Directors and other campus leaders need to manage their budgets.

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
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<tbody>
<tr>
<td>Travel and Expense</td>
<td>Assisting faculty and staff with travel arrangements, creating travel authorizations, expense reports, processing reimbursement</td>
</tr>
<tr>
<td>Candidate Support/Honorarium</td>
<td>Booking travel for visitors or candidates, collecting tax forms, contract forms, reimbursing expenses</td>
</tr>
<tr>
<td>Processing</td>
<td></td>
</tr>
<tr>
<td>Tuition and Scholarship Support</td>
<td>Keeping track of KUEA, KUCR or other departmental funds which are available for tuition or salary, processing paperwork, attending meetings with the Dean</td>
</tr>
<tr>
<td>Procurement</td>
<td>Processing purchase orders, vouchers, obtaining quotes or preparing RFPs</td>
</tr>
<tr>
<td>Billing and Receivables</td>
<td>Invoicing customers, accepting cash or check payments, arranging wire transfers from customers, SOVs, AR aging and collections <em>(In the transition of each unit, the Billing and Receivable activities for areas will be reviewed for compatibility with the SSC.)</em></td>
</tr>
<tr>
<td>Budget Support</td>
<td>Meeting the budget support needs of Chairs, Deans, Directors and Budgeteers: performing budget transfers, fund transfer justifications, retroactive funding adjustments, correcting prior journal entries; providing reports and analysis as requested</td>
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</tbody>
</table>
**SSC Activities – Post Award Research**

In addition to meeting the financial and HR transactional needs of PIs, SSC staff will provide specific post-award grant support.

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>HR Transaction Needs</strong></td>
<td>All HR activities previously described as SSC functions</td>
</tr>
<tr>
<td><strong>Financial Transaction Needs</strong></td>
<td>All financial activities previously described as SSC functions</td>
</tr>
<tr>
<td><strong>Post-Award: Award Monitoring</strong></td>
<td>Monitoring award balances, progress report due dates, applying for award renewal, allowability reviews and effort reporting</td>
</tr>
<tr>
<td><strong>Post-Award: Award Modifications</strong></td>
<td>Requesting no cost extensions, budget revisions, provisional requests or award closeouts</td>
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<tr>
<td><strong>Post-Award: Cost Share</strong></td>
<td>Monitoring cost share agreements for both payroll and non-payroll expenses</td>
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</table>
Deployment Approach: Key Dates

• March 11\textsuperscript{th} Crimson Group Go Live
  – Shared Services Wave 1
    (Humanities and Arts from Liberal Arts and Sciences SSC)
  – Research related groups
    (HBC and LSI)

• May 6\textsuperscript{th} Blue Group Go Live
  – Remainder of Campus
  – Existing KUPPS users not in Crimson Group

\begin{figure}[h]
\centering
\includegraphics[width=0.5\textwidth]{deployment-diagram}
\caption{Deployment Approach Diagram}
\end{figure}
Deployment Approach: Work Streams

<table>
<thead>
<tr>
<th>Dec ’12</th>
<th>Jan ’13</th>
<th>Feb ’13</th>
<th>Mar ’13</th>
<th>Apr ’13</th>
<th>May ’13</th>
<th>Jun ’13</th>
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Communication and Awareness
- Unit
- System
- Functional
- User acceptance
- End to end
- Production qualification
- Live order

Testing
- Unit
- System
- Functional
- User acceptance
- End to end
- Production qualification
- Live order

Crimson (Group 1)
Blue (Group 2)
Shared Service Centers

Go Live / Cut Over
New Policies and Procedures Summary

• Option to assign ‘self approval limits’ to appropriate users (Requestors)
  – $0
  – $500
  – $2,000
  – $5,000
  – Applicable to Non-Projects transactions only

• Central Procurement
  – Formal bids limit raised for KUPPS Orders from $5,000 to $50,000
  – Master Service Agreements/ Supplier Pricing Agreements
  – Requisitions less than $50,000 will be acted upon within 1 day
  – Will review new vendor requests

• No voucher logs for KUPPS orders
  – Invoices for catalog orders automatically paid if less than $5K
  – PO Invoices for non catalog orders will be keyed by Centralized AP and approved by departments via ImageNow
  – Leverage check requests, integrated eInvoices
  – Matching tolerances of 10% / $100

• Audit
  – Sampling methodology replaces 100% audit
  – Pre-Audit steps if greater than $5K or Equipment
## KUPPS Departmental / SSC Roles

<table>
<thead>
<tr>
<th>Role</th>
<th>Actions / Responsibilities</th>
</tr>
</thead>
</table>
| **Shopper (Department)**   | • Determine need  
                           | • Add items to cart from Punchout / Hosted Catalogs and Non-catalog Forms  
                           | • Assign carts to Requestors                                                                                                                                 |
| **Requestor (SSC)**         | • All permissions as a shopper  
                           | • Receive assigned carts and add remaining requisition information (accounting information, ship to, internal notes etc.)  
                           | • Submit carts into workflow (creates requisitions)                                                                                                 |
| **Self Approving Requestor (SSC)** | • All permissions as a requestor  
                           | • UKANS requisitions below their self approval authority, no adt’l approvals  
                           | • Must ensure purchase is reasonable, allowable, allocable                                                                                         |
| **Approver (Business Decision)** | • All permissions as a shopper  
                           | • Receive requisitions in KUPPS approval queues  
                           | • Determines if purchases are reasonable, allowable, and allocable  
                           | • Confirms and/or adds remaining accounting information  
                           | • Approves Invoices via ImageNow or KUPPS (>$5K)                                                                                                       |
Next Steps: Communications and Preparations

• Continued updates to the Budgeteer, CFO and SSC groups / forums
• Crimson Director/Chairs/Deans communications (late January)
• Town halls (early February)
  – Recommended for anyone involved in purchasing goods / services to raise awareness
  – Shoppers, Requestors, Approvers, Administrators, and Faculty
• Power User specific communications (week of 2/13)
  – To prepare data gathering / deployment activities
• Training will be provided for all KUPPS roles through a variety of methods
  – Lecture style
  – Web recordings
  – Reference documents
  – Hands on classroom
Resources
Please let others know that we are interested in hearing what they have to say!

- Next meeting: February 27th at 3:30 in the Big 12 Room of the Kansas Union
- CFE website http://cfe.ku.edu/ssc/
- Follow-up contacts:
  - Jason Hornberger: jfh@ku.edu
  - Nick Stevens: nickstevens@ku.edu
  - Karla Williams: kkw@ku.edu
  - Rick Beattie: rbeattie@ku.edu
  - Christy Edmonds: cjad@ku.edu
  - Megan Cluver: megancluver@ku.edu

The LAS-SSC Finance Manager position is posted on the CFE web site: