

## Shared Service Center Steering Committee Charter

<b>Committee Name</b>	Shared Service Center Steering Committee
<b>Committee Members</b>	<p>Jason Hornberger (Chair), Assistant Vice Provost for Business Services  Perry Alexander, Director, Information and Telecommunication Technology Center  Danny Anderson, Dean, College of Liberal Arts &amp; Sciences  Kristi Billinger - Director Finance &amp; Admin, Bureau of Child Research  Jolene Fairchild, Budget Officer, College of Liberal Arts &amp; Sciences  Paul Farran, Chief of Staff, Information Technology  Angie Loving, Assistant Director, Human Resources  Steven Maynard Moody, Director, School of Public Affairs &amp; Administration  Richard McKinney, Associate Vice Provost, Budget Director  Mark Reynolds, Assistant Director, Research &amp; Graduate Studies  Nick Stevens, Assistant Vice Chancellor, Research and Graduate Studies  Sally Utech, Associate Director, Hall Center for the Humanities  Katrina Yoakum, Comptroller  Suzanne Henderson, Associate Director, Life Span Institute</p>
<b>Objective</b>	<p>The objectives of the Steering Committee are to:</p> <ul style="list-style-type: none"> <li>• Guide, influence, and advise on the implementation of a regional shared service center model</li> <li>• Support the implementation of an initial shared service center</li> </ul>
<b>Key Activities</b>	<ul style="list-style-type: none"> <li>• Advise on the implementation of the initial center and broad implementation</li> <li>• Provide input and guidance on policy and process issues that arise during implementation</li> <li>• Provide input into the service level agreements</li> <li>• Garner buy-in and support from key stakeholders and address pushback; serve as the information ambassador for central Finance, Research Administration or HR as appropriate</li> <li>• Provide frequent updates to Executive Steering Committee on the status of the implementation and garner support from them if and when necessary</li> </ul>
<b>Scope</b>	<ul style="list-style-type: none"> <li>• The committee is charged with providing critical input into the broad implementation of a regional shared service center model, including an initial shared service center by February 2013</li> </ul>
<b>Critical Assumptions</b>	<ul style="list-style-type: none"> <li>• All other committees (the Design Review, Communication and Change Management, Transition Planning and Space, and Process Improvement and Training Committees and Sub-Committees) will provide timely and relevant information to guide the analysis and decisions of the Steering Committee</li> </ul>
<b>Timeline</b>	<ul style="list-style-type: none"> <li>• The Steering Committee will meet every 2-3 weeks in May and June, and then convene as needed</li> </ul>
<b>Deliverables</b>	<p>Key Deliverables:</p> <ul style="list-style-type: none"> <li>• Periodic updates to the Executive Steering Committee</li> <li>• Data analysis, feedback, and other project support on an as-needed basis</li> </ul>
<b>Huron Team Member Responsibilities</b>	<ul style="list-style-type: none"> <li>• Huron will use the data collected to propose shared service center groupings and the initial shared service center site</li> <li>• Huron will attend meetings with the Steering Committee to provide viewpoints and recommendations as questions/issues arise</li> </ul>

<p><b>KU Team Member Responsibilities</b></p>	<p>The Steering Committee members will be expected to perform the following tasks:</p> <ul style="list-style-type: none"> <li>• Facilitate progress through participation in meetings</li> <li>• Promote the concept of Shared Service Centers in the KU community; encourage cooperation through ambassadorship</li> <li>• Generate ideas to help overcome obstacles as they arise</li> <li>• Provide leadership, expertise and insight</li> <li>• Be open and transparent when reporting progress</li> <li>• Provide understanding, interpretation, and articulation of KU culture, policies, and procedures</li> </ul>
<p><b>Guiding Principles for All Team Members</b></p>	<p>Throughout this process, all team members will participate with these guiding principles in mind:</p> <ul style="list-style-type: none"> <li>• Put personal and departmental agendas aside and focus on what is best for the University of Kansas</li> <li>• Be open to make changes to current business processes and existing service relationships</li> <li>• Ensure implementation changes are in line with industry best practices, allow for future growth, and are sustainable over time</li> <li>• Establish trust by showing compassion and maintaining confidentiality</li> <li>• Adhere to project timelines</li> </ul>