
What's New

- An overview of the comprehensive shared services plan was presented on the Amherst, Boston, and Dartmouth in May. Hundreds of employees attended the sessions, and each session included a lengthy question and answer session. The feedback from these sessions will be incorporated into the design and implementation phases. We will schedule future campus sessions based on interest and activity.
- The Davis Educational Foundation awarded UMass a \$200,000 grant to be used toward design and implementation. This is the second award from the Foundation since 2016, the first supported Business Process Redesign. In the award letter, the Foundation Trustees “praised the cultural transformation that has occurred throughout the system” and “remarked upon the strength of the leadership team involved.”
- A Unified Procurement Services Team (UPST) Transition Team is being organized to work together on the design and implementation phase. The UPST Transition Team will be announced in June.

What's Next -- Procurement and Accounts Payable

Buyways Audit—Risenow, a firm specializing in Jaggaer/Sciquest, was engaged to conduct an audit of the UMass Buyways system. The audit will identify areas of opportunity to leverage the technology platform more effectively. The findings and recommendations will be folded into the design activities.

Process Design— In May, process review sessions were held with procurement leadership across all campuses. The documentation from these sessions will be used as the future processes are designed. The initial process analysis is almost complete, and the results will be incorporated into the design phase. Through a competitive RFP, the UPST Transition Team is working to engage a third party consulting firm to assist with the design. It's expected that the firm will be in place in early June.

Policy Harmonization—The Controller team completed an initial draft analysis of system and campus policies in the areas of procurement and accounts payable. Additional review will be done during the design phase and policy harmonization recommendations will be made in concert with process design.

What's Next -- Payroll

Campus discovery sessions were held across the system in May. The information gathered during these sessions is being analyzed and will be used to develop recommendations. Some initial themes from campus discovery sessions include:

- Diverse technology is used across the system to support on campus payroll processes
- Several organizational structures are in place to manage time and attendance across the system

What's Happening in HR

The UPST Transition Team will focus on solidifying the UPST organizational structure and developing job titles and descriptions. Once solidified, job descriptions will be finalized and made available to interested UMass employees (impacted employees first).

In April, a system-wide bargaining team representing the University met with a union coalition comprised of all the unions that represent the impacted employees. The University looks forward to meeting with the union coalition again as soon as possible and to receiving a response to the University's proposal.

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