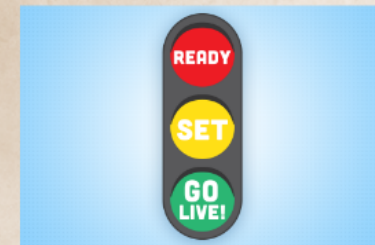




SHARED SERVICES CENTERS (SSC) TOWN HALL GO - LIVE!





July 22, 2015

Nico Washington

Ben Lowenthal

SSCs & UMIBC

Why is this important?



Dr. Freeman Hrabowski, President

The SSC Journey

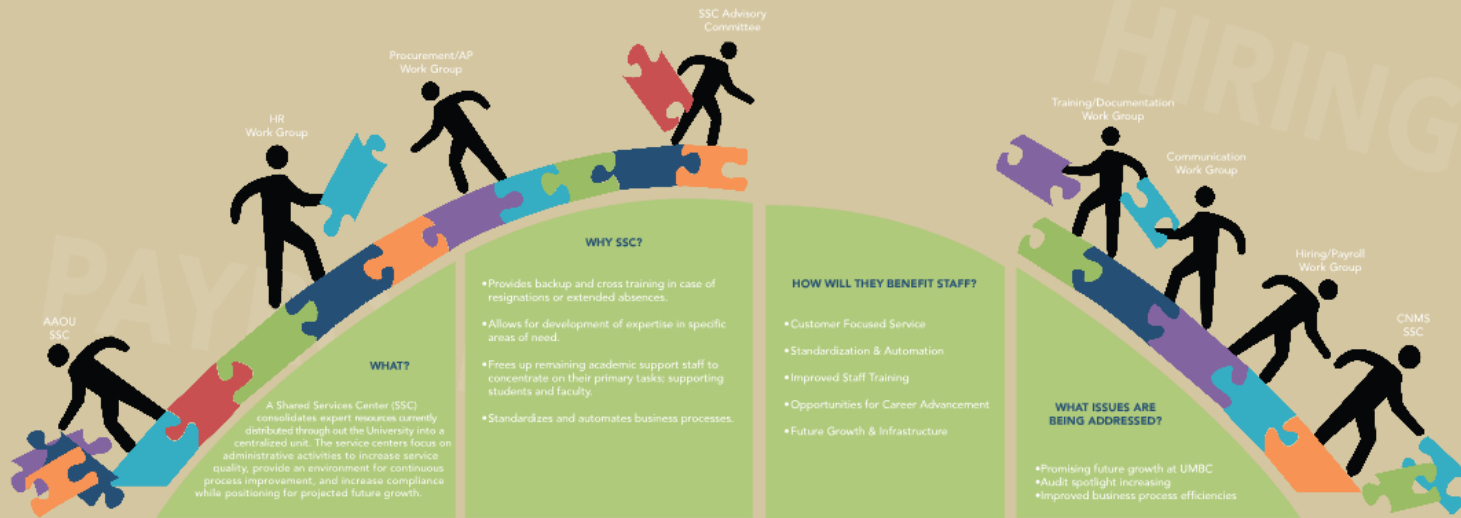
*Where we have been, where we are,
& where we are going.*



Dr. Philip Rous, Provost

BUILD THE BRIDGE AS YOU WALK ON IT

Shared Services Centers and Business Process Improvements at UMBC



Process/Analysis

- SSC Task Force & Report
- Advisory Council and Key Work Groups
- Work Group Retreats
- Campus surveys and Town Hall outreach – community input



Recommendations

- Communication!
- Multiple centers
- Business Process Improvement as a pre-requisite
- Reporting lines to academic with dotted line to central admin
- Service Level Agreements

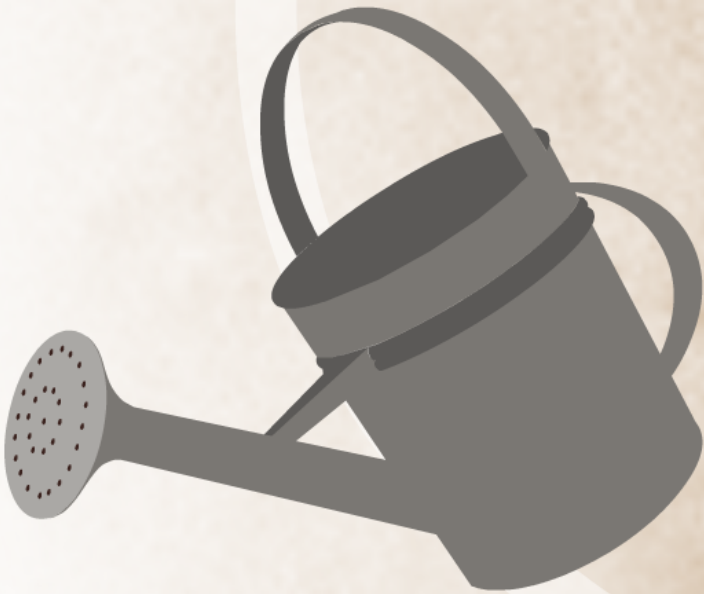


SSC Benefits

How does this make things better?



