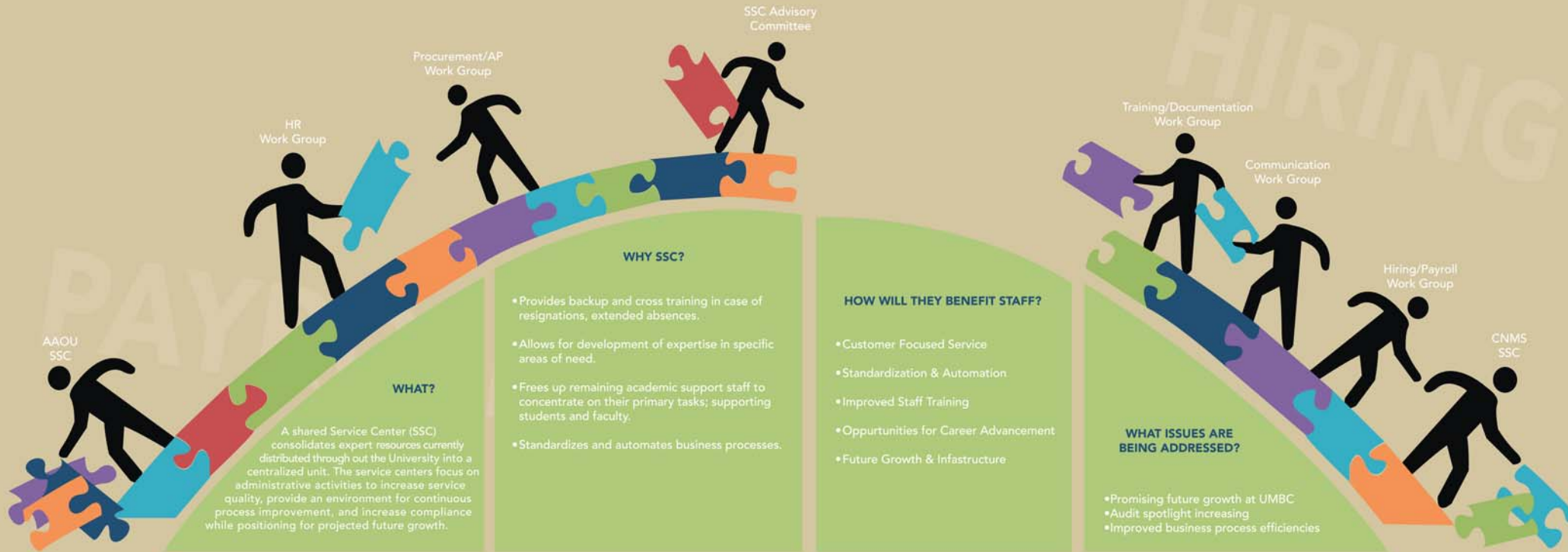


BUILD THE BRIDGE AS YOU WALK ON IT

Shared Services Centers and Business Process Improvements at UMBC



Process/Analysis

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

HOW DID WE GET HERE?



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 - Fiscal Year

