

SHARED — SERVICES —

within higher-ed administrative units



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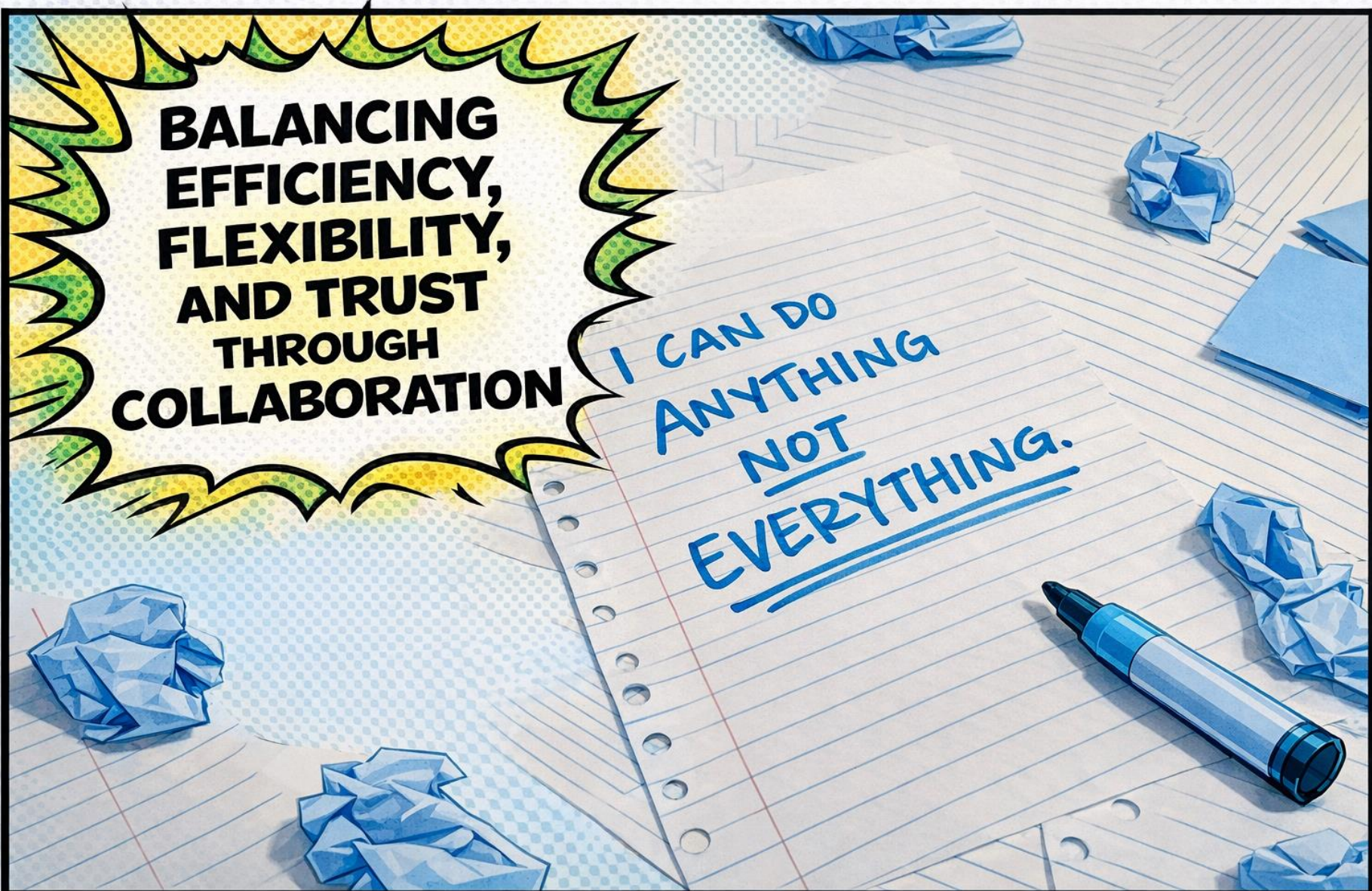




TRANSFORMATIVE

**BALANCING
EFFICIENCY,
FLEXIBILITY,
AND TRUST
THROUGH
COLLABORATION**

I CAN DO
ANYTHING
NOT
EVERYTHING.





your turn



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MYTH vs. REALITY



Shared services in higher education are primarily about cutting costs and reducing staff.



I NEED
THIS ASAP!

WHERE'S
THE REPORT?

WE NEED
AN UPDATE!

WHAT'S THE
STATUS?

I NEED
THIS DONE
TODAY!

