

Shared Services Update

September 2019

What's New

Several significant milestones were reached in August:

- An agreement was reached with the unions that represent the impacted employees. The agreement outlines the terms under which impacted employees (both unit and non-unit) will be transferred into the Unified Procurement Services Team (UPST).
 - UMass' first Chief Procurement Officer has been hired. An announcement will be made in September
 - The Transition Team held a series of Process Design Validation Workshops, engaging over 100 UMass employees in a discussion about the future services to be delivered by the UPST
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What's Next -- Procurement and Accounts Payable

Process Playbooks—The Transition Team continues to develop process playbooks that will provide important content for the UPST. The playbooks will be completed in mid-September.

Validation Workshops — Over 100 UMass employees participated in a series of UPST Process Design Validation Workshops. Stakeholders from across the university participated in Process Validation Workshops (outlined below) scheduled in late August

1. **Voice of the Customer** — High-volume purchasers from across all campuses were updated on the shared services project and the design for procurement and service and quality
2. **Procurement** — Stakeholders from IT, Facilities, Finance, Budget, Procurement, Controller and other departments participated in sessions that described process changes in procurement operations and strategic procurement
3. **Accounts Payable** — Stakeholders involved in Accounts Payable and Travel and Expense participated in a session that described process changes

Dozens of questions, comments, and feedback were collected during the workshops. The Transition Team will provide a response and make sure that elements are incorporated back into the UPST process designs.

What's Next -- Payroll

The Payroll Deep Dive Observations and Recommendations report (draft version) was updated based on feedback from the campus leads. The team had another working session to review the document and make updates. A final draft will be reviewed with the Vice Chancellors of A&F and Human Resources leaders in September.

What's Happening in HR

An agreement was reached with the unions that represent the impacted employees. The agreement outlines the terms under which impacted employees (both unit and non-unit) will be transferred into the Unified Procurement Services Team (UPST). The transfer process will take place through the end of October.

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
