

THE UNIVERSITY OF MICHIGAN
SENATE ASSEMBLY
ADVISORY COMMITTEE ON FINANCIAL AFFAIRS

Date: Thursday, December 12, 2019

TIME: 11:30 – 1 pm

PLACE: Palmer Commons
Boardroom #1

The Financial Affairs Advisory committee met on Thursday, December 12, 2019, Palmer Commons boardroom #1. Kevin Hegarty, evpcfo welcomed committee members present to the meeting and introduced Pam Gabel, executive director of the shared services center (SSC) to the committee. Introductions of all attending were made.

Ms. Gabel provided background of the SSC and distributed the attached handout (how can we help?). The handout provides areas of opportunity for departments to leverage the services of the SSC and allow campus units to focus on their work. Ms. Gabel asked the committee their thoughts on the services they provide as well as what tasks units are currently doing that units would like to offload to the SSC or do differently. Suggestions for help included: travel reimbursement/concur, journal submission, procurement, and grade processing.

Many of the committee members were not aware of many of the services the SSC provides, such as processing p-card reports and document imaging. Ms. Gabel stated she would provide a synopsis of the services they are able to provide to Chair Love.

Chair Love adjourned the meeting at 1 pm.

Committee Members:

- Kevin Hegarty, Executive Vice President and Chief Financial Officer*
- Brian J Love, (CHAIR) Professor of Materials Science and Engineering *
- David Lott, Graduate Student, Business Administration MBA
- Elena Gallo, Associate Professor of Astronomy, College of LS&A
- Erhan Bayraktar, Professor Mathematics and Susan M. Smith Professor of Actuarial Sciences, College of LS&A*
- Erik Marshall, Lecturer II in Language, Culture and Communication
- John Allen, Professor of Internal Medicine, Medical School, and Interim Chief Clinical Officer, UMMB
- Keith Riles, Professor of Physics
- Liza Hochberg, Undergraduate Student, Business Administration*
- Magdalena Ivanova, Research Assistant Professor, Neurology*
- Maryjo Banasik, Director, Faculty and Operational Support Activities
- Melissa Kennedy, Administrative Assistant Senior, Utilities
- Reed Dunnick, Professor of Radiology, Medical School*

- Nancy Allee, Librarian, Health Sciences Library, University Library and Librarian, Learning Health Sciences, Medical School*
- Raffi Indjejikian, Professor of Accounting, Stephen M Ross School of Business
- Walt Borland, Adjunct Clinical Associate Professor of Information, School of Information
- Jane Jakeway, Staff Support, Executive Assistant to the EVPCFO*

Next Meeting: Friday, February 7, 2019
Michigan Union, Parker Room

UNIVERSITY OF MICHIGAN

HOW CAN WE HELP?



Areas of Opportunity

DUPLICATIVE/ CENTRALIZED

- FMLA/Leave Admin
- Learning Management
- Identity Access Management
- SSC/Solution Center
- Payroll
- ITS/SSC Call Centers
- Procurement

DUPLICATIVE/ CAMPUS CENTRALIZED

- Purchasing Assistance
- PO Creation
- Development
- Event/Conference Planning
- Student Financials
- Receiving
- Travel Arrangements

EVERYONE DOES IT

- Job Skill Training
- Website Management
- Financial Reports
- Research, Pre/Post award
- Communications
- International Hiring
- Onboarding
- Space Planning
- Student Billing
- Student Admin
- Reconciliation
- Tuition Reimbursement
- Interpreter Services
- Immigration Paperwork
- HR Business partners
- Hiring (talent management)
- Tech Inventory

WHY?

"I wish that my team didn't have to do this work and could focus on more important things"

"I don't know who to contact to help me complete this"

"This process is too complicated"

"I wish this was more efficient and less time consuming"

HOW DO WE DECIDE WHAT TO DO?



EVALUATE

- process/service
- impact



DECIDE

- prioritize



OPTIMIZE

- standardize
- remove waste
- use technology



AUTOMATE