Project Updates

- Project Team
- Implementation Plan
- Faculty and Staff Engagement
  - Process Sharing
- Workforce Transition
- Unit Readiness
- Facility Update
Project Team Organization Chart

- **Senior Project Director** – Thom Madden
- **Executive Faculty Advisor** – Mark Burns
- **Faculty Advisor** – Al Franzblau
- **Project Director** – Tony Burger
- **SSC Executive Director** – Pam Gabel

**AST Advisory Committee**
- Denise Stegall
- Lisa Harris
- Derrick Skrycki
- Jamie Zawistowski
- April Pearsall

**U-M Executive Sponsors**
- Eric Kruse

**Project Management**
- Karen Gardner
- Carmeda Stokes

**SSC Operational Lead**
- Tony Burger

**SSC Workforce Lead**
- Laurita Thomas

**Enabling Functions**
- Eric Kruse

**SSC Org/Workforce Transition/Engagement**
- Karen Gardner
- Carmeda Stokes

**Training and Communications**
- Raquel de Paula Silvius
- Lyn Fyfe

**Unit Services (UTS) Lead**
- Catherine Lilly

**SSC Infrastructure**
- April Pearsall

**Finance**
- Lisa Harris
- Derrick Skrycki
- Jamie Zawistowski

**Human Resources**
- Denise Stegall

**AST Strategic Communications Lead**
- Dave Reid
Project Updates

- Project Team
- Implementation Plan
- Faculty and Staff Engagement
  - Process Sharing
- Workforce Transition
- Unit Readiness
- Facility Update
Shared Services Implementation Plan

While some of the implementation timing* depends on the feedback from the faculty and staff engagement process, the first set of Shared Services Center (SSC) processes is slated to transition in August 2014.

Additional finance and human resources processes are planned for the winter academic calendar 2015.

*More precise timing will be available after we receive further faculty and staff feedback
Project Updates

- Project Team
- Implementation Plan
- Faculty and Staff Engagement
  - Process Sharing
- Workforce Transition
- Unit Readiness
- Facility Update
Faculty and Staff Engagement

Each school, college, and unit has developed and is leading its own process for high-level feedback. Units* have been involving the AST project team for process expertise or support through:

- Small group meetings or representative focus groups
- Unit-led open forums
- Unit-led committees
- AST Project Team-led forums held in and sponsored by the unit (or a group of academic units)

Units: Colleges, schools, university departments
Process Sharing Sessions

The purpose of faculty and staff process sharing sessions is to:

- Clarify SSC activities and unit-SSC interface/handoffs
- Provide opportunity for input, clarification, and discussion
- Deepen the ability of unit leadership to rebalance work
- Gather feedback on process features

Feedback and recommendations are collected by each college, school, and unit
Process Sharing Materials

All documents and forms presented at the process sharing meetings are posted on the AST UTS CTools site. To access this site:

- Login to ctools.umich.edu
- Click Membership
- Click Joinable Sites
- Search AST UTS
- Click Join
Project Updates

- Project Team
- Implementation Plan
- Faculty and Staff Engagement
  - Process Sharing
- SSC Workforce Transition
- Unit Readiness
- Facility Update
Staffing the SSC

- Staffing the SSC is underway and is being done with no employee layoffs.
- The future SSC staff will remain in current jobs until their assigned implementation date.
- SSC staff will maintain their current salary or receive an increase if currently paid below SSC minimums.
SSC Staff Engagement Activities

- Meeting with teams and supervisors
- Participating in team building activities
- Joining SSC committees and focus groups
- Attending forums
- Participating in SSC facility tours

Additional support include a hotline, individual meetings and university staff resources
Training Overview

To support the implementation of the SSC, the training strategy focuses on:

- **SSC Staff**
  - Instructor-led courses (classroom)
  - E-learning (MyLINC)
  - Hands-on (on the job)

- **U-M Community’s interactions with SSC**
  - Process sharing sessions
  - Town Hall meetings (road shows)
  - Targeted outreach meetings (e.g. Unit Liaison, Unit Rep Meetings, Unit leadership meetings, etc)
  - E-learning (MyLINC)
Project Updates

- Project Team
- Implementation Plan
- Faculty and Staff Engagement
  - Process Sharing
- Workforce Transition
- Unit Readiness
- Facility Update
Unit Transformation Services (UTS)

- The Unit Transformation Services (UTS) team was established within the AST project in order to support the university community in designing its future retained organization.

- The UTS team has developed a comprehensive road map and toolkit to help guide and support unit readiness.

- Unit Readiness Activities (working backwards from go-live)
  - Periodic checkpoints and unit sign-offs at end of Design phase and Implementation phase
  - Training for faculty and staff on new processes
Project Updates

- Project Team
- Implementation Plan
- Faculty and Staff Engagement
  - Process Sharing
- Workforce Transition
- Unit Readiness
- Facility Update
Shared Services Center Facility

- The SSC will be a team oriented, collaborative work environment
- Focus group requests on workstation configuration and building amenities were incorporated in the design
- Build-out construction has been completed
- Furniture installation will be completed in late May
- Tours for future SSC staff will begin in late May – early June
Resources

- AST Website
- Shared Services Newsletters
- Frequently Asked Questions
- University “Record” Articles
- Shared Services Implementation - Project Updates