

# Shared Service Centers

Communication Ambassadors Meeting

June 27, 2013



# Today's Discussion

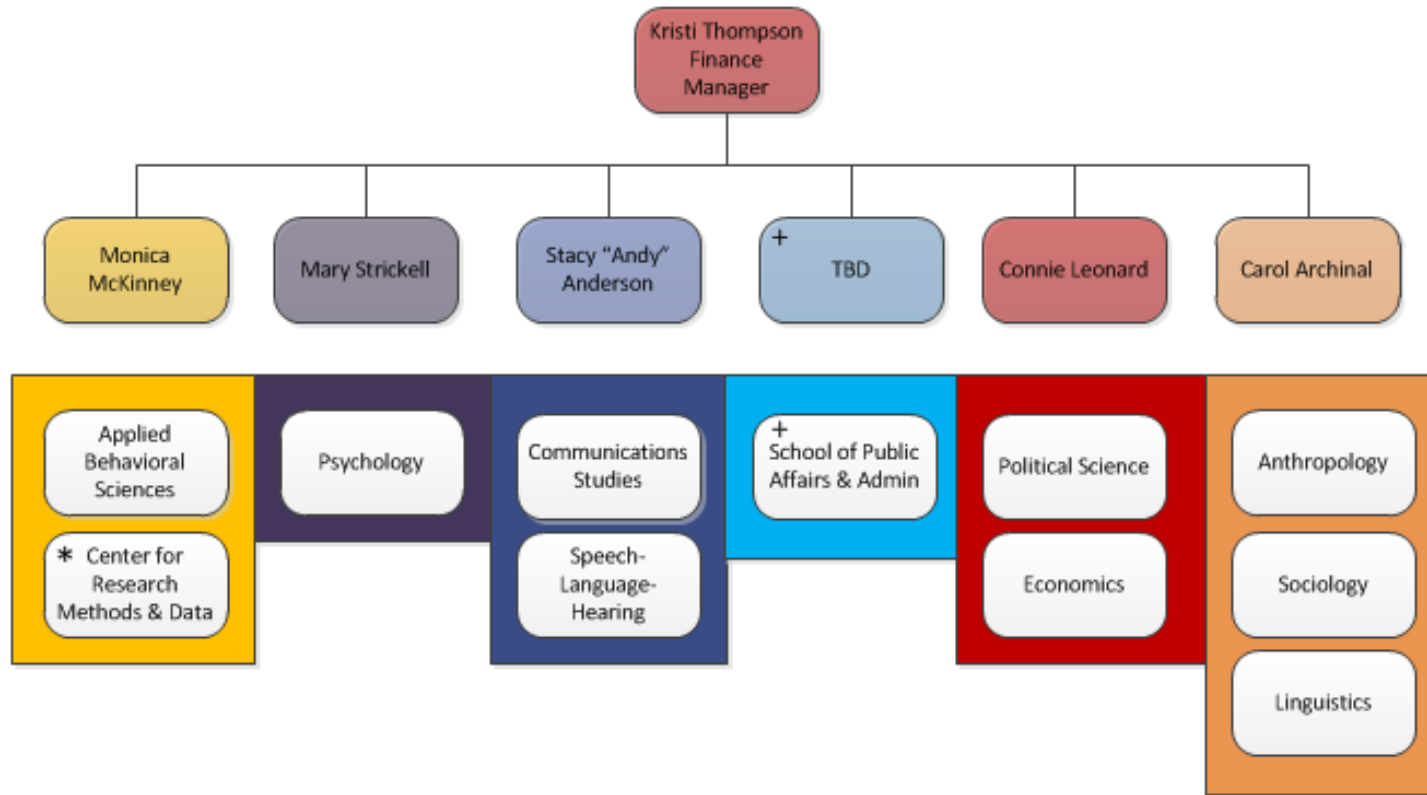
- Wave 2 Update
- Wave 3 Update
- Wave 4 Update
- Overall Status Update
- Overall LAS-SSC Organizational Chart
- Berkeley CSS: Trip Summary
- Solving Departmental Gaps

# 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 Figuietas, Human Resources (from Speech-Language-Hearing)
- Michelle Huslig Lowrance, Human Resources (from Economics)

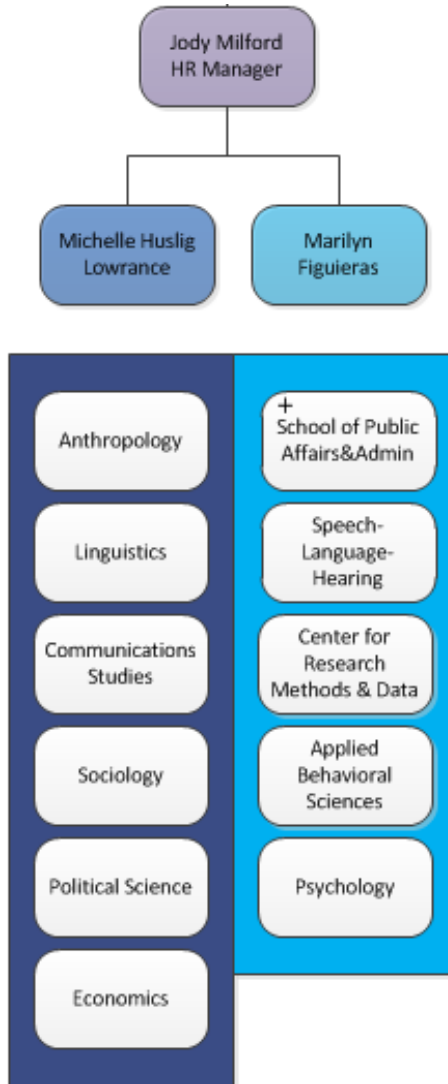
# Wave 2 Departmental Assignments – Finance



\* 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 30<sup>th</sup>.



