SHARED SERVICES CENTERS (SSC) TOWN HALL
GO - LIVE!
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SSCs & UMBC

Why is this important?

Dr. Freeman Hrabowski, President
The SSC Journey

Where we have been, where we are,
& where we are going.

Dr. Philip Rous, Provost
SSC Benefits

How does this make things better?

Lynne Schaefer, VP, Administration & Finance
Go - Live

What does it mean?

- Staff hired
- RT Ticketing system rolled out
- Customer Service focus
- TAP rolled out
- Standardized processes
- Meeting the unique needs of AAOU and CNMS
- Continuous improvement

What it does not mean

- Established metrics
- BPI implemented
RT Ticketing Demonstration

How we are using existing IT resources to improve department to SSC communication while tracking for metrics.

http://provost.umbc.edu/shared-services/

http://cnms.umbc.edu/shared-services/
BPI Update

Working with DoIT on prioritization

Timeline has shifted due to state mandates including:
- HR/SA Split
- New State Benefits Coordination
TAP Demonstration

TAP is a convenient, easily searchable, and real-time website that contains a treasure trove of information regarding how to complete the myriad of day-to-day transactions that our administrative professionals do so well.

http://www.umbc.edu/go/tap
More Details on the Future

Where are we now and where are we heading?

- Transition Phase
- Knowledge Transfer - SSCs & Departments
- Customer Service
- Phase II
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