Ask SET Anything: Shared Services Edition

March, 2021
New operating model for administrative services

Centres of Expertise: Policies, Strategy, Standards

Legend:
- University-wide
- College/portfolio and Faculty/unit

Transaction Processing Hub

U of A Community

Service Partner

Request made

Request fulfilled

Staff Service Centre

Request made

Request fulfilled

Student Service Centre

External engagement

Finance

HR

IT

Student services

Research admin
Indicative timeline for the adoption of services.

This is a draft timeline for when various university administrative functions will be added to Shared Services. A service catalog will determine which services are delivered by Shared Services and what remains with the central unit.

Nov 2020 - March 2021
Year 1

April 2021 - March 2022
Year 2

April 2022 - March 2023
Year 3

VP USF Services

HR
FINANCE
IT

Other VP Portfolio Services

RESEARCH ADMINISTRATION
EXTERNAL ENGAGEMENT
FACILITIES & OPERATIONS
STUDENT SERVICES
Shared Services is made up of three distinct elements.

**‘Front of house’**
Service centre working across all functions (such as HR, IT, and finance) to be the first point of contact for staff inquiries and service requests. It also includes self-service options so staff can have easy access to services at all hours. This centre prioritizes the user experience.

**‘Back of house’**
Back-end centre processing high-volume transactional services and processes for units across the university.

**‘Process improvement’**
Team analyzing data and client feedback to improve processes and services continually through redesign, digitalization and automation.
Question time
Indicative timeline for the adoption of services.

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