Shared Service Centers
Communication Ambassadors Meeting
June 27, 2013
Today’s Discussion

• Wave 2 Update
• Wave 3 Update
• Wave 4 Update
• Overall Status Update
• Overall LAS-SSC Organizational Chart
• Berkeley CSS: Trip Summary
• Solving Departmental Gaps
LAS-SSC Wave 2 Staff

The Wave 2 staff have been finalized.

- Andy Anderson, Finance (from Communication Studies)
- Carol Archinal, Finance (from Anthropology)
- Connie Leonard, Finance (from Political Science)
- Monica McKinney, Finance (from Applied Behavioral Science)
- Mary Strickell, Finance (from Psychology)
- Jo Barton, Research (from Center for Research Methods & Data Analysis)
- Marilyn Figuieras, Human Resources (from Speech-Language-Hearing)
- Michelle Huslig Lowrance, Human Resources (from Economics)
Wave 2 Departmental Assignments – Finance

- Monica McKinney will perform transaction processing for CRMDA;
- Jo Barton will perform financial planning & management for CRMDA
- SPAA will be implemented in a future wave
Wave 2 Departmental Assignments - HR

+ SPAA will be implemented in a future wave
Wave 2 Departmental Assignments - Research

* Jo Barton will perform financial planning & management for CRMDA as well
+ SPAA will be implemented in a future wave
LAS-SSC Wave 3 Update

The Wave 3 staff have been identified. Departmental support assignments will be made in the next few weeks.

- Judy Farmer, Finance (from Center of Latin American Studies)
- Jessie Yoon, Finance (from Kansas African Studies Center)
- Cathy Swenson Tucker, Research (from Center for Russian, East European, & Eurasian Studies)
- An opening for a HR Program Assistant to support the International and Interdisciplinary Studies areas has been posted to the KU jobs site. The posting closes this Sunday, June 30th.
LAS-SSC Wave 4 Update

• The Wave 4 staff have been identified.

• Meetings with the chairs that will shift staff to the SSC are occurring now.

• A few staff members have been notified that they will be moving. A public announcement should be made by mid-July.

• SSC departmental support assignments will be made in late July.
Overall Status Update

• As a lesson learned from Wave 1, meetings were held with chairs from Wave 2 & 3 to proactively plan for the departmental gaps created by shifting staff to the SSC. Similar meetings will be held with Wave 4 chairs in the coming months.

• Training evaluation feedback was collected from Wave 1 SSC staff and used to adjust training materials and schedules in order to best serve incoming staff.

• Karla Williams and Kristi Thompson have been meeting with the chairs/directors and staff from Wave 2 to discuss the transition of staff to the SSC.
Campus Shared Services (CSS) at UC-Berkeley
A small group visited Berkeley in June to review their version of SSCs.

Berkeley Model Overview:
• Services include HR, Finance/Accounting, IT support, and research administration (proposal preparation and post-award support)
• One CSS with first response teams by functional area and relationship-based service teams assigned to certain units
• Off-campus location with public transit available between CSS building and main campus (urban setting)
• Timeline: Process improvement and model planning started a year ago. First implementation cohort was March 2013, will finish in November 2014.
• Employees who performed 50% or more of “shareable services” were automatically reassigned
Campus Shared Services (CSS) at UC-Berkeley

Lessons Learned:

• Post implementation: continue to focus on process improvement
• Transformation Support Services: a team solely focused on helping departments deal with massive change
• Berkeley experienced many of the same implementation challenges that KU has
Department Support

The shift of staff and work presents immediate challenges and long-term opportunities for the College.

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<tr>
<th>Challenges</th>
<th>Opportunities</th>
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| • Small departments—such as those in the Humanities and Arts areas—often have only one staff member; while work has been shifted from these staff, these departments require a staff presence:  
  • To ensure the department is open from 8-5p  
  • To maintain a safe presence in remote departments  
  • The shift of staff has created additional departments that are staffed by only one individual  
  • While shared staff may be effective, this is a significant change for departments and heightens fears of consolidation | • There are activities in the College that will benefit from focused expertise serving multiple similar areas:  
  • Communications  
  • Events planning  
  • Fundraising  
  • Graduate student support  
  • Pre-award support  
  • Departments within close proximity may share departmental staff, offering backup for staff who are out of the office to provide continuous support |

Fixing the Gaps

Dean Anderson is working with the Associate Deans to develop both short and long-term solutions to the staffing challenges created:

In the short term:
• Temporary staff
• Reassignment of student hourly funds
• Shared staff from departments where capacity has been created

In the long term:
• Recognizing opportunities to create shared staff among departments as staff turn over
• Shared-staff models among departments to serve as centers of expertise for multiple departments
• Shared staff from departments where capacity has been created

Huron is working with College leadership to address the gaps created.
New Administrative Support Models
Many departments are taking this opportunity to look for collaborative solutions to the challenges created.

Units have the opportunity to consolidate administrative support to:
- Enable the collective departments to receive broader and deeper staff expertise than could be achieved through individually staffed departments
- Provide staff back-up so that the important academic work of the department can continue when a staff member is absent
- Relieve some administrative burden on Chairs by streamlining the staff reporting structure
- Provide a collegial environment for staff that promotes knowledge sharing, collaboration and camaraderie

To be successful, Chairs and staff are working together to define:
- Plans for staff supervision and hiring
- New job descriptions
- Space plans (with the approval of CLAS leadership)

Departmental solutions are unique to each unit.
Resources
Please let others know that we are interested in hearing what they have to say!

- Next meeting: July 25\textsuperscript{th} at 1:30 in Alderson Auditorium, Kansas Union
- CFE website www.cfe.ku.edu/ssc/
- LAS-SSC website www.ssc.ku.edu/las
- Follow-up contacts:
  - Jason Hornberger: ifh@ku.edu
  - Nick Stevens: nickstevens@ku.edu
  - Karla Williams: kkw@ku.edu
  - Megan Cluver: megancluver@ku.edu