Shared Services Center Implementation Update

Questions and Answers

June 14, 2022

Q1: How can we arrange training and refreshers for our unit?

A: For training needs, contact us at shared-services-center@cornell.edu to let us know what type of training you are interested in receiving, and we will be happy to help you.

Q2: When will staff members being integrated know their new positions?

A2: During the integration, each BSC staff member transitioning into the SSC will receive a Talent Profile survey to complete. In the survey, staff members will tell us about their strengths, areas for growth, desires and wishes, what training certifications they've completed and are interested in pursuing, and they will rank their functional areas preferences: Procure-to-Pay, Travel and Training, and Financial Management and Reporting. After the surveys have been completed, staff members will participate in one-on-one discussions with SSC directors to gain further insight and determine the functional area assignment.

Q3: Must all services for your department go through the SSC, or can the department pick and choose?

A3: The SSC will provide a core set of services based on discussions with the college/unit and include them in the service level agreement. The college/unit can decide which optional services they would like to receive. Some services, such as creating expense reports in Concur, will be optional.

Q4: Will Payroll services be included in services offered to departments?

A4: Before integration, the SSC will discuss all services with each college/unit to determine if and when we provide payroll services.

Q5: What issues have the SSC experienced so far, and what steps are being taken to address them?

A5: We identified some challenges during the College of Arts & Sciences integration, but some of those were due to the Kuali Enterprise Workflow (KEW) changes, which occurred at the same time, related to secondary delegate approvers. We have been working closely with Financial Information Services (FIS) on this particular issue and believe we have resolved it for the SSC.

Q6: How do challenges impact the timeline of your implementations?

A6: We do not believe our challenges thus far impact the integration timeline for other colleges/units.

Q7: How do challenges impact your operations or staffing structure?

A7: Since December 2021, we have been filling vacant positions in preparation for reorganizing the former UBSC and Payment Services and the integration of Arts & Sciences. Some challenges were related to staffing structure changes and filling vacancies. However, we have utilized all team members to assist when needed to fill in the gaps.

Q8: What's the SSC's process for handling urgent needs?

A8: We can address urgent needs through the TeamDynamix (TDX) ticketing system. Customers have been able to let us know if the request is urgent by adding "urgent" or "rush" to the subject line of inquiries.

Q9: What is TeamDynamix, and how is it being used?

A9: In March 2022, the SSC began using TeamDynamix (TDX) to help serve customers better by ensuring that no communication is lost and every communication receives a trackable response. TDX also allows us to build a knowledge base within the tool, update training documentation, and inform content on our website.

To help ensure we are meeting our customers' needs, on June 1, we implemented an automated TDX survey. The survey is sent randomly to 25% of closed service requests 1 day after the request is completed. The brief survey will ask for feedback about whether your request was resolved to your satisfaction and within the established turnaround standard. Customers will not receive another survey sooner than 31 days after the last survey they received.

Q10: What is the general implementation plan?

A10: The following is the implementation timeline as we currently have it planned. Adjustments may be made as necessary, depending on many variables, including college/department readiness.

Timeline	College/Unit
Completed – January 2022	SC Johnson College of Business
Completed – June 2022	College of Arts and Sciences
CY 2022	College of Veterinary Medicine
CY 2023 – 2024 **TBD based on conversations with deans and college business officers.**	Student and Campus Life Research Division College of Engineering/CIS/Cornell Tech CALS/CHE/Brooks School of Public Policy

Q11: Why is the SSC turnaround standard for resolving requests 5 business days? Are you meeting that standard, or are challenges causing delays? Is the 5-day standard and interim target or the long-term expectation?

A11: The SSC's current turnaround standard is to complete service requests **within** 5 business days. Some transactions are processed well below the 5-day standard, while some take a little longer. There are natural periods of lag time for some requests. Most transactions that take closer to 5 days or beyond are delayed because the SSC is waiting for additional information from a customer or a vendor (e.g., Payment Works vendor registration). We are consistently monitoring the turnaround standards weekly and adjusting resources as needed. For instance, when we have an increased volume of I Want (IWNT) docs, we can have all staff members help with processing, regardless of which functional area they work in.

Q12: How many staff members will work in each functional area?

A12: We will know more about this topic as we integrate more units. When the SSC meets with the college business officer for a college/unit to discuss the integration plan, we determine what services the SSC will provide. After those discussions, we are more aware of what resources are needed. Final numbers may not be determined until the project is nearly complete.

Q13: How many unit liaisons will there be?

A13: The original expectation was that the BSC directors would be the unit liaisons because those individuals are very knowledgeable about their college/unit. However, we have recognized that some BSC directors have more responsibilities beyond overseeing the BSC. The unit liaison resource for each college/unit will be identified as we move through the SSC integration.