

Shared Services Update

August 2019

What's New

- In July, the Unified Procurement Services Team (UPST) Transition Team, working closely with GEP consulting, began work drafting future processes for the UPST. The Transition Team will review the processes with stakeholders through a series of targeted Process Validation Workshops to be held in late August. The Unified Procurement Services Team (UPST) Transition Team is:
 - David Nero, Assistant Vice President, President's Office
 - Brian Girard, Director of Procurement and Accounts Payable, UMass Medical School
 - Mike LaGrassa, Associate Vice Chancellor for Administrative Services, UMass Dartmouth
 - Gary Nolan, Director of Procurement Services, UMass Lowell
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What's Next -- Procurement and Accounts Payable

UPST Organizational Design — Job descriptions for all positions were drafted based on the future UPST organizational structure.

Process Playbooks—The Transition Team made significant progress drafting future designs for the over 40 processes the UPST will manage. We will create a future designs “playbook” for each process area. Each playbook will contain information about the organizational roles and responsibilities, detailed process flows, key performance metrics, and a transition plan.

Validation Workshops — Stakeholders from across the university will be invited to participate in Process Validation Workshops (outlined below) scheduled in late August

1. Service and Quality — Designed to hear the voice of the customer as it relates to service and support
2. Procurement — Designed for campus stakeholders involved in or impacted by procurement
3. Accounts Payable — Designed for campus stakeholders involved in or impacted by AP/T&E

These Workshops will be an opportunity for the Transition Team to review future draft processes with the campus stakeholders and collect input to incorporate in the final process designs.

What's Next -- Payroll

The original Payroll Deep Dive Observations and Recommendations report (draft version) was reviewed with the campus leads and we are gathering feedback. The report was also shared with the University Controllers, HR leadership, and Vice Chancellors of Administration and Finance. All feedback will be reviewed, and a second draft of the report will be available in September.

What's Happening in HR

All UPST job descriptions are finalized. The University and Union bargaining teams continue to work together to develop processes to ensure all UPST positions are appropriately staffed, while maintaining flexible options for Impacted Staff members.

What to Know

For more information, please contact David Nero at dnero@umassp.edu or visit

www.umassp.edu/better-together/projects/shared-services-project
