BRIDGING THE GAP:
CAMPUS SHARED SERVICES

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What is it?

HR, IT, Finance, Research Admin. Experts

Operational Excellence — SHARED SERVICES

Internal Service Organization

Standard Processes

Campus Shared Services

Teaching, Research, Public Service Mission

Consistent, High-Quality Services

Efficient Technology Infrastructure

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

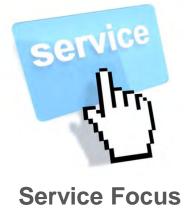- Know exactly who to go to with questions or problems
- Expect resolution

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

TRAINING & DEVELOPMENT

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.

Campus units will deliver programmatic support such as…

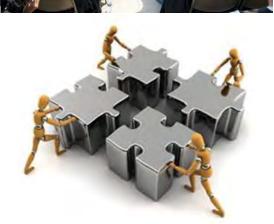|		
Strategic Planning & Advising	**Development and Fundraising**	**Program Planning, Development & Support**
Managerial Leadership	**Public & Alumni Relations**	**Curriculum Development Support**
Administrative Assistance	**Academic Personnel** (Ladder Faculty /Other Teaching Titles)	**Student Services** (academic/co-curricular programs)
Coordination with Shared Services	**Facilities Management Space Utilization**	**Enrollment Planning Course Administration**
Event Planning & Coordination	**Web Site Development & Support**	**Technical Instructional Support Services**
On site services (e.g. Shipping & Receiving, cashiering)	**Local Applications Development & Support**	**Student Financial Support Training Grant Admin**

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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

Relationship Based Service

Clear Point of Contact and Escalation

Options for Service Access

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 Suport and Business & Financial Services for the College of Environmental Design and the Engineering Research Support Organization (ERSO)

Questions