

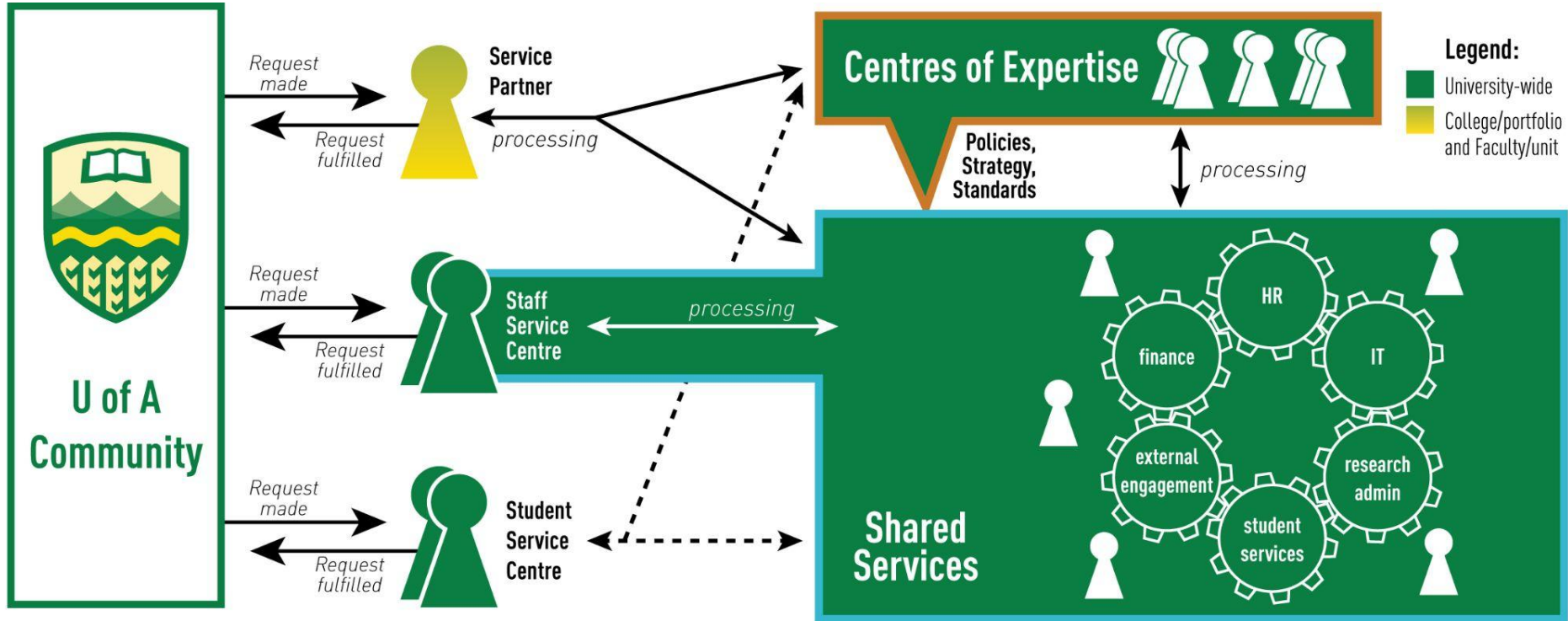
U of A for
TOMORROW

Ask SET Anything: Shared Services

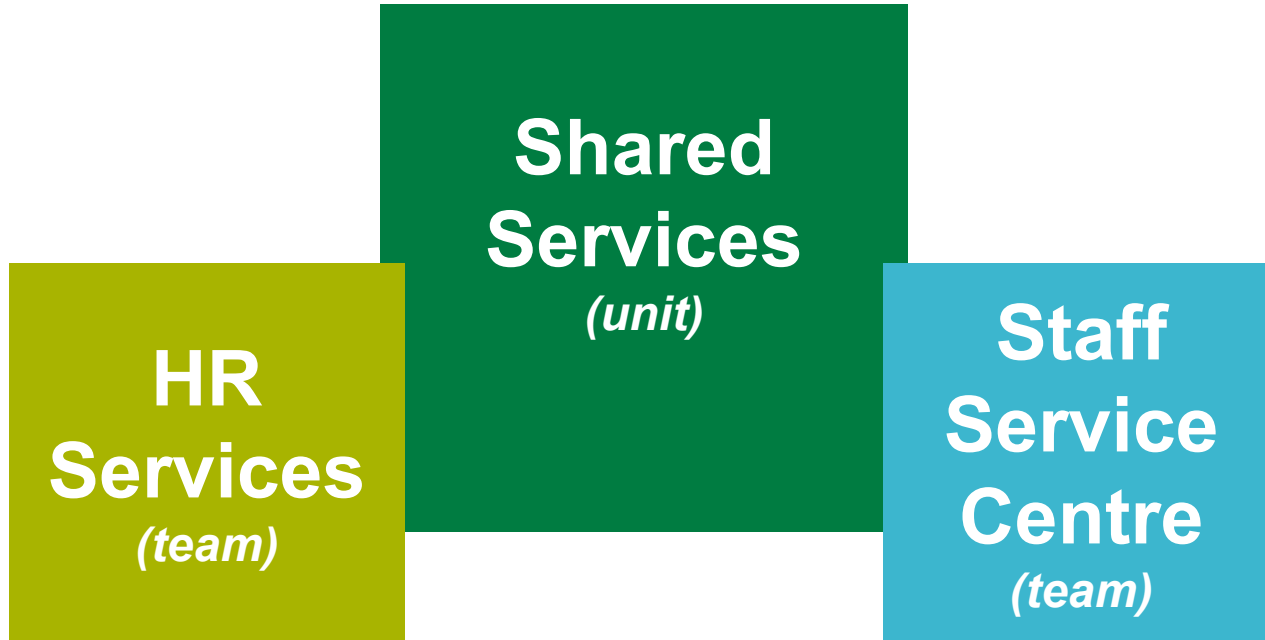
July 2021



The Shared Service unit “supports” the operating model



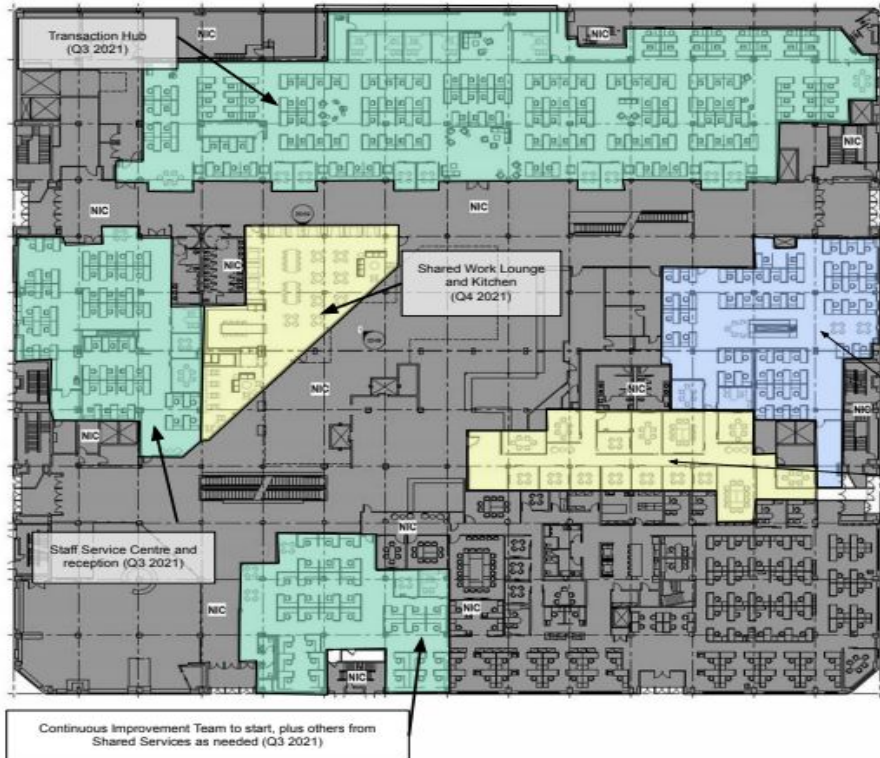
Current state



Enterprise Square update



Level 1 Enterprise Square Schematic Design and Blocking Plan



LEGEND:

- Shared Services
- Shared spaces, building-wide where possible
- TBD - future planning phase

NOTES:

As Shared Services grows, space allocations may change.

Floor plan may be modified in design development phase.

Timelines are project targets and will be refined once design is complete.

Project will work with Shared Services (Cheryl Earle) on final details and seating plan.

