THE SHARED SERVICES CENTER

The Shared Services Center (SSC) will combine certain HR and Finance transactional functions from across the university into a single operation.

The Shared Services Center will provide more efficiencies, enhanced customer service, and improved standardization practices. SSC will have responsibility for the specified transactional functions, but its customers can be closely involved from the operation’s governance to its performance metrics.

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

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

BUSINESS CASE FOR SHARED SERVICES

The current scope for Shared Services is expected to generate approximately $6 million in savings in the first few years with increased savings expected over time. Savings will be realized through a number of integrated action steps, including:

- Reorganizing and co-locating the workforce Finance and Human Resources functions
- Utilizing enabling technology to streamline business processes
- Increasing managerial span of control
- Standardizing business processes
- Eliminating non-value added work
- Delivering a customer centric model

Savings estimates come from detailed process designs that were created with insight and feedback from U-M colleges, schools, and units.

November, 2013