

## Building an Effective FAQs Page

Excerpt from the University of Kansas's FAQs



### **What is a shared service center?**

The goal of shared service centers (SSC) is to provide increased levels of service by reorganizing some of the transaction-based activities that occur in the units and departments at KU. Training for Shared Service Center staff will ensure they have the tools to succeed...

### **How is a shared service center different than central services?**

Central services are remote from the customer, providing both services and critical audit functions with accountability only to the central administration. The Shared Service Centers will be designed to provide efficient and effective service to the departments and units they serve with a focus on customer service and problem solving...

### **What services will be provided?**

Shared Service Centers will provide HR, Finance and Research Administration support to their departments and units...

### **How will the Shared Service Centers benefit my department/unit/center?**

Direct benefits to units/departments will vary, but in general Shared Service Center customers will receive timely, expert service in the activities supported by the Center...

### **What would life be like in a Shared Service Center?**

As a Shared Service Center staff member, you will be trained on the latest technology and systems being implemented at the University. You will have the opportunity to expand your knowledge and experience in the shared service center while serving a broader range of customers...

### **Will the relationship between administrators and staff continue to exist?**

While staff will move out of departments, each school and unit will be served by dedicated staff familiar with your unit and business needs. These staff will also be highly trained in the HR, Financial and Research Administration functions that they perform...

### **Will anyone be left in my department?**

Some positions currently in the departments and units will no longer be necessary as the work will now take place in the Shared Service Centers. Those who do not move to a shared service center will be reassigned to focus on the academic mission of their department and support other programmatic needs.

Answers questions fundamental to understanding the shared services initiative

Describes the benefits of shared services

Addresses the impact of shared services on staff, local units, and the relationships between faculty and support staff