

Shared Services Guiding Principles

Promote collaboration between campuses through a shared services approach designed to identify and promote efficiencies in services and to reduce the cost of operations.

Shared Services is a collaborative effort between MUS campuses and the system office to pursue and achieve system-wide efficiencies:

- Strive to improve MUS administrative and support activities to provide better service to students and faculty on every campus
- Enable resources to be leveraged across the entire organization
- Reduce duplication and maximize resources

Shared services projects could be categorized into three tiers:

- **Knowledge and Communication:** systematically identifying and sharing information, expertise, and best practices
- **Joint Efforts and Partnerships:** sharing the responsibility for providing services between existing positions or offices located on campuses/system office
- **Consolidation and Centralization:** consolidating services through one or more central locations or service provider

Shared services task force will develop short term and long term strategies and goals with the following as guiding principles:

- Improve service to constituents
- Leverage campus and employee expertise
- Improve compliance and financial / operational controls
- Utilize economies of scale to lower costs and improve efficiencies
- Establish more efficient and standardized processes
- Maintain location of expertise and processing of work on or near one or more MUS campuses.
- Make resource neutral or cost saving changes
- Avoid duplication of efforts
- Measure results

Initial Shared Services projects will focus on three areas of improvement:

- Efficiency (includes cost savings)
- Service Levels
- Compliance

Shared Services Task Force governance:

- OCHE and campuses work together in a collaborative effort
- All campuses are represented on the task force
- Each campus receives one vote on the task force
- Majority rule but will strive to reach consensus
- Work groups made up of subject matter experts will support the task force