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Shared Services

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Shared Services

Submitted by Clara Krug

1/27/2008

Question:

How will the "Shared Services" system that the BOR plans to implement affect Georgia Southern University?

Rationale:

If Human Resources (and perhaps some other units) is no longer located on campus, but is "outsourced" to a location somewhere else, it has the potential to affect faculty across the university.

Response:

RFI Shared Services, submitted by Clara Krug, 1/27/2008

Mr. Joe Franklin (VP Business & Finance) reported on Shared Services, "a concept that is pretty common in industry and it is starting to move into state and university settings. It's a concept where you take back office folks in such as accounting, payroll, human resources, and you combine services from many institutions into one." He reported that the University System's plan is to take payroll, part of human resources, part of procurement, and part of accounts payable from 35 institutions and combine those into one office probably in Columbus, Georgia.

He noted that "they're not going to try to do hiring for Georgia Southern in Columbus, but they would do the paperwork processing and the accounting and the software databases in Columbus, Georgia, rather than here." He said that the current BOR plans to start operations by April, 2009 seemed a bit optimistic, and that his best guess is that operations won't be in place until January, 2010.

2/14/2008: Shared Services: The president reported on the University System's plan to outsource some shared services, such as payroll. HE noted that Vice President Franklin

was scheduled to provide specifics later in the meeting. President Grube assured the senate that any personnel changes would be made by attrition and reassignment rather than firing staff. He asked senators to reassure staff in the affected areas that we will watch out for the welfare of our employees and protect them.

6/24/2008: Shared Services There was another query regarding shared services: the Chancellor's plan to centralize various systems that are now dealt with individually by system schools. This plan is going forward with payroll projected to be centralized off-campus by July 1, 2009, according to VP for Finance, Joe Franklin. The plan projects that some other benefits functions will also be centralized and automated, but there is no proposed closure of GSU's benefits office.

2/16/2009: Ron Core (VPBF) announced that was an initiative called Shared Services started by the System office almost a year ago. Certain business functions for the University System will be done by a central group of people for the entire System. The initial function that they have taken on is payroll. ADP the national payroll firm has been hired by the System office to put this process in place for the University System. The first payroll to go live with this will be the first bi-weekly payroll in July. Everyone will be getting an introductory letter to let them know more about process and how it actually affects them.

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Ron Core (VPBF) reminded senators of the shared services initiative that is coming out of the System office and reiterated that it is an initiative for the entire University System. The System has hired ADP as a processor for our payroll, effective July 1st and employees need to be aware of important aspects of the system, including how they receive their pay. Under the new system, actual paychecks as paper documents will be mailed to individual's home addresses from some central processing point yet to be determined. Even though checks may be in the mail, the date on which it is received may not always be the last day of the month. For individuals with direct deposit, nothing should change. A third option or pay card may be available for people who choose not

to receive a paper check or a direct deposit. Georgia Southern has a little over 70 percent of its employees on direct deposit, and direct deposit is the best option for individuals, so administration is making every effort to get individuals signed up for direct deposit. A bank fair and direct deposit sign up would take place in the Russell Union Ballroom from 11:00 to 2:00 on March 25.

Marc Cyr (CLASS) Senate Moderator asked about fees on pay cards, if there was going to be such a service fee on this card each time it was used? Ron Core (VPBF) said he didn't know yet.

Bruce Grube (President) added that GSU was very much opposed to going with this shared services plan and did not think it was a good idea at all, adding that it removes a certain amount of flexibility that's desirable on a campus. Despite lots of discussion, the move is apparently irrevocable.

Ron Core (VPBF) added that there is a link on the homepage and information will be provided through that link as it becomes available.