Assessment of U-M’s Shared Services

Benchmark and Opportunity Evaluation

Creative Staffing Shared Services Task Force

Shared Services Assessment

- Build the high level Business Case
- Define the possible implementation plan
- Determine scope and approach for Design Phase

Shared Services Design

- Design processes for narrowed scope
- Summarize the detailed Business Case and implementation plan
- Create a plan that addresses key risks and impacts

Detailed validation of “how”

- 56 detailed process designs completed involving 300+ university staff
- 650+ distinct tasks identified that include handoffs and timing estimates
- Data collected at a detailed level for every staff member down to the task

Business Case components

- Span of Control
- Process Standardization
- Eliminate Non-Value Added Work

Clear approach to challenges

- Fractionalized Resources
- Faculty Impact
- Managing the Change