BUILD THE BRIDGE AS YOU WALK ON IT

Shared Services Centers and Business Process Improvements at UMBC

WHAT?
A shared Service Center (SSC) consolidates support resources currently distributed throughout the University into a centralized unit. The service centers focus on administrative activities to increase service quality, provide an environment for continuous process improvement, and increase compliance while positioning for projected future growth.

WHY SSC?
- Provides backup and cross training in case of resignations, extended absences.
- Allows for development of expertise in specific areas of need.
- Free up remaining academic support staff to concentrate on their primary tasks; supporting students and faculty.
- Standardizes and automates business processes.

HOW WILL THEY BENEFIT STAFF?
- Customer Focused Service
- Standardization & Automation
- Improved Staff Training
- Opportunities for Career Advancement
- Future Growth & Infrastructure

WHAT ISSUES ARE BEING ADDRESSED?
- Promising future growth at UMBC
- Audit spotlight increasing
- Improved business process efficiencies

HOW DID WE GET HERE?

Process/Analysis
- SSC Task Force & Report
- Advisory Council and Key Work Groups
- Work Group Retreats
- Campus surveys and Town Hall outreach – community input

 Recommendations
- Communication
- Multiple centers
- Business Process Improvement as a pre-requisite
- Reporting lines to academic with dotted line to central admin
- Service Level Agreements

FY 2013
- Research/ideation
- Prototypes

FY 2014
- HR and Accounts possible checklists
- Procurement/Procurement
- Processimetrics
- Created "who to contact for what" guide

FY 2015
- Standardization & Training
- E-Furns Workflow

FY 2016
- New Website TAP

Phase I Planning
- Advisory Council
- Task Force Reports
- Surveys, Town Hall Meetings

Phase I Implementation
- Establish SSCs for CNMS & Academic Affairs Other Units
- Incorporate lessons learned and expand to other areas on campus

Phase II – Planning & Implementation
- Move other administrative tasks into SSCs
- Additional SSCs for other support areas

Phase III
- Continuous assessment and adjustments until success is established.

FY - Fiscal Year

OUR UMBC
A Strategic Plan For Advancing Excellence