

**Meeting Minutes**  
Service Center of Excellence  
Advisory Committee Meeting  
October 19, 2015  
Energy Services Building

**I. SCE Update**

An updated timeline was projected for which Meredith Weiss and Allison Reid gave a synopsis. Topics discussed included:

- All information gathering meetings have been conducted and the FAQ that came from the discussions have been addressed and updated on the website.
- An initial newsletter was distributed, and anyone who feels they still have questions or concerns are encouraged to submit them via the website.
- An Activity Survey for selected employees will be scheduled in-person with SCE Directors and Huron present. Scheduling will begin the week of 10/26/15.
- A budget is being worked on for the transition team.
- SCE talking points were compiled and distributed to the group in order to help uniformly speak to impact on jobs and roles, project oversight and involvement and project steps and activities.
- A Satisfaction Survey will be distributed to all Finance & Administration staff to determine a baseline of satisfaction with current services in the areas of communications, finance, human resources and information technology. Key metrics and performance indicators are presently being worked on.
- An informal drop-in informational session, “coffee talk” is scheduled for February. All F&A employees will be invited to come chat and bring questions.
- Process flow chart for certain services will be developed by committee members and Huron consultants through the end of the year.
- The second Town Hall will be held on 12/7/15.
- The committee will work with departments to form a plan that will address any work that is left behind after the transition, in January 2016.
- A new governance structure will be determined for post go-live, a similar but smaller group to the existing advisory committee.

Meredith requested activity feedback or questions that the committee may have. Cheryl Stout inquired about when directors might see a budget model to assist with setting budgets for next FY in order to assist with determining cost drivers. How do departments address the gaps? Meredith stated that communications are forthcoming on a new budget process that is piloting late this semester. The team is also working on budget models for the shared service center which will be ready for discussion early next semester.

Carly Perin said an Activity Survey will be distributed to select groups of employees, based upon their HR job classification.

## **II. Communications Update**

Allison Reid gave the committee a brief overview of the SCE's Basecamp account. Basecamp is a shared membership forum where files such as the SCE's timeline, minutes, talking points and meeting agendas will be found. Members can edit and comment on documents as well as seek information regarding the SCE. Various communication via this forum was explained and Meredith encouraged everyone to utilize its communication tools.

Allison has communicated information collected from the information gathering sessions within the SCE newsletter, media relations and website. One emerging sense from the information gathering sessions is that some staff are more excited than others regarding the transition. Allison said 'emerging themes' will be a topic for the next newsletter.

Allison gave a quick walk through of the SCE's website. Content gets updated prior to each newsletter being sent. A list of all past and future meetings is posted along with a new "Request A Meeting" button. In addition to meetings, the Service Delivery website also includes a link to the survey and updated FAQ's.

The committee read over and commented on the SCE "Talking Points." Tommy Gunter stated he found the information helpful. Jeff Kidd expressed concern over the language that states "we do not anticipate any layoffs as a result of SCE implementation." Allison stated the language is a standard phrase recommended by HR, and not anything related to our intent to not have layoffs, which has not changed.

## **V. Roundup Discussion**

Meredith stated one of the next steps will be to share a list of potential services that may be provided by the SCE. Huron will visit areas to develop business process maps showing how work is being accomplished across the division in order to ascertain what processes we have in place, understand unique processes and begin to map processes for the center.

Jackie Overton is working to provide division-wide training opportunities to include core topics such as: innovation, service delivery and general staff development. She will also begin working on a professional development plan for service center staff.

Allison mentioned she visited with a shared services center in the College of Arts and Sciences. She received positive feedback, and felt the visit to be a helpful glimpse of where we're going and where we need to be. Cindy Shea suggested the FAQ be updated to include other areas of campus where similar initiatives have already been launched.

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There being no further business, Meredith adjourned the meeting.

**NEXT SCE ADVISORY COMMITTEE MEETING: Nov. 19, 2015**