TBD - future planning phase (Q1 2022)

Shared Meeting Spaces (Q1 2022)

S. Loughran, Associate Director, Space Optimization, IPP, F&O
March 15, 2021

Main level plan

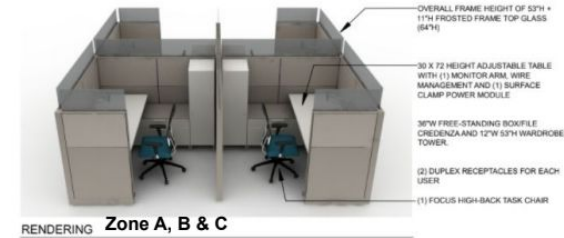
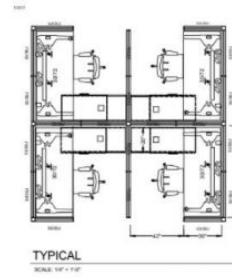


Renderings for
shared space

Typical Touchdown

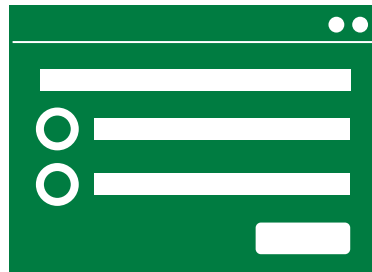


Typical Heads Down Workstation



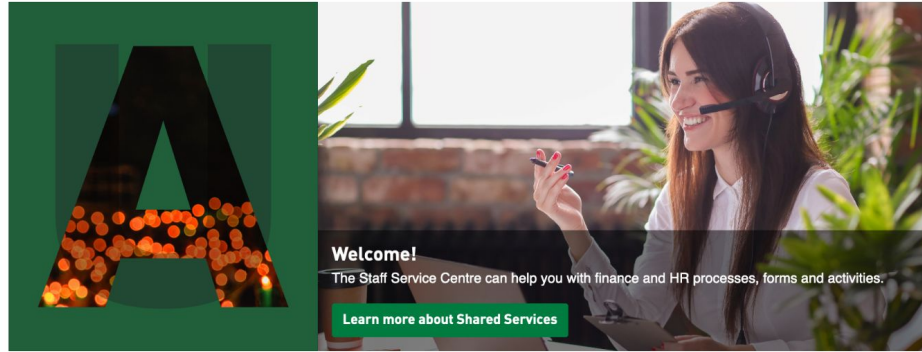
Furniture Renderings

July 26 launch

[Admissions + Programs](#)[Colleges + Faculties](#)[Research](#)[Services](#)[About U of A](#)[CURRENT STUDENTS](#)[STAFF SERVICE CENTRE](#)FOR Students Faculty and Staff

New website

Staff Service Centre



Welcome!
The Staff Service Centre can help you with finance and HR processes, forms and activities.

[Learn more about Shared Services](#)

HR Services



Looking for more information?

[Human Resources, Health,
Safety and Environment
Website](#)

Most viewed resources

- [Salary scales](#)
- [Collective agreements and handbooks](#)
- [Compensation disclosure list](#)
- [COVID-19 frequently-asked questions](#)
- [Faculty and staff benefits](#)
- [Health, safety and environment](#)
- [Health, safety and environment training](#)
- [Statutory holidays and winter closure](#)
- [T2200s](#)
- [Working remotely](#)

Common inquiries

- [How to submit a PER claim](#)
- [Employee Self Service](#)
- [Professional expense reimbursement](#)
- [Direct deposit setup](#)
- [Employment Permanent Residency Letter](#)
- [Enrolling in benefits](#)
- [Voluntary personal leave plan](#)
- [Employee self-service: time and leave information](#)

