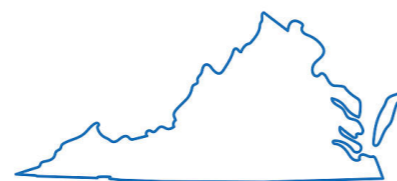




The SSC has a new Process Improvement Idea Submission form on our [website](#). We would love any process improvement ideas that you have! Ideas submitted do not require solutions for submission, we welcome and appreciate just the idea or suggestion. Submissions will be prioritized as part of the SSC Road Map process.



**SSC SERVICE MAP**

Curious to know which colleges are live with services at the SSC? The service map linked below is designed to give an overview of just that: [SSC Services Map](#)

**TIPS FROM THE SSC**

The SSC Help Center is your primary source for assistance with procurement orders and can provide assistance with completing an order and showing you how to see the status of your order in eVA. Increase your eVA knowledge and learn how to use the purchase requisition process and order from catalogs (rather than slimlines) by watching these videos: [How To Create a Non-Catalog Item](#) or [Ordering Non-Catalog Items](#).

Periodically, we will provide updates on the SSC in the form of this newsletter. Please contact [SSC\\_Communications@ssc.vccs.edu](mailto:SSC_Communications@ssc.vccs.edu) with any contributions or suggestions.

**A Vision of Partnership**

Shared services is a partnership between colleges, the System Office and the Shared Services Center. At the SSC, we are always looking for ways to partner with the colleges and the System Office. As with any successful partnership, a relationship of mutual trust, respect and communication is key. The best way to gain an understanding and respect for the work performed at the college level is to actually go to the place it is being performed.

Using the analogy of "walk a mile in their shoes," the HR Operations team visited Thomas Nelson Community College (TNCC). Angie King, HR and Finance Operations Manager, shared with TNCC the vision of customer service and the importance of a strong partnership with the colleges and discussed the structure of the shared services model. Todd Smith, HR Operations Line Manager, focused on the importance of communication and the service delivery model and the commitment to a quality product delivery for payroll and onboarding services.

TNCC gave the HR Operations team real time views of how they currently perform their jobs when they split off into HR and Payroll teams for a brief session in the afternoon. Getting to know the face behind the voice on the phone helps cultivate relationships of confidence and empathy. This is something the SSC hopes to do with many more of our partners.

At the SSC, we strive to be an extension of the college. We are here to provide assistance to the colleges in two of the most complex areas of payroll and HR onboarding prior to the formal wave rollouts, allowing our HR partners to focus on their more strategic initiatives.

**EARNING OUR CUSTOMERS BUSINESS**

Our Travel and Expense (T&E) team recently attended New Horizons and helped travelers with their expense reports. Below is a reflection from that team on their experience and how it helped them first hand.

"Being able to meet expense owners face-to-face at an event for which they would eventually have to submit an expense report for was beneficial for both the travelers as well as the T&E team. By sitting down with travelers in an environment that was casual and unrushed, the T&E team was able to listen more closely to the problems they experience when navigating Chrome River and the questions that continue to be asked because of misinformation, lack of education, or confusion on the part of travelers, delegates and approvers."

"Based on the expense owners' experiences working in Chrome River and working with their approvers and the T&E team, T&E learned first-hand why expense owners, delegates and approvers are confused by what information and documentation must be provided for expense reports to be approved for reimbursement. The T&E team worked patiently with travelers at their own pace and allowed them to ask questions that may previously have been unanswered by their approvers and by our team."

"It was mutually beneficial for our team to sit down with travelers at the New Horizons Conference because we were able to provide a service to the travelers that would educate them not only for the event that they were attending, but also for their future travels. The more opportunities T&E has to educate Chrome River users, the less aggravation and less work it creates for the users, because ultimately the education prevents future report errors."

**SSC CONTRACTS UPDATE**

In order to combine needs and leverage negotiating strength, the Procurement Department is