

2011 BRINGING ADMINISTRATORS TOGETHER CONFERENCE

Shared Services: An idea who's  
time has come – but if we're so  
smart how come we're not rich?

April 26, 2:45 pm

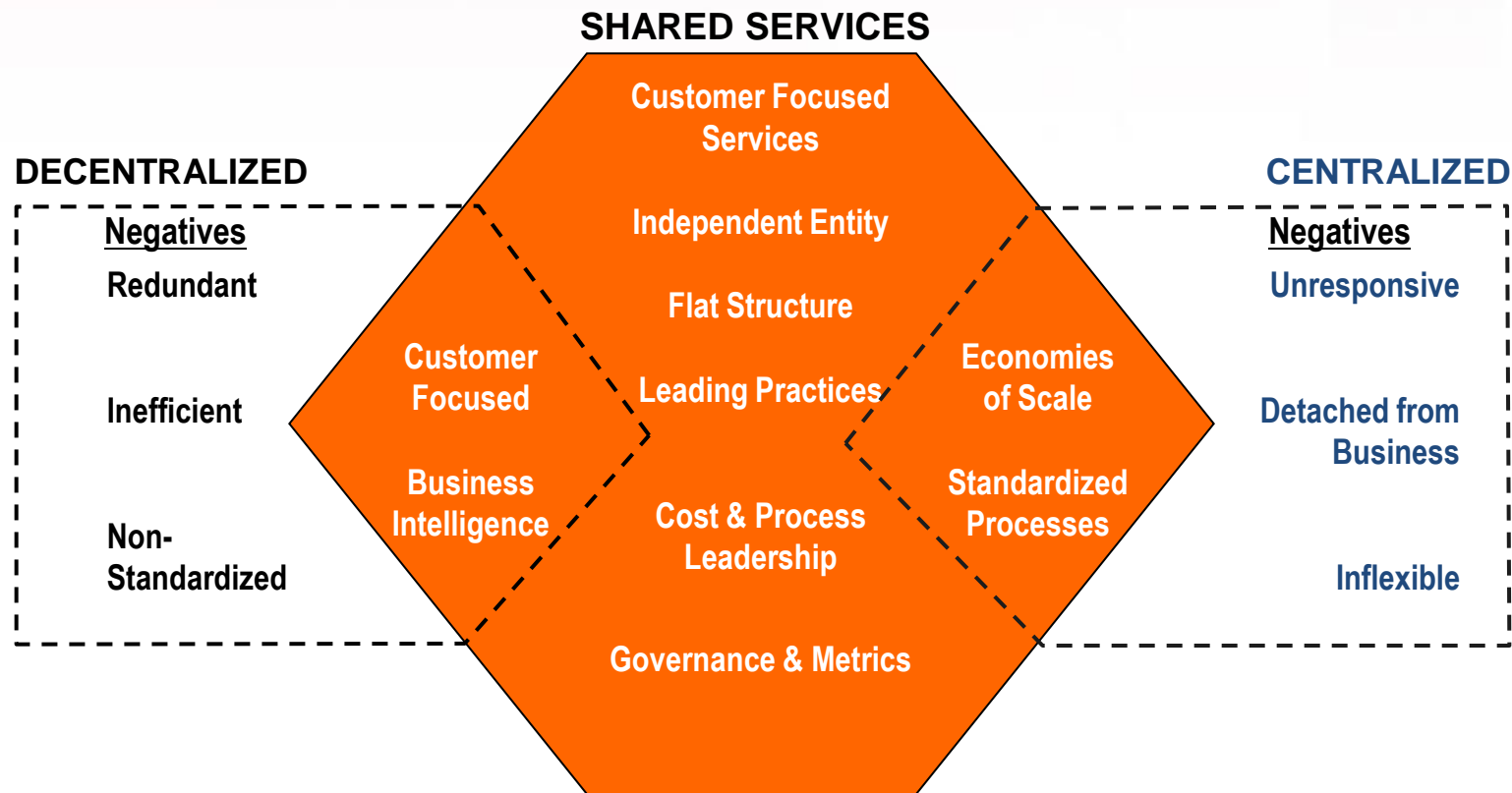
**UIC** UNIVERSITY OF ILLINOIS  
AT CHICAGO

*Empowering Performance & Achievement through Teamwork*

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# Shared vs. Centralized Services



Adapted from: “Shared Services – Adding Value to the Business Units” by Donniel S. Schulman, John R. Dunleavy, Martin J. Hammer and James S. Lusk, Copyright 1999

# Potential Shared Services

- Finance and Accounting
- Human Resources
- Grants Management
- Information Technology
- Space and Laboratory Support
- Educational Support

# Barriers to Shared Services

- Trust – will we get our share?
- Need to realign staff – change is hard
- Negative expectations – it didn't work before
- The indivisibility of resources - inability to “harvest” savings from small reductions in workload
- We're different – the variation in needs by discipline
- Faculty concerns