

SHARED SERVICES CENTER UPDATE

January/February 2016

Vision

Meeting the needs
of UMBC
one
Shared
Service
Center
at a time.

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Stakeholders Meeting Notes

Share Charter (Draft)

The Stakeholders Group Charter Discussion ended with decisions on the following 3 areas:

- **Group Objective:** Gathering key SSC and Central Office personnel to enter discussions on which processes are successful and unsuccessful in the SSC environment; determine areas of improvement; implement standardization and consistent turnaround times; and share metrics.
- **Group Goals:** Develop Metrics, Service Partnership Agreements (SPA) and Business Process Improvement tracking.
- **Group Meeting Frequency:** Monthly meetings until it is determined to no longer be required.

Establishing Metrics

Having a standard of measurement for accomplishment is necessary, but how do we do it? There are many benchmarks from which to choose. During the meeting the Educational Advisory Board (EAB) functional maturity diagnostics methodology was examined. Response to it was varied and left the group with the following points to consider:

- How much time can be devoted to the creation of this diagnostic to determine what we want it to reflect? The EAB example is improvement oriented. Is this the direction to which we want to advance?
- We must make sure our expectations for completing the diagnostic are realistic given the current commitments of those involved.
- The EAB diagnostic does provide a good framework from which to start.
- The projected completion date for establishing our initial metrics is March 2016.

Service Partnership Agreements (SPA)

While there are many departments who perform a particular process, each may perform all or most of it with certain nuances specific to their department. One benefit of SSCs is the standardization of all processes that are performed. To that end, Service Partnership Agreements must be in place, which state the expectations on performance, time frames and responsibility.

TAP UPDATES

New Pages

- Awarding Departmental Scholarships
- Starting Salaries
- Background Checks
- Vacant Positions
- Hiring FAQ's
- Recruiting FAQ's

continued from page 1 Service Process Agreements (SPA)

To facilitate the orchestration of these agreements, drill down discussions have begun with all central offices to review and to determine current processes and timelines. The initial meetings have taken place with Accounts Payable and Procurement. The remaining central offices (Hiring & Payroll) meetings will be scheduled in the next few weeks.

Business Process Improvement (BPI) Progress

There are several projects which could be worked on at any given time. However, to best utilize time and give maximum impact, five projects will be given priority for FY16.

1. Recruitment (being presented at CSEC on 1/11/2016 and approved)
2. E-Timesheets updated; meeting to discuss last portion of time clock testing.
3. E-Travel workflow (Miscellaneous Reimbursements and Payment Request Forms to follow)
4. Mass Contract/Change PAR; design concept being determined. OIT may use an external consultant firm to assist with this process.
5. PO Notification system (accomplished 12/2015); currently notifies the requestor and requisitioner of purchase order creation, cancellation and close. Additional training is forthcoming.

Standardization

As mentioned earlier, standardization is important to the SSC process, but what does that matter if the process itself does not work? Fortunately, our feedback says current SSC processes are working, department chairs are happy with the service rendered **AND** the survey responses rate our service at **GOOD** or **EXCELLENT!** For January 2016, a total of 620 tickets were resolved by CNMS and AAOU combined.

Kudos to the power users who have transitioned into the SSC and are maintaining the work flow! Your expertise are a proven asset to the campus.

There are many processes on the departmental level which are performed, which were simply remedies to a situation, but have now become "standard operating procedure". These processes will be identified and evaluated for their effectiveness and efficiency. We all know that just because it can be done a certain way doesn't mean that way is correct.

Communication

We are committed to ensuring two way communication. Monthly updates are our goal on the myUMBC group site. If you have questions, suggestions or insights, please communicate by using this site and letting us know. We'd love to hear from you!