# LAS-SSC Wave 4 Update

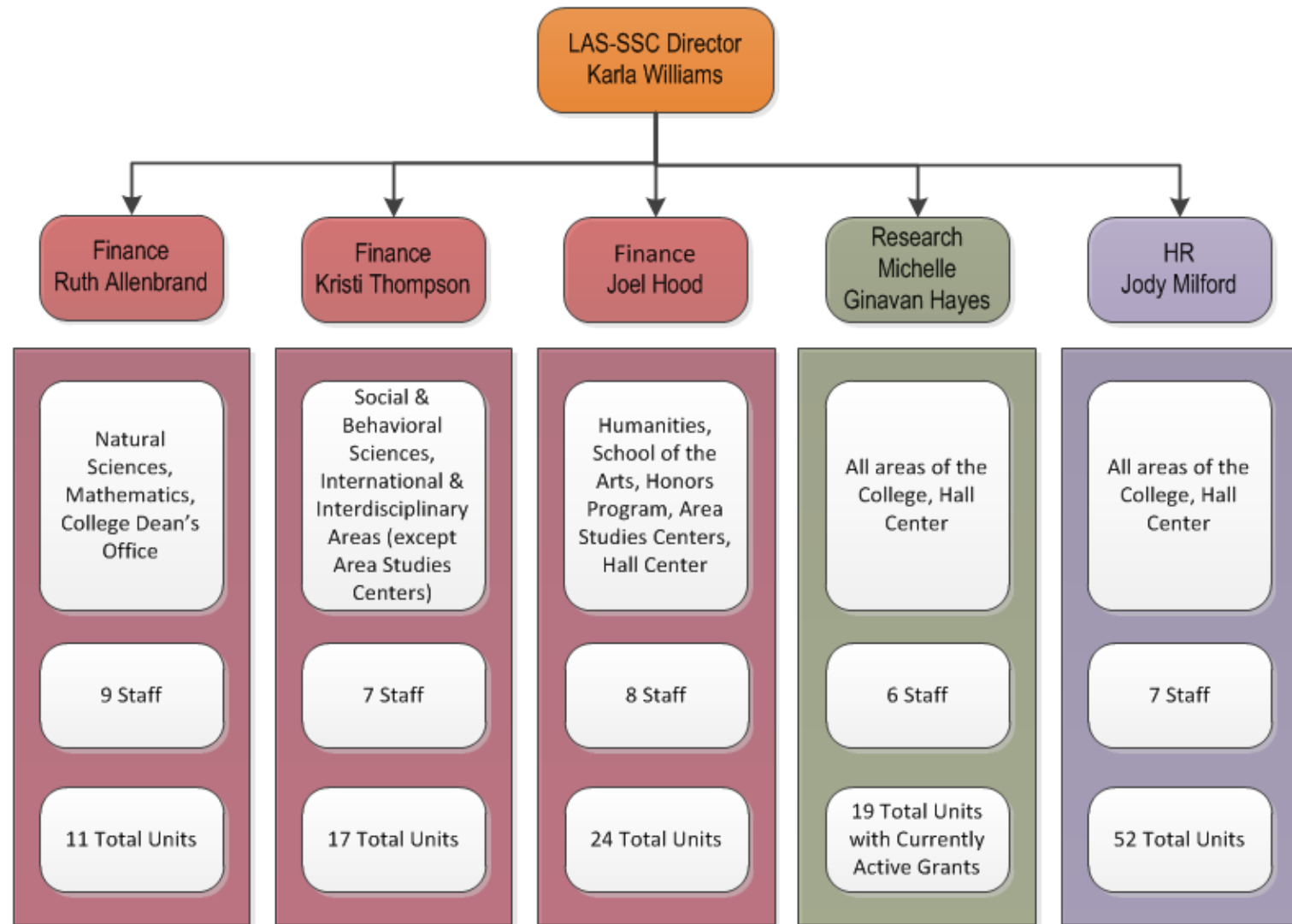
- The Wave 4 staff have been identified.
- Meetings with the chairs that will shift staff to the SSC are occurring now.
- A few staff members have been notified that they will be moving. A public announcement should be made by mid-July.
- SSC departmental support assignments will be made in late July.



# 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

# LAS-SSC Organizational Chart



# 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.

## Challenges

- 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

## Opportunities

- 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

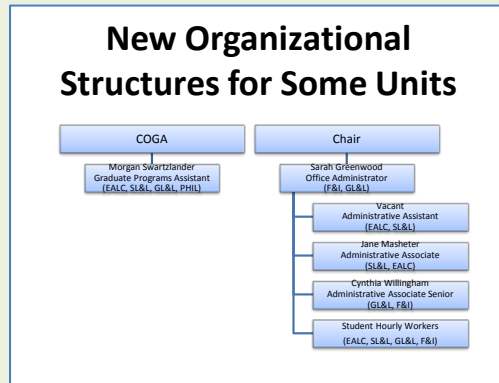
In the long term:

- 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<sup>th</sup> at 1:30 in Alderson Auditorium, Kansas Union
- CFE website [www.cfe.ku.edu/ssc/](http://www.cfe.ku.edu/ssc/)
- LAS-SSC website [www.ssc.ku.edu/las](http://www.ssc.ku.edu/las)
- Follow-up contacts:
  - Jason Hornberger: [jfh@ku.edu](mailto:jfh@ku.edu)
  - Nick Stevens: [nickstevens@ku.edu](mailto:nickstevens@ku.edu)
  - Karla Williams: [kkw@ku.edu](mailto:kkw@ku.edu)
  - Megan Cluver: [megancluver@ku.edu](mailto:megancluver@ku.edu)