

Shared Services Framework and Guiding Principles

Promote system-wide collaboration between campuses and the system office through a shared services approach, which will increase efficiencies and effectiveness and positively impact cost of operations at individual campuses and system-wide.

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, faculty and staff 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, contracted vendors or service providers

Shared Services areas of impact:

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

Shared Services Task Force Participation:

- OCHE and campuses work together in a collaborative effort
- All campuses are represented on the task force
- Work groups made up of subject matter experts will support the task force