CAN YOU
APPROVE
THIS?

CAN YOU
HELP ME
WITH THIS?

FORMS

EMAILS

DATA

MEETINGS

REPORTS

DEADLINES

HELP

the why

a case study

four principles

a path forward

discussion

MYTH vs. REALITY



Shared services models can improve compliance and reduce institutional risk for their units and universities.

the why



Benefits

of shared services

Ethos

of shared services

Benefits

of shared services

Ethos

of shared services

Clichéd or not, teamwork DOES make the dream work!

**SHARED SERVICES SUCCEED NOT
BECAUSE OF STRUCTURE, BUT
BECAUSE OF LEADERSHIP, CLARITY,
AND SUSTAINED COMMITMENT.**

What would your team look like, shared?

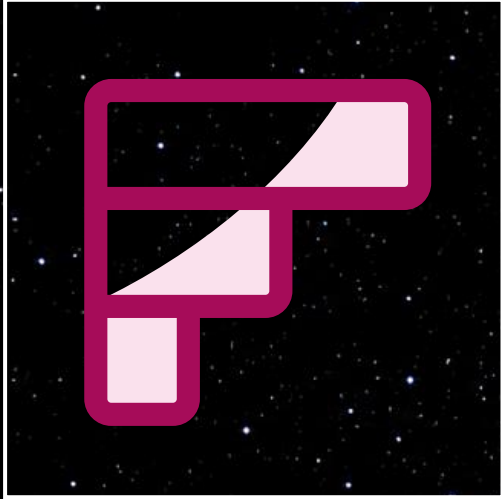
MYTH vs. REALITY



Shared services typically improve the consistency of student and staff services across campus.



your turn



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a case study



Sometimes, the situation dictates the path.

**Prior business
team of the
Division of IT**

WHO

**Simultaneous
resignation of
entire team**

WHAT

Early 2024

WHEN

**University of
South
Carolina,
flagship
Columbia
campus**

WHERE

**Long-delayed
return to
campus, post-
pandemic**

WHY

Revenue
Travel
HR
Budget
Procurement

ADMINISTRATIVE

Inventory
Fleet
Safety
Facilities

FACILITIES/ASSETS

Technology
Procurement
Review and
Approvals

SYSTEM-WIDE

Website
Newsletters
External
Communication

COMMUNICATIONS

Shared services cannot depend on one person knowing every process.

**SUSTAINABLE SHARED SERVICES ARE
BUILT ON PURPOSE, POWERED BY
EXPERTISE, STRENGTHENED BY
STRUCTURE, AND PROVEN THROUGH
TRUST.**

Clarity is not bureaucracy - it is what makes the model sustainable.



four principles

TAKE RISKS

**THINK
DIFFERENTLY**

BE BOLD

**BE
INTENTIONAL**

TAKE RISKS

**THINK
DIFFERENTLY**

BE BOLD

**BE
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TAKE RISKS

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TAKE RISKS

**THINK
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BE BOLD

**BE
INTENTIONAL**



Let us be the experts in...

- Budget
 - Travel
 - Hiring
- Personnel reviews
 - Space issues
- Grant management
 - Events

**You don't want us teaching your class or conducting your research.
Let us own the expertise in administrative requirements.**

You own your expertise.

My objective for all team members is simple...



One year from hire, each subject matter expert will own the data in their area of expertise, become thought partners, and not simply transfer text and numbers from one screen to another.

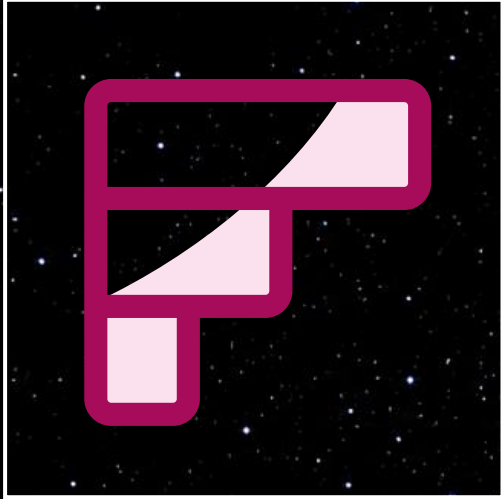
MYTH vs. REALITY



Shared services can help universities redirect resources toward teaching and research priorities.



your turn



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a path forward

MYTH vs. REALITY



A single shared services model works equally well for all universities, divisions, and/or administrative units.



