

Shared Services Enterprise Principles

PREAMBLE

The Shared Services Enterprise exists as a means to advance the goals of the State Board of Higher Education to increase the number of Oregonians with degrees, to provide high quality education to students, to undertake innovative research to advance Oregon and Oregon's economic well-being, and to support and sustain vibrant communities throughout the state. It is a means of improving education service and reducing cost. Its primary motivator is to keep tuition for Oregon students as low as possible. The Shared Services Enterprise also may extend its services beyond its public university members to other entities within Oregon education.

PRINCIPLES

1. Standardization of information, processes and functions is critical to cost-effective operations and to providing the lowest cost at any specified quality level.
2. The Shared Services Enterprise should implement best practices in each service area and focus on lowest cost for the quality of the service desired. Dimensions of quality include timeliness and ease of accessing services.
3. The Shared Services Enterprise shall be overseen by a board composed of the presidents of its public university members or their designees plus two or three public members appointed by the governor and confirmed by the state senate.
4. Each of its major service areas also should be advised by groups of its members and the Shared Services Enterprise should enter into service level agreements with customers that specify levels of quality and cost.
5. Some services may be mandatory for all members, but only to the extent necessary to satisfy legal requirements.
6. An institution that proposes not to continue using a service that was shared prior to the establishment of the Shared Services Enterprise, or which was shared thereafter within the Shared Services Enterprise, must provide the Shared Services Enterprise and each of its member universities with a reasonable and adequate advance written notice of withdrawal, such notice being of sufficient length for the Shared Services Enterprise and its members to assess the impact of such a withdrawal and make appropriate adjustments to operations, rates and practices to permit the enterprise and its members to continue effective operations.
7. The Shared Services Enterprise is considered to be an ongoing entity and it and its participants must take a long view of its operations so that it can make appropriate investments in technology, systems, and other long-lived assets or practices in order to provide high quality, timely, and cost effective services. Such investments may affect how long each university must participate in any service in which it shares.

8. Inclusion of a service within the Shared Services Enterprise does not determine who will provide that service.
9. In addition to the shared services it offers or facilitates, the Shared Services Enterprise may provide a convening function to allow discussions about topics of mutual interest to members and the sharing of best practices in matters not part of the Shared Services Enterprise's suite of services.
10. The Board of the Shared Services Enterprise will meet at least twice each year in order to plan for the enterprise, assess the quality and effectiveness of its services, explore new opportunities for sharing, evaluate senior staff, receive and adopt financial reports and budgets, receive and discuss audit reports, and conduct such other business as shall be necessary or desirable.
11. The Shared Services Enterprise will not be a state agency.
12. The existence of a Shared Services Enterprise shall not impinge on the ability of any university to offer services to other universities on a shared basis.

DOCUMENT HISTORY

- Approved by the State Board of Higher Education, Meeting #865, April 5, 2013