U-M SHARED SERVICES AT A GLANCE

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Shared Services reorganizes transaction processing activities to lower costs and enhance service as part of an overall strategy that focuses on the optimal use of university resources.

The Shared Services Center (SSC) combines certain Finance and Human Resources (HR) transactional services from colleges, schools and administrative units into a single operation that offers high-quality customer service to the entire institution.

The SSC will provide more efficiency, enhanced customer service and improved standard practices. It will have responsibility for the specified transactional functions, but its customers—colleges, schools and administrative units---participate in the strategic governance of the SSC by helping to define performance levels, provide feedback and establish collaborative responsibilities and expectations.

MISSION STATEMENT

Shared Services is a customer-focused organization that delivers user-friendly, cost-effective, and expert administrative services to support the university’s core missions of teaching, research, and public service.

VISION STATEMENT

The Shared Services Center will strive to be the "go to" resource for administrative services, while also providing growth-oriented and challenging employment opportunities for its workforce.

GUIDING PRINCIPLES

- Provide customers with a voice in the service delivery process
- Operate at a lower cost
- Provide high-quality customer service
- Be the experts
- Provide a growth-oriented and creative work environment
- Focus on continuous improvement
- Understand problems and resolve them quickly
- Operate with a partnership mentality
- Ensure work is done right the first time
- Do what is best for the university

WHY SHARED SERVICES?

Shared Services consolidates certain finance and human resources services to offer high-quality customer service and efficient transaction processing that support our 44,000 faculty and staff members.

When efficiency increases and administrative operating costs are better contained, university resources are more fully available to support the university’s teaching, research and public service missions. Savings and efficiency gains will be realized through a number of integrated action steps, including reorganizing and co-locating the workforce, utilizing enabling technology and standardizing and streamlining business processes.

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