**Lynne Schaefer, VP,
Administration &
Finance**



Go - Live

What does it mean?

- Staff hired
- RT Ticketing system rolled out
- Customer Service focus
- TAP rolled out
- Standardized processes
- Meeting the unique needs of AAOU and CNMS
- Continuous improvement

What it does not mean

- Established metrics
- BPI implemented

RT Ticketing Demonstration

How we are using existing IT resources to improve department to SSC communication while tracking for metrics.



Office of the Provost

Shared Services

Requestor: Benjamin Lowenthal (EX00208) Email: blowenth@umbc.edu

*Request Type:

*Department:

*Chart String:

Attachment(s):

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Notes/Comments:

* = Required field.

[http://provost.umbc.edu/
shared-services/](http://provost.umbc.edu/shared-services/)

[http://cnms.umbc.edu/shared-
services/](http://cnms.umbc.edu/shared-services/)

BPI Update

*Working with DoIT on
prioritization*

Timeline has shifted due to state mandates including:

- HR/SA Split
- New State Benefits Coordination

TAP Demonstration



<http://www.umbc.edu/go/tap>

Toolkit for Administrative Professionals

TAP is a convenient, easily searchable, and real-time website that contains a treasure trove of information regarding how to complete the myriad of day-to-day transactions that our administrative professionals do so well.

More Details on the Future

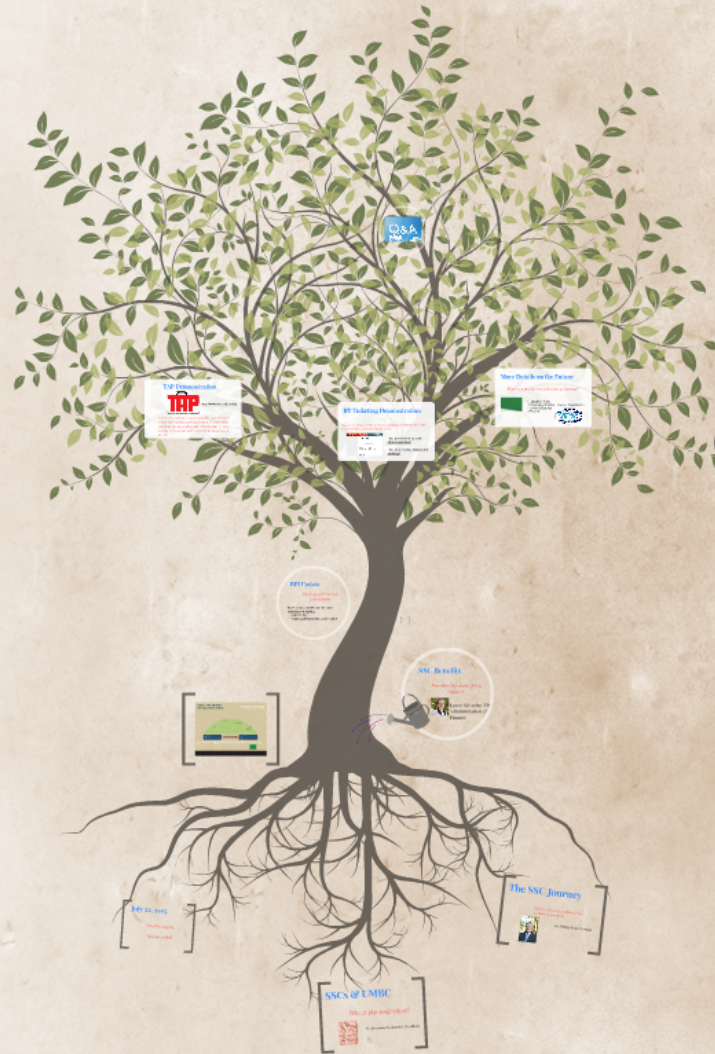
Where are we now and where are we heading?



- Transition Phase
- Knowledge Transfer - SSCs & Departments
- Customer Service
- Phase II







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