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# Shared Services Opportunities

IN • TEXAS

ENGINEERING

*“The Whole is Greater than the Sum of its Parts”*

TE • TEXAS

VETERINARY MEDICAL DIAGNOSTIC LABORATORY • TEXAS A&M UNIVERSITY • PRAIRIE VIEW A&M UNIVERSITY • TARLETON STATE UNIVERSITY • TEXAS A&M INTERNATIONAL UNIVERSITY •

TEXAS A&M UNIVERSITY-CC

## June 15, 2009

UNIVERSITY TEXARKANA •

THE TEXAS A&M UNIVERSITY SYSTEM HEALTH SCIENCE CENTER • TEXAS AGRICULTURAL EXPERIMENT STATION • TEXAS ENGINEERING EXPERIMENT STATION • TEXAS COOPERATIVE

EXTENSION • TEXAS FOREST SERVICE • TEXAS ENGINEERING EXTENSION SERVICE • TEXAS TRANSPORTATION INSTITUTE • TEXAS VETERINARY MEDICAL DIAGNOSTIC LABORATORY • TEXAS



# Introduction

- Phase I
  - System Offices
  - Texas A&M University
- Phase II
  - Agencies
  - Regional Universities
  - Health Science Center

# Guided By.....

- A&M System Strategic Plan, Imperative 4.2
- System Offices Strategic Plan, Imperative 2
- Texas A&M University's *Vision 2020*,  
Imperative 10



# TAMUS Strategic Plan

## Imperative IV- Resources Optimized and Leveraged FY 2009-2013

### 4.2 Shared Services, Centers and Collaboration

Open communications, particularly the sharing of best practices in key areas, is one key to reducing costs and maximizing efficiencies across the A&M System. ... In addition, making better services available to students would bolster recruitment and retention efforts.

- Support electronic libraries as a shared service.
- Leverage student services programs.
- Share best practices.



# System Offices Strategic Plan

FY 2008-2012

## *Imperative 2: Productivity and Efficiency*

### **Goal 2.3: Shared Service Center Opportunities Implemented as Appropriate Strategy:**

- 2.3.1 Define and develop a list of current shared services within the A&M System and a list of possible new opportunity areas.
- 2.3.3 Establish a process for individuals to provide immediate and ongoing feedback to the shared service center team.
- 2.3.5 Document and provide a report of current shared services strengths, weaknesses, and operations as well as develop a roadmap for new shared services.
- 2.3.6 Implement new shared services opportunities as appropriate.



# *Vision 2020* - Imperative 10, Demand Enlightened Governance and Leadership

Great universities have a clearly articulated vision,  
.... **Clear, cooperative relationships between the university and the system must be the norm.** To achieve our aspirations, strong, enlightened, stable, and forward-thinking leadership focused on academic quality is essential. We have made progress....



# Shared Services

- “Typically, shared services have involved the integration, consolidation, or provisioning of administrative and/or so called ‘back-office’ support functions”

Taken from *The Next Frontier of Shared Services in the Public Sector*,  
Harvard University, 2007.



# Shared Services

What we are referring to is.....

Consolidating services and sharing expertise to maximize operational efficiencies without incurring additional costs and in some cases reducing costs.



# Benefits

- Provides opportunity to reduce costs
- Economies of scale
- Expertise
- Sharing best practices
- Expansion of shared resources



# Existing Shared Services

- Administrative Information Technology Systems
- Economic Development and Technology Commercialization
- General Counsel
- Governmental Relations (State)
- Internal Audit
- Real Estate
- Treasury Services



# Shared Services Opportunities

- Business Services
  - Procurement/HUB
  - Taxes
  - Travel and Expense Processing
  - Purchasing/Strategic Sourcing Agreements
  - Data Warehouse



# Shared Services Opportunities (cont.)

- Facility Planning/Construction and Physical Plant
  - Equipment and furnishings
  - Maintenance
  - Renovations/Construction
  
- Governmental Relations (Federal)



# Shared Services Opportunities (cont.)

- Human Resources
  - Employee Assistance Program
  - Background/Criminal Checks
  - Compensation Analysis and Records
  - Job Posting and Applicant Tracking



# Shared Services Opportunities (cont.)

- Information Technology
  - Helpdesk Support
  - Programming
  - Networking
  - Email
  - Content Management System
  - IT Security
  - Master Contract Negotiations



# Shared Services Opportunities (cont.)

- Marketing and Communications
  - Public Relations
  - Trademarks
  - Publications
  - Branding
- Training
  - Regulatory
  - Professional



# Shared Services Opportunities (cont.)

- Risk Management
  - Environmental Health and Safety
  - Insurance
  - Benefit Administration
  - Travel Abroad Programs

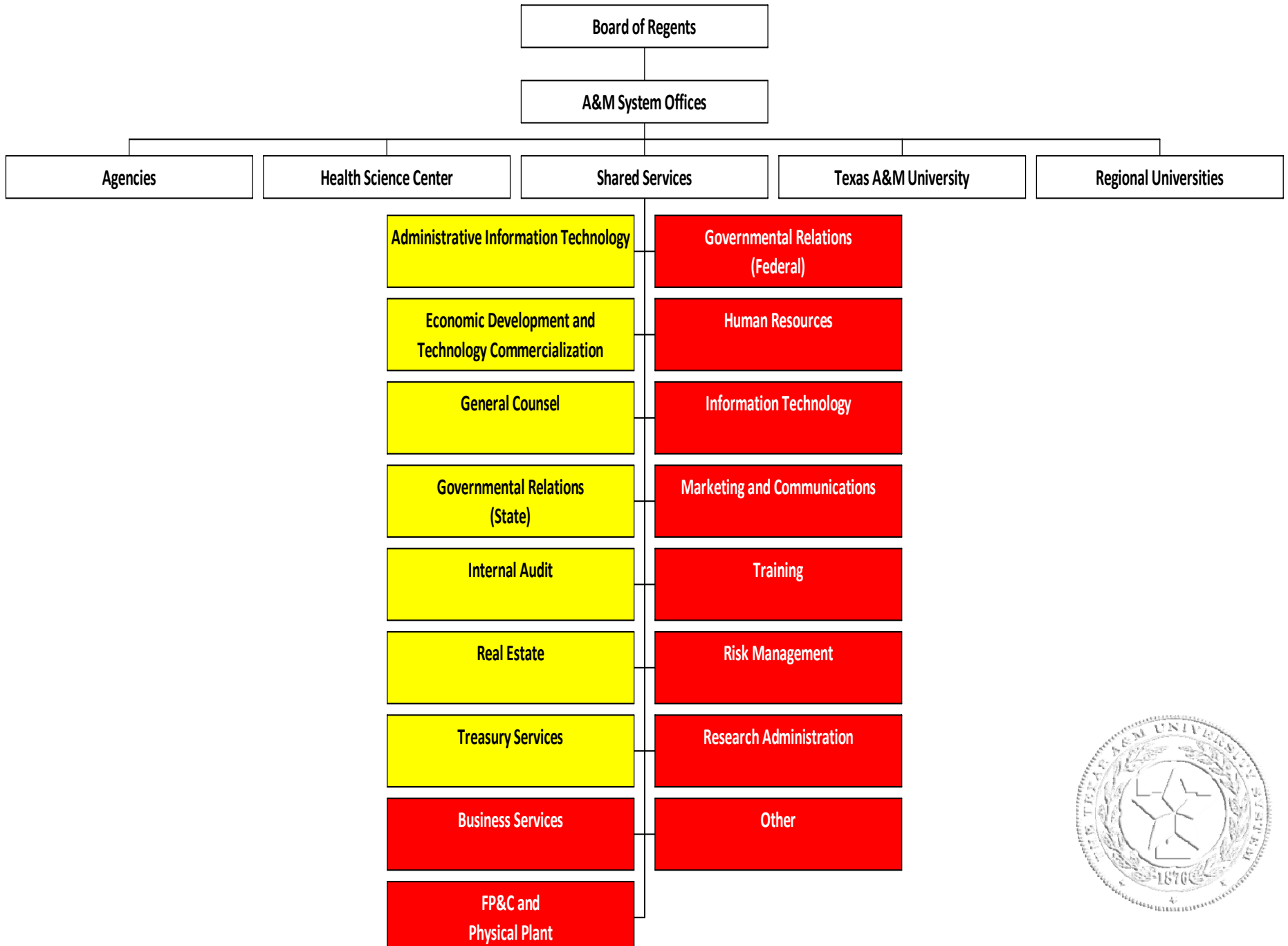


# Shared Services Opportunities (cont.)

- Research Administration
  - Assistance in Grant Application
  - Grant Processing
  - Disbursement of Funds
  - Optimize and Standardize Indirect Cost Recoveries
  - Grant and Regulatory Compliance
- Other



THE TEXAS A&M UNIVERSITY SYSTEM



# Recommended Next Steps

1. Establish Overarching Organizational Structure for Shared Services Opportunities
2. Organize Tactical Planning Teams in Candidate Areas
  - Select team leader
  - Leader select members
  - Charge given to team
  - Weekly updates received from team leaders



# Recommended Next Steps

3. Receive feedback and recommendations from Teams
4. Recommendations forwarded to the Chancellor and Board of Regents by September 2009
5. Implementation/Deployment



# Questions