**Shared services
at the college or
divisional level.**



**Central
efficiency
and local
control.**



**Reallocating
staff.**

**Reallocating
with purpose.**





**Phased action =
trust.**



**Measuring
outcomes.**

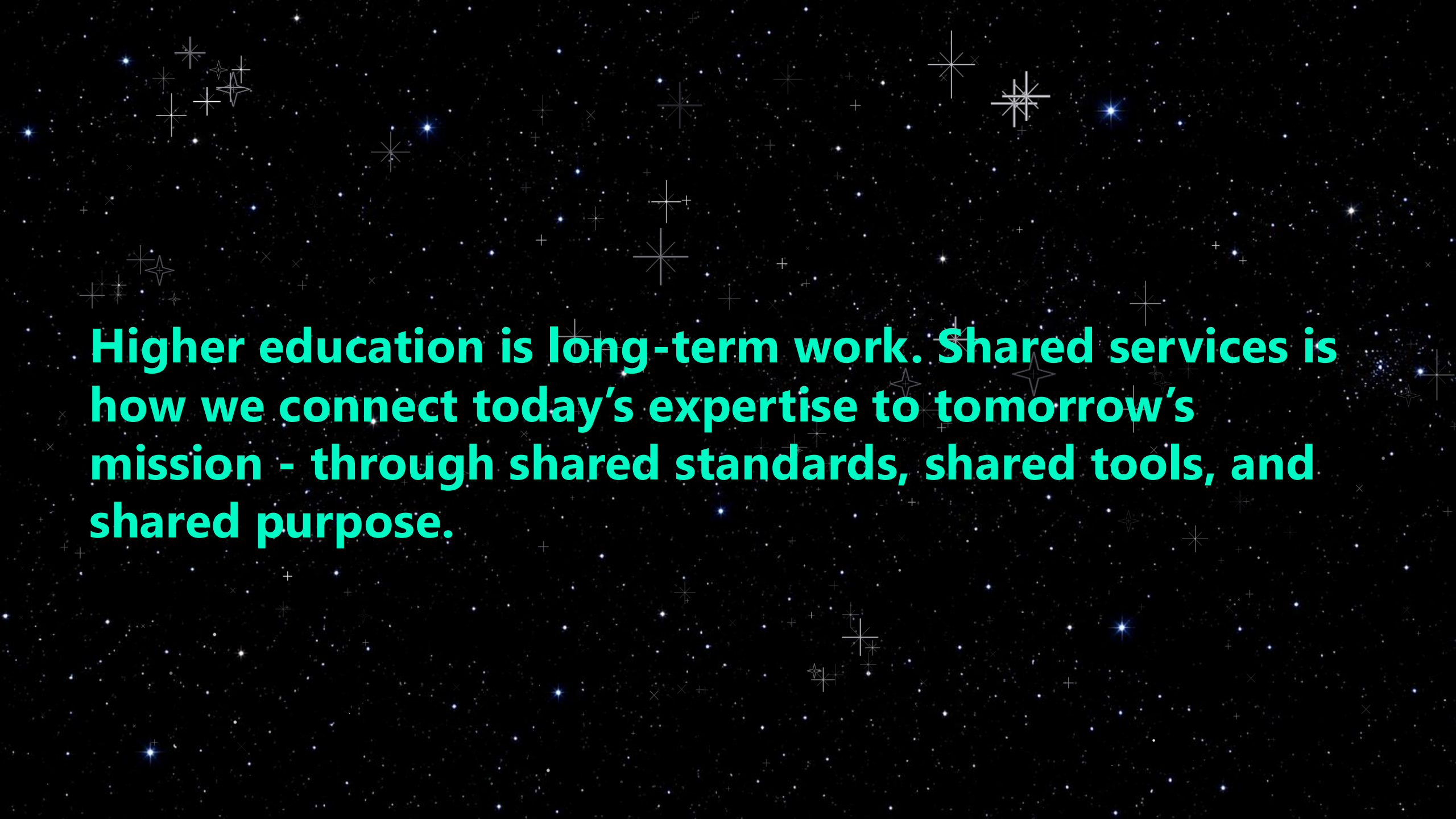
**The all at once
transition.**



If no one knows where to go, does the service really exist?

**OPERATIONAL EXCELLENCE NEEDS A
RECOGNIZABLE FACE. BRANDING AND
COMMUNICATION MOVE SHARED
SERVICES ACROSS THE FINISH LINE.**

Communication | Transparency | Trust



Higher education is long-term work. Shared services is how we connect today's expertise to tomorrow's mission - through shared standards, shared tools, and shared purpose.



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discussion