Shared Services – July 12, 2017

Participants: Amy Stutesman, Bill Humphreys, Carmen Staab, Christine Howard, Cindy Shirley, Emily Christian, James Miller, Jenny Albrecht, Kendra Yoshimoto, Rita Johnson, Sharene Peltier, Sue Mokhtarnejad, Amanda Kim (support)

Absent: Soofin Lam

➢ Overlap with Admin Council and Budget Recalibration?
  - Admin Council is end user, stakeholder group
  - Budget Recalibration provided impetus for Shared Services launch

➢ What is a Shared Service?
  - We brainstormed ideas back in Feb —Launch work will involve defining further and identifying which processes can be considered Shared Services
  - Each unit has developed individualized ways of operating, but scale is still manageable at Bothell to create standardized Shared Services; need to align while retaining individuality; Shared Services are opt-in
  - IT has researched web tools and has ideas for tools/forms/pm support, but this could be provided as part of existing central services

➢ FAS Central Service Overview
  - FAS strives to have 2 staff dedicated to each process/service
  - Workday launch is huge process, so 3 dedicated and trained on student entry; currently conducting cleanup, point of contact/intake to ISC and mobile team
  - HR doing staff Workday entry and Schools doing faculty entry currently
  - After Workday trial period, FAS to have capacity for additional shared services
  - Campus may not know about some services currently offered
  - FAS working to improve outreach and training

Next meeting is July 31, 2:30-4 PM

  - To continue brainstorming Shared Service ideas, definitions and principles and staffing ideas/assessment