

Shared Services Update

October 2019

What's New

Progress continues toward the go-live of the UPST:

- All impacted staff were offered a position in the UPST. Each staff member was presented with several UPST positions to prioritize, and a matching process resulted in offers back to staff.
 - David Cho, UMass' first Chief Procurement Officer, started on September 30.
 - Brian Girard, current Director of Procurement and Accounts Payable for the Medical School, was hired as the UPST Director of Procurement Operations. Brian will oversee accounts payable, procurement, travel and expense management, and bank card management. Brian begins his new role October 7.
 - The Transition Team started work on a Transition Plan. A Transition Plan will be drafted in early October and reviewed with impacted staff and leadership.
 - Construction began on the UPST office space in Shrewsbury. The UPST offices will be located in the space adjacent to the President's Office Administration and Finance office and will open November 1.
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What's Next -- Procurement and Accounts Payable

Continuity of Operations—Representatives from across the University communicate weekly to ensure that accounts payable and procurement operations continue throughout the transition to the UPST. Some transition activities are already underway based on campus needs. The Dartmouth campus has worked with the President's Office and Medical School to transition most aspects of their procurement operations.

Transition to UPST — The Transition Team began the development of a Transition Plan. The Transition Plan will include steps to transition staff to their new roles and transition accounts payable and procurement functions to the UPST. The goal is to transition all functions to the UPST by January 2020. Additional process improvements will be planned for between January and June 2020.

Service and Quality — The Transition Team is working closely with UITS to design and implement the technology that will support the UPST Service and Quality team. The technology includes a website, telephony, case management, and user training. The Service and Quality team will go live in January 2020.

What's Next -- Payroll

The Shared Services Plan-Payroll will be shared with the campus leads and Vice Chancellors of A&F for their feedback. The plan includes a number of recommendations, including an analysis and reorganization of process and organizational structure within the President's Office in an effort to strengthen core payroll.

What's Happening in HR

All impacted staff members have been offered positions in the UPST. Staff members who requested a modified work location will be meeting with UPST representatives over the next few weeks. Any vacancies resulting from the initial staffing process will be opened for UPST staff to apply. UPST hiring and onboarding will continue through November 4. Vacancies after November 4 will be posted President's Office website.

What to Know

For more information, please contact David Nero at (dnero@umassp.edu) or David Cho (dcho@umassp.edu)

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