BRIDGING THE GAP:
CAMPUS SHARED SERVICES

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Chief Operating Officer, Campus Shared Services
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What is it?

Internal Service Organization
Teaching, Research, Public Service Mission
Consistent, High-Quality Services
Efficient Technology Infrastructure
Standard Processes
HR, IT, Finance, Research Admin. Experts

Campus Shared Services

A+ Excellent!
What does it mean?

Staff roles and processes will change
- Changes in who does what and how they do it

Simplified and Standardized processes and tools for HR, Business and Financial Services, Research Admin and IT administrative support
- Built on existing best practices that staff have already developed
- Common systems, forms across campus to track information and requests for help
- Similar where it can be; different where needed
- Wherever possible: less steps, fewer layers, simplified

Stronger, more efficient administrative infrastructure better supports Berkeley
- Broader support network
- Upgraded technology tools
- Allows resources to be diverted back to teaching and research

Clear accountability and escalation paths
- Know exactly who to go to with questions or problems
- Expect resolution
What does it mean for me?

Shared Services Staff

- Informational Technology
- Business and Financial Services.
- Human Resources
- Research Administration
- Academic Personnel Support.

Integrated Team Structure

Service Focus

Defined Career Paths

Located with Service Teams
What does it mean for me?

“Local” Staff

Shared Services will deliver sharable Human Resources, Academic Personnel Office Transaction Support, IT Services, Financial Services, and Research Administration.

<table>
<thead>
<tr>
<th>Campus units will deliver programmatic support such as…</th>
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<tbody>
<tr>
<td><strong>Strategic Planning &amp; Advising</strong></td>
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<tr>
<td><strong>Managerial Leadership</strong></td>
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<tr>
<td><strong>Administrative Assistance</strong></td>
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<tr>
<td><strong>Coordination with Shared Services</strong></td>
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<tr>
<td><strong>Event Planning &amp; Coordination</strong></td>
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<tr>
<td><strong>On site services</strong> (e.g. Shipping &amp; Receiving, cashiering)</td>
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<tr>
<td><strong>Development and Fundraising</strong></td>
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<tr>
<td><strong>Public &amp; Alumni Relations</strong></td>
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<tr>
<td><strong>Academic Personnel (Ladder Faculty /Other Teaching Titles)</strong></td>
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<td><strong>Facilities Management Space Utilization</strong></td>
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<tr>
<td><strong>Web Site Development &amp; Support</strong></td>
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<td><strong>Local Applications Development &amp; Support</strong></td>
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<td><strong>Program Planning, Development &amp; Support</strong></td>
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<td><strong>Curriculum Development Support</strong></td>
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<td><strong>Student Services (academic/co-curricular programs)</strong></td>
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<td><strong>Enrollment Planning Course Administration</strong></td>
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<td><strong>Technical Instructional Support Services</strong></td>
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<td><strong>Student Financial Support Training Grant Admin</strong></td>
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</table>
What does it mean for me?

“Local” Managers

Strategic Planning

Programmatic Support

Budget Management

Coordination with Shared Services
What does it mean for me?

Faculty

Focus on Teaching and Research

Options for Service Access

Relationship Based Service

Clear Point of Contact and Escalation
## Completed Milestones

### 2013 Milestones

#### January
- CSS IT goes went live and began serving The Chancellors Office, VCAF, IST, The Office of the CIO and all UC Berkeley colleagues receiving IT support from DOCS.

#### March
- CSS Human Resources and Business and Financial Services went live and began serving The Chancellors Office, VCAF, and IST
- CSS Human Resources began serving *entire campus* with Benefits and Records.
- **112** total hours of training offered to cohort 1.1 staff
What’s Next

2013 Future Milestones

April

• CSS goes live with IT, Human Resources/Academic Personnel Support and Business & Financial Services for the Division of Biological Sciences and College of Natural Resources.

May

• CSS goes live with IT, Human Resources/Academic Personnel Support and Business & Financial Services for the College of Environmental Design and the Engineering Research Support Organization (ERSO)
Questions