Shared Services

Created by the Vice Chancellor for Finance and Administration in April 2015 to produce efficiencies on the UTK campus, the Shared Services Department supports and assists UTK Administration in efforts to address the challenges facing many of today's public ins titutions: managing budgets, setting priorities, reducing redundancy of functions and services, and streamlining processes.

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What is shared services?

Shared services is *the provision of a service by one part of an organization or group where that service had previously been found in more than one part of the organization or group*. (Wikipedia)

Why is the concept of shared services important to UTK Administration?

The concept of shared services is simple: We connect the dots where they weren't previously connected.

During the past few decades, the implementation of various Enterprise Resource Systems has resulted in the decentralization of many campus administrative functions and has led to duplication of labor and increased inefficiency within the University. To resolve these issues, the Shared Services Department is working to centralize, standardize, and streamline certain functions.

Where is shared services implementation most beneficial?

Because it offers the advantages of shared funding and resourcing and an internal services provider, shared services is most beneficial to departments in which staff performs complicated but periodic processes.

The processes under initial consideration include travel planning and post-travel processing, payment card processing, contract review, employment searches, compliance tracking, and cost accounting.

How is the shared services process implemented?

The four components of shared services are people, process, technology, and analysis. For that reason, there is no "one size fits all" shared services model. Instead, a variety of shared services models exist and should be employed to adapt processes into a shared services product for the University.

Extensive research of shared services programs at other colleges and universities has shown that the employment of transparent processes, adequate planning, and opt-in participation are key factors in the success of shared services implementation. To create transparency for affected departments and personnel, departmental meetings should be conducted to focus on four key questions: What is working well? What is not working well? What can we change? What can we not change?

Analysis

Technology

Shared Services

People

Process