Shared services is a service-delivery model that involves the integration of certain operations that support multiple parts of the same organization.

A shared services model seeks to create greater efficiencies and reduce the duplication of efforts through the standardization and optimization of certain operational and transactional tasks.

Organizations that leverage a shared services model typically have a dedicated service center, which serves as a single point of contact for services and support.

**GOALS**

Simplifying and standardizing academic support activities in the areas of human resources, finance and post-award grants management.

- Improve customer service to faculty and academic staff – allowing them to focus on teaching and research.
- Create efficiencies in systems and processes and allow employees to become experts in specific areas instead of partially supporting various functions.
- Eliminate duplication of services.
- Provide one digital location (knowledge base) for all guidance on processes relating to human resources, finance and post-award grants management.

**THE SHARED SERVICES DELIVERY MODEL**

- **Shared Service Center:** One location that supports the processing of transactions and the answering of basic questions about human resources, finance and post-award grants management for WVU units.
- Physical storefronts will be created in various locations across campus. These storefronts will be staffed with experts to answer questions about human resources, finance and post-award grants management.
- Clients can contact Shared Services by telephone or at one of the storefronts, or use the online portal and knowledge base.

- Central units and schools/colleges will continue to handle management, programmatic and strategic activities, while routine transaction-processing will become part of the shared services center.

**PROJECT PLAN**

- Assessment and business case conducted during FY2017.
- The planning and implementation phase of the project kicked off in October 2017. This phase includes policy and process redesign, organizational redesign, technology design, facilities planning and training development.
- The activities of policy and process redesign have been primarily completed, and activities relating to organizational design and staffing began in summer 2018 and are expected to continue for several months. The completion of the planning and implementation phase will culminate with the creation of the shared service center. It is expected to be operational during fiscal year 2020.

**PROJECT TEAM**

- **Executive sponsors:** Rob Alsop, Paula Congelio and John Campbell. With their support and strategic advice, the project team will engage and implement the plan.
- **Steering committee:** Consists of leadership from various academic and non-academic units including colleges, schools, research and support units. This committee will provide leadership, representation and input on decisions.
- **Project lead:** Lisa Sharpe. Lisa brings with her an in-depth experience and understanding of academic, non-academic and administrative operations at WVU.
- **Team members:** Individuals from colleges, schools, research and support units will be involved at varying capacities as project team leads, project members, subject-matter experts and customer-group liaisons.
- Visit sharedservices.wvu.edu for more information. Contact Lisa Sharpe at Lisa.Sharpe@mail.wvu.edu or 304-293-2029 with any questions.