Hello campus partners and colleagues,

Areas that are getting much attention these days at Campus Shared Services (CSS) include Research Administration End-to-End (RA E2E), HR/APS, and the FY2018 budget.

You may recall that the RA E2E initiative has three work streams: process improvement, service delivery structure and organizational culture and CSS is included in all of these. Award Setup improvements have already been identified and solutions are now being implemented in CSS, Sponsored Projects Office (SPO) and Contracts and Grants Accounting (CGA). Improvements for Proposal Development and Submissions are now being identified and work for Sub-Awards is preparing for kickoff.

Vice Chancellor for Research, Paul Alivisatos, recently announced that Ron Cohen, Professor, Dept. of Chemistry, Heidi Wagner, Asst. Dean, Social Welfare, and I, will lead the effort to design a service delivery pilot. It will include governance to ensure a balance between the many service stakeholders, technology to help simplify our complex systems, and clear roles and responsibilities. The design phase is underway and the launch is anticipated later this calendar year. You can read more on RA E2E here.

In CSS HR/APS, we’re working on two main efforts, ServiceNow and the transition to UCPATH. The next ServiceNow release in August 2017 includes Staff Recruitments & Appointments and Classifications & Reclassifications. You can read more in this preview. Since we started the ServiceNow project, two other projects have begun – RA E2E Portal and the UCPATH transition. Both projects will impact CSS HR/APS and right now, we don’t know exactly what the intersection points will be. Therefore, I have paused additional ServiceNow releases, i.e., automating workflows for the remaining service requests, until we know more. In the interim, we are evaluating improvements to existing online forms and I plan to have more information soon.

One of the most common questions I hear is, “Are we still going to UCPATH?” Yes - we’re scheduled to do so in December, 2018. This project will be a major change for Berkeley. We’ll be working with a much larger shared service center located hundreds of miles away – and it will take planning and cooperation from all of us to make this change successful. CSS is committed to do our part to help the campus through this transition.

The third area of focus for the CSS Leadership Team is the FY2018 budget. Like all departments/units on campus, CSS is also facing budget reductions and cuts will force reductions in service. We are assessing where we can make reductions while minimizing the impacts for campus. Before making final decisions, I will vet our ideas with the CSS Senior Advisory Board, the Deans Advisory Group on CSS, the CAOs, and the functional leaders in Information Services and Technology (IST), Central HR, and the Office of the Chief Financial Officer (CFO).

Finally, I’d like to acknowledge and thank two members of the Leadership Team who have recently left CSS. Cathy Jen, the Executive Director of Engineering Research Support Organization (ERSO), and Stephanie Metz, Director of Finance and Strategic Planning. Both were key players and instrumental in building CSS from the early days of our inception. I will miss their collaborations and the valuable support they gave me and the CSS organization. I wish them the very best in the next chapters of their lives.

Peggy
Peggy Huston
Chief Operating Officer

IN THE QUEUE / CSS is again partnering with several campus units for many activities/programs that support the Berkeley campus, like Summer Session Hiring, Summer Salary, GSR/ASE Hiring and Fiscal Close announcements. You’ve been hearing updates and can periodically check the CSS website for the latest news.

NEED SERVICE FROM CSS? / Submit a ServiceNow request for IT or HR/APS / Find your RA here / Get B&FS help by emailing: bnfcsshelp@berkeley.edu, calling 510-664-9000, (option 2), or visiting a Satellite Support Office on campus.
Research Administration (RA)

RECENT IMPROVEMENTS
CSS RA has partnered with the campus technical team to enhance the tool (Phoebe Search) used to search for Research Administrators (RAs). Additional elements have been added to now include the Principal Investigator’s (PI) pre-award and post-award RAs in instances when they are two different specialists, as well as their Sponsored Projects Office (SPO) analyst.

Business & Financial Services (B&FS)

RECENT CHANGES
Based on current staffing and request volumes, Travel & Entertainment (T&E) requests that are received, in complete form, will be processed through CSS in 7-10 business days (this does not include processing time by Accounts Payable). Contact your respective B&FS Supervisor with time-sensitive, urgent requests; they will try to accommodate you.

Information Technology (IT)

RECENT IMPROVEMENTS
Since January, the CSS IT Service Desk has been the first point of contact to provide support for Educational Technology Services (ETS) technology calls. In three short months, over half of all ETS-related calls have been resolved at the Service Desk without needing further onsite support.

Human Resources/Academic Personnel Support (HR/APS)

RECENT IMPROVEMENTS
Fueled by campus feedback, we’ve made some changes to improve service to campus:

- You’ll see extended notifications, better navigation, and current state vs. future state chartstring details in ServiceNow for Funding Changes. Check out the CSS HR/APS ServiceNow Resources webpage for assistance with this latest release.
- The Recruitment Form has been revised - So when you create that ServiceNow ticket, the chartstring field is now optional; though those details will still be collected later in the process. Also, a Position Control checkbox has been added so hiring managers can indicate that designation.
- To make it easier (and faster) for campus to know CSS payroll-related deadlines, check out the two calendars now available on the Timekeeping / CalTime page of the CSS website.

WORKING ON IT
The next ServiceNow release is scheduled for August 2017 and will target Staff Recruitment and Appointments and Classifications and Reclassifications. More details can be found in the Latest News article on the CSS website.

Q&A tips from CSS HR/APS staff

- Q: Do I still need to complete a Job Change Form when submitting an Earnings Distribution Change (EDC)? A: Not anymore! Simply open a ServiceNow ticket for a Funding Change and complete the EDC webform. We’ll do the rest!
- Q: The Name Search (people lookup) in ServiceNow is sometimes frustrating - any tips? A: Yes, we’ve heard that feedback from others. We’ve now added HCM name data to the ServiceNow lookup directory to help make it easier to find the correct person when doing a search.
- Q: I discovered an error on some data CSS entered; how do I get it fixed? A: We’ll get that corrected ASAP! Just create a “Report a Problem” ServiceNow ticket, indicate the original case # (or Smartsheet name) in the subject line, and provide any additional details you may have like, “the 5th chartstring line of the PET form was entered incorrectly”.

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