Encouraging self-service



Review related
articles

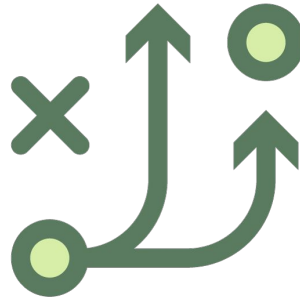


Use online
form to
contact the
centre

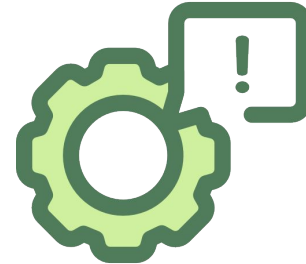
Team responsibilities



Questions
and
responses



Triage to other
service teams



Manage
ticketing
system

July 26

Starts



Time and labour, payroll, benefits,
pension and employee data



forms to Staff
Service Centre

Stops



HRHSE and central emails



by staff outside
Shared Services

Moving August 15



Auditing and exception management



Monthly accrual reports to HR partners

Later in 2021



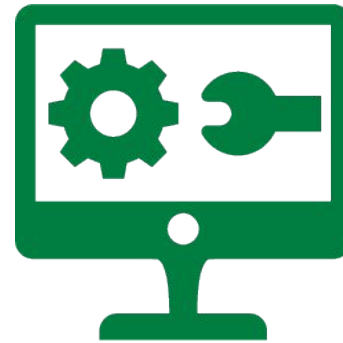
More HR
services

Summer & Fall



Finance
services

Early Fall



IT services

Late Fall



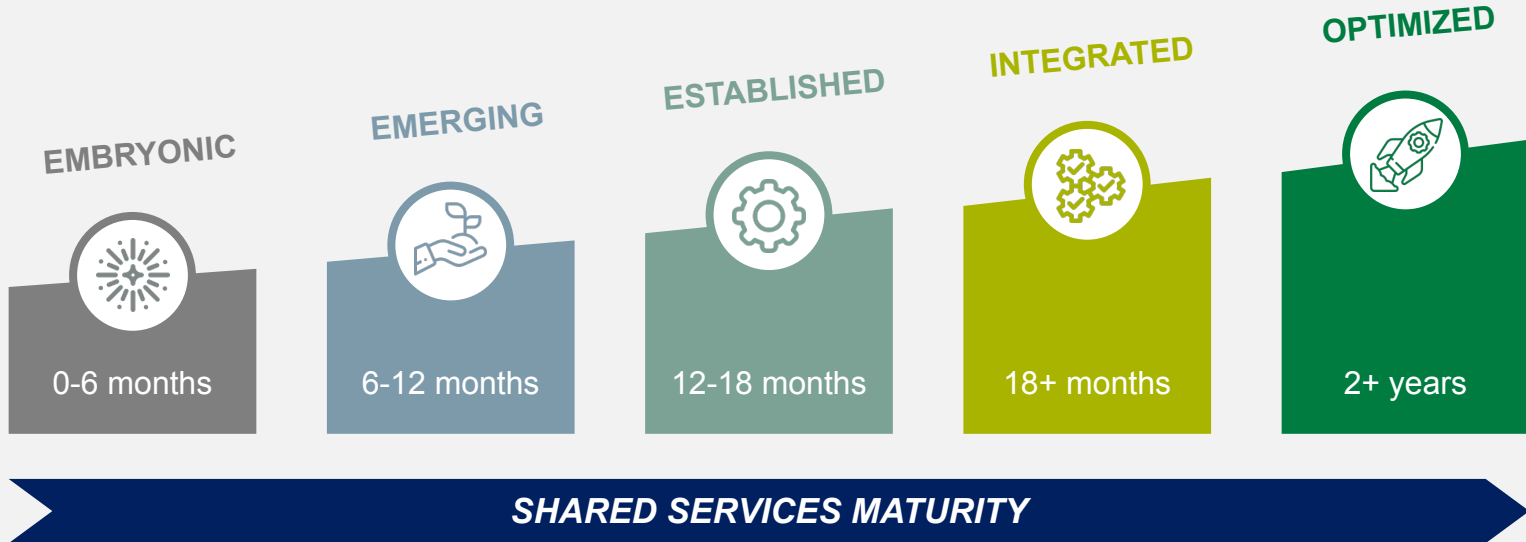
Service
innovation team

*Establish
mid-August*

Shared Services will eventually be pan-university

| HR | FINANCE | IST | RESEARCH ADMIN | EXTERNAL ENGAGEMENT |
|-------------------------------------|---|--|-------------------------------------|------------------------------------|
| Employment lifecycle administration | Accounts Receivable | Business Capability & RPA | Budget & Reporting | Events |
| Payroll, Time & Leave Management | Expenses & Reimbursement | Conferencing & Telephones | Compliance Monitoring | Contributions |
| Talent Acquisition | G/L Account Reconciliation & Data Maintenance | Remote Desktop & Mobile Device Support | Data & Information Management | FACILITIES & OPERATIONS |
| | Financial Reporting Support | | Research Administrative Services | TBC |
| | Procurement & Accounts Payable | | Research Finances & Grants Programs | STUDENT SERVICES |
| | Research Accounts | | | TBC |

Shared Services will evolve to maturity over time





UofA for
TOMORROW