

## SHARED SERVICES CENTER UPDATE

DECEMBER 2015

### Vision

Meeting the needs  
of UMBC  
one  
Shared  
Service  
Center  
at a time.

### SHARED SERVICE CENTER STAFF



Photo #1- AAOU SSC: Marrietta Downing, Asst. Dir. Photo #2: (Standing) CNMS SSC staff: Mike Swierczewski, Procurement; Jacinta Kelly, Director; Creighton Smith, Procurement; Jane Henderson, Payroll/Hiring; (seated) Shirley Chao, Payroll/Hiring; AAOU SSC: Krystle Purnell, Bus. Svc. Specialist.

### SSC Town Hall Meeting Notes

#### AAOU Shared Services Center:

Our email address: [aaouscc@umbc.edu](mailto:aaouscc@umbc.edu)

Please use this if you have any questions regarding the AAOU SSC.

#### Phase II

Phase II is on the horizon. The decision regarding which offices will participate is being determined. Business Process Improvements are being instituted in coordination with DoIT. Committees will commence a drill down to detailed processes for central office processes in January 2016. Work group memberships have been updated. Meetings are now scheduled such that stakeholders and advisory councils all meet by three weeks prior to the next Town Hall meeting.

#### BPI Update

- Payroll and Hiring: Working with DoIT on Mass Contracts and Change PAR Efficiencies(estimated date 4th quarter FY16)
- Account Payable: e-Travel Phase II (estimated date 3rd quarter FY16)
- Followed by work flow for Working Fund
- Procurement: PO Notification set to go live on December 4, 2015.
- DocuSign has been purchased. Will streamline many processes by adding electronic signatures capabilities.
- Address internal processes prior to automation

Jacinta Kelly

Ben Lowenthal

Nico Washington

## SSC Town Hall Q&A:

- With processes now being handled by a SSC, which office should house the documentation for a process? In the long run we are planning to scan. In the short run each area should retain its own documentation.
- Has the TAP link been added to the PeopleSoft Human Resources menu? Yes it has. Instructions have now been placed on the TAP website and on the news tab for the myUMBC SSC group.

continued from page 1 SSC Town Hall Meeting Notes

### Training and Documentation Work Group

This group has begun meeting to prioritize needs and how to meet them. They will be working from the training and documentation analysis performed by Susan Dawson, the consultant from Foster Knowledge, during Phase I.

### Lessons Learned

- Never underestimate the transition time-- it takes longer than you anticipate. It takes time to understand internal departmental processes and therefore how to facilitate the change.
- Reducing the complexity. Though a process has been performed a particular way, sometimes this includes extra steps which also lengthen the process.
- Creating a common knowledge base. When departments are transitioned into a SSC it is necessary to bring all departments onto the same page and up to the same level. This way all departments are having the same conversation when SSC is engaged.
- Change Management and Communication is ongoing and necessitates regular review and relating of changes to departments.
- Emphasizing the importance of the survey. Completion of the survey lets us know how you feel about a process and whether goals are being met. No response does not mean all is well.
- Managing expectation means that we do not want to take on more than we can handle, with the emphasis being on what is needed sprinkled with what is wanted.

### Communication

We are committed to ensuring two way communication. We are committing to bringing updates to you on a monthly basis on the myUMBC group site. If you have questions, suggestions or insights, please communicate by using this site and letting us know. We'd love to hear from you.

Customer Expectation

*plus*

Service Performance

*equals*

Customer Satisfaction



The image shows a screenshot of a Facebook page for 'Shared Services Centers at UMBC'. The page header features the title 'Shared Services Centers at UMBC' in a large, bold, blue font. Below the title is a navigation bar with buttons for 'Home', 'Posts', 'Events', 'Files', 'People', 'Settings', and 'Promotions'. On the right side of the page, there is a notification dropdown menu showing 'Notifications: All Updates' with a downward arrow. The background of the page is a light blue color. In the top right corner, there is a small image of hands holding colorful puzzle pieces.