Shared Services values

- Customers will have a voice through governance groups that makes the Shared Services Center more accountable to them than existing service delivery arrangements
- We will learn from other universities’ experiences and similar U-M initiatives (e.g., IT Rationalization)
- Our approach will be collaborative and we will seek strong advocacy for positive business change from our teams, workgroups, and committees
- We will ensure efficient, effective, and high-quality customer service
- We will create a results-driven structure based on a collaborative effort focused on specific unit/Shared Services goals
- The new business processes implementation will be based on business best practices that are tailored to higher education
- We will incorporate continuous improvement practices (Service Management) in the design and structure of Shared Services

U-M visits UC-Berkeley’s Campus Shared Services

U-M Shared Services Project Co-chairs Rowan Miranda (left), Alfred Franzblau (second from left), and Laurita Thomas (second from right), were joined by James Penner-Hahn (center), associate dean for budget at LSA, Michele Frasier Wing (far right), director of finance and planning at U-M Law School, and Tony Burger (not pictured), U-M Shared Services project director, for a site visit to the University of California-Berkeley’s Shared Services operation last month.

While at UC-Berkeley, the group met with leadership from the institution’s Shared Services facility to learn more about a number of key elements involved in successfully launching a Shared Services operation at a large public university, including governance, workforce transition, and retained organizations. UC-Berkeley implemented its Shared Services model last January. You can learn more by visiting: sharedservices.berkeley.edu/

U-M featured in University Business article about Shared Services

"Colleges connect once decentralized functions to improve efficiencies"

“The team that first explored bringing a shared services model to the University of Michigan couldn’t help but notice some vast inefficiencies when it broke down the $325 million being spent on….” Click here for the rest of the article featuring U-M, Berkeley, and Yale Shared Services initiatives.
The university is in the process of negotiating a lease for the Shared Services Center at 1000 Victors Way, in Ann Arbor.

Many of the university employees who participated in focus groups about the Shared Services Center requested a facility that would be at an easily accessible location near campus and close to restaurants, highways, and bus routes. The proposed location is just south of Wolverine Tower and across from Briarwood Mall.

Guiding principles for the design of the Shared Services Center include:

- Open floor plan
- Abundance of natural light
- Collaboration spaces
- Free parking

The building will offer:

- Lunchroom/Den
- Exercise Room
- Showers/Lockers
- Conference Rooms, Huddle Rooms, and Privacy Rooms on each floor
- Collaboration spaces on each floor
- Kitchenettes on each floor
- Mcard reader access/security camera system
- White noise system
- Upgrade of all building finishes, including lighting

More details will be forthcoming after the lease is signed.

Shared Services technology updates

The Shared Services technology team is collaborating with ITS for the implementation of ServiceLink. ServiceLink is a cloud-based, service management software that will enable the Shared Services Center (SSC) to:

- Manage and track Finance and Human Resources requests and cases
- Perform knowledge management
- Automate select workflows
- Digitally route work to replace paper routing
- Integrate with ImageNow for image viewing
- Collect better operational metrics for service improvement and service level agreement (SLA) compliance
- Provide reports and dashboards

With ServiceLink, not only will SSC staff be able to streamline many processes by moving them online, but users will also be able to set up case status notifications and coordinate the work queue. Many of these technology enhancements such as the workflow automation have already received positive reviews at workgroups and process overview meetings.

Unit Representatives on Shared Services communications

The Division of Student Affairs has two Shared Services unit representatives, Thomas All, director of human resources, and Nancy Penberthy, director of business and finance. They have been active participants at unit representative meetings and within their unit to plan their retained organization.

“Early on we tried to assemble a team of people we needed for this project, and have leadership be aggressive about communicating information. We try to get information out across all our divisions and key groups, and let them know where they can go with questions,” said Thomas All.

Nancy Penberthy explains their communication strategy, “We care deeply about our employees and their future. We also care about the university and want to support Shared Services to the best of our ability. Anjali Anturkar, our AVP of Finance and HR, developed our communication strategies with those values in mind. Katy Mattingly, in Anjali’s office, records information that allows us to formulate short articles, written in plain language, to speak to everyone. I think that is key. We also try to reach people through email, brown bag sessions, and finance-related workshops. Often, staff will bring us great questions and insights that we can take back to the AST team. We hope that by sharing information openly and in a timely fashion, we can help ensure the success of the AST Shared Services project while empowering our staff to choose their future.”

Click here to see how the Division of Student Affairs is communicating information about Shared Services.

We welcome your feedback and questions. Contact us at ast-contact@umich.edu or visit our website at http://ast.umich.edu/index.html