Shared Services Launch (cont.)

July 31, 2017
Shared Services Launch Committee Agenda

July 31, 2017
2:30 – 4:00 PM
UW1 361

Topics

• Meeting Goals – July 20
• Group Structure – July 20
• Takeaways from Shared Service Peers: ABC, CASSS, and UC Davis – July 20
• Current Services & Staffing – July 20
• Shared Service Retreat Outcomes Revisited – July 20
• Shared Service Areas & Staffing Possibilities
• Brainstorm Sequence, Pilot, Involvement & Communications
• Messaging for Today
Group Structure

> Executive Sponsors: Ruth Johnston and Susan Jeffords

> Planning Group: Christine Howard, Jenny Albrecht, Kendra Yoshimoto
  • Plans and facilitates discussion for Committee and Working Group

> Launch Committee: Existing members + additional representatives
  • Provides broad recommendations and support
  • Communicates out info
  • Provides campus perspective

> Working Group: Some Committee members + FAS + end users
  • Smaller group comprised of SMEs (subject matter experts) tasked with accomplishing
    Shared Service area goals
  • Have one for each Shared Service area?
Shared Service Areas and Staffing Possibilities
Shared Service Areas and Staffing Possibilities (currently)

Cynthia Yee, Kimba Steffa and Maria Jimenez:
> Workday Support
  • Faculty recruitment/updates*
  • Student recruitment
  • I-9 coordination
  • Costing allocations
  • Time & absence – HR?
> VISA Processing* (new process)
> Glacier

Matt Guenther and Sharyn Singh:
> eTravel (point person model)
> eReimbursement (point person model)
> Christopherson Business Travel

Cynthia Yee and Jim Pilon:
> Purchasing
  • BPO
  • Non- PO Invoices
  • P2I
Building a Shared Services Center

- Scope
- People
- Process
- Technology
- Models
- Budget
- Staffing
- Location
- Governance
- End to End Process
- Technology
- Service Partnership Agreements
- People
- Deployment Transition team
- Roadmap
- Change management
- Communication
- Relationship Management
- Deployment continuous improvement
- Metrics
- Assess service delivery
- Engaging stakeholders
- Employee Engagement
- Continuous improvement

Change management, Continuous Improvement, & Communication

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Brainstorm Sequence, Pilot, Involvement and Communications
Questions to Launch Committee

> How do we sequence the areas of focus?
> What does a pilot look like?
> How do we involve the campus community?
> How do we communicate our progress?
> What does a work group look like? Ex. Workday Faculty Entry
Messaging for Today