UMBC
AN HONORS UNIVERSITY IN MARYLAND

Vision

Meeting the needs
of UMBC
one
Shared
Service
Center
at a time.

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NEW SHARED SERVICE CENTERS

WELCOME
College of Engineering & Information Technology (COEIT) & Student Affairs (SA)

To some degree COEIT and SA already have some areas functioning in an SSC environment, but on a smaller scale. It will be exciting to discover how full SSC implementation can assist each in the processes that they perform. Full SSC implementation will help COEIT and SA achieve their visionary goals, respectively:

COEIT
To be a top tier college of engineering and information sciences that is renowned for integrating undergraduate and graduate education, research and innovation, and service to address evolving global needs.

SA
Through the programs, services, scholarship and practice of Student Affairs staff members, our participating graduates will be prepared to:
- Lead examined, ethical, caring and fulfilling personal and professional lives,
- Contribute their best strengths and responsible membership to their communities, and
- Provide effective leadership in business, government, education, and the myriad settings in which they will be engaged.

WHAT ARE SPAs?

Now that we have your attention, **SPAs** are not the type that will massage, comfort or relax your bodies, but they may do that for your mind. **Service Partnership Agreements** will clarify timelines and responsibilities to administrative processes that should bring greater peace of mind.

- Have you ever asked how long a process would take, received the answers, implemented, then found out that the process for *your* situation takes longer?

SPAs will alleviate this by establishing clear timelines and responsibilities for each area involved (Departments, SSC and Central Offices).

ESTABLISHING METRICS

1. DoIT is working with the SSC's on two very promising projects. First, to develop a specialized request form to assist with the tracking of multiple requests bundled in a single RT request. This will automatically create multiple RT tickets generated by a single ticket resulting in more accurate tracking of requests. Second, creating an RT request that helps to guide our students through the new hire process. These are the benefits:

Specialized Request Form	Student New Hire Process
• Decreasing the amount of time it takes to resolve a ticket, while more accurately tracking results. • Allowing the requesting department to see gradual, consistent effort by having each task listed in the system individually.	• Helping students to be proactive by being responsible for the completion of their paperwork. Otherwise, they will not be able to work until this step is finished. • Alleviates frustration for department payroll preparers, who are unaware of incomplete paperwork until a paycheck is not received.

2. All Business Process Drill Down sessions have taken place. These were Accounts Payable, Hiring, Payroll, Procurement and HR-Classification and Compensation. Many improvements and refinements to BPI have and will be developed as a result of these meetings.

BPI PROGRESS/ERP PLANNING

As mentioned in earlier issues there are four priorities for FY16. In this issue, we will highlight the benefits of one of them.

E-Travel workflow was demonstrated during the March meeting. Though in its prototype stages, the workflow is progressing quickly towards the testing phase with full implementation expected in June 2016.

These are some of the **BENEFITS OF E-TRAVEL WORKFLOW** to look forward to:

- Standard worklist page for all financial approvals
- Link to worklist page embedded in email
- Requestor does not determine/enter specific approvers on form
- Tighter controls for approvers
- Automated notification/approval process
- Email content tailored to approver group (General, Grants, Foreign)
- Expedite approval process by using notification pool of approvers
- Ability to incorporate trees for department hierarchy based approval

TAP UPDATES

New Pages
- Cost Transfer: Procedures
- Cost Transfer: Responsibilities
- Grant Closing Procedures
- Post Award Management
- Subawards: Defined
- Subawards: Issuing and Paying Invoices
- Subreceipient Monitoring: PI & OSP Responsibilities
- UMBC Info for receiving R*Stars Transfers
- R*Stars: Sending Funds to Other State Agencies