Hello campus partners and colleagues,

It has been nearly a year since I joined CSS. It has been both a challenging and rewarding time. Each day I feel honored to be a part of a team that shares my passion for the mission of UC Berkeley.

As I reflect on the progress that we've made over the past year, there is much to call out. Together, we:

- Completed a multi-year transition of campus units into CSS.
- Implemented CalTime - replacing many systems with one.
- Collaborated with the CFO’s office to improve Berkeley’s Travel & Entertainment services.
- Began a complex effort to improve upon the delivery of Human Resources/Academic Personnel Support (HR/APS) services.
- Stabilized operations in IT.
- Improved partnerships with central campus units and campus.
- Upgraded internal and external communications.
- Published the first set of CSS service metrics on the CSS website.

When I consider our accomplishments, I am struck by how the Berkeley Operating Principles provide a powerful framework for our work. Looking forward, I am certain these principles will guide us towards Berkeley’s ultimate goal for shared services: to deliver an overall higher quality of service for the campus than we had in a distributed model, and at a lower overall cost for the campus.

As I look forward, I have identified four overarching areas, based on campus feedback, discussion with leadership, and our metrics, where CSS will focus our next improvement efforts:

- Developing our staff,
- Improving HR/APS and Research Administration (RA) services,
- Simplifying processes and reducing costs, especially in Business and Financial Services (B&FS),
- Improving collaboration across the functional areas of CSS.

This is indeed challenging work. And we will only be successful if we continue to strengthen our partnerships. Thank you for all you do to support and improve Berkeley’s shared services from where you sit. I will continue to work with our central campus partners, campus units, and individual campus clients to get feedback on our services and improvement efforts.

Your input has been invaluable to me, and I continue to welcome your questions, feedback, and ideas anytime at phuston@berkeley.edu.

Sincerely,

Peggy

Peggy Huston
Chief Operating Officer, Campus Shared Services

Additional CSS information

To help you in person, CSS provides satellite offices on campus:

<table>
<thead>
<tr>
<th>SERVICES (B&amp;FS)</th>
<th>LOCATION</th>
<th>HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel reimbursements</td>
<td>Evans Hall, Room 410</td>
<td>M-F 9am-noon, 1-4pm</td>
</tr>
<tr>
<td>Purchasing assistance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel reimbursements</td>
<td>Giannini Hall, Room 40</td>
<td>T&amp;W 9am-noon, 1-4pm</td>
</tr>
<tr>
<td>Purchasing assistance</td>
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You may also submit a question to B&FS at bnsfcsshelp@berkeley.edu

This Update

This update was created for key campus partners who want to be kept informed about changes, priorities, and recent progress in CSS.

To get this straight from CSS, add yourself to the opt-in email list.

To share your thoughts on what information would make this more useful, please take the 30-second survey:

http://tinyurl.com/css-comm-survey
**Research Administration (RA)**

**RECENT IMPROVEMENTS** New metrics: CSS Research Administration is now able to use data to drive internal decisions such as team workloads, staffing changes, and resource allocation.

**UPCOMING** This fall, CSS–RA will launch a “people finder” tool which will allow you to easily look up which RA supports which Principle Investigator (PI) and visa versa.

**PRIORITIES (in addition to operations)**
- RA Training
- PI Portfolio

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**Human Resources / Academic Personnel Support (HR/APS)**

**RECENT IMPROVEMENTS** To reduce HCM data entry errors and decrease the processing time, CSS embedded dedicated staff in appropriate teams to handle HCM transactions. (Metrics on results will be ready by the next issue of this update.)

**RECENT IMPROVEMENTS** 10 new standard forms are available to replace 88 currently in use across campus.

**UPCOMING** CSS is currently interviewing for the new HR/APS Director; the pool of candidates is strong and the plan is to have a new Director on board shortly.

**UPCOMING** To improve HR/APS service and provide you with greater visibility into your HR requests, we are expanding our ServiceNow system to include CSS HR/APS. Starting in November, this will give you greater visibility into your HR/APS tickets (just like your IT tickets). Plus, you’ll get an additional (and CSS preferred) way to ask general questions or report problems: a quick ticket/form on the CSS site.

**PRIORITIES (in addition to operations)**
- ServiceNow ticketing/workflow system
- Quick Wins improvements by frontline staff

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**Information Technology (IT)**

**RECENT IMPROVEMENT** CSS IT received an award for Excellence in Customer Service Award by SSON, a shared services organization.

**PRIORITIES (in addition to operations)**
- Standards for computing equipment (JACS)
- Customer Knowledge
- Tool Development to simplify work

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**Business & Financial Services (B&FS)**

**RECENT IMPROVEMENTS** Service move: As of July 1, 2015, recharge certification services moved to the campus Budget Office; contact recharge_certification@berkeley.edu for certification services. (Recharge transactional services performed by B&FS remain in CSS.)

**RECENT IMPROVEMENTS** Quicker Travel Reimbursements: CSS streamlined processes and formed teams of Travel and Entertainment (T&E) specialists.

**RECENT IMPROVEMENTS** Based on your feedback, the T&E Team launched a new travel website to give Berkeley staff and faculty business travel information in one place. Check out the new site on travel.berkeley.edu.

**PRIORITIES (in addition to operations)**
- Travel & Entertainment
- Procure-to-Pay

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**ADDITIONAL IMPROVEMENTS**

**RECENT IMPROVEMENTS** CSS now produces a monthly listing of all recent CSS staffing changes. To receive this “Welcome/Farewell” listing for your area, contact your Service Director.

**NEW PRIORITIES FOR CSS:** The CSS Leadership Team recently announced a list of priority projects for the next two years. As a result of completing these projects, CSS staff will have the tools, training, and processes needed to collaborate with, and better serve the campus. And, UC Berkeley will be closer to meeting its objectives for shared services: providing the campus with a higher overall quality of service, at a lower overall cost.

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**Upcoming Dates**

**October**
- CSS sends open enrollment information to campus with Central HR

**November**
- CSS curtailment instructions to campus
- ASE/GSR instructions to campus
- CSS expansion of ServiceNow to CSS HR/APS (November 30)

**December**
- Fall Semester ends (Friday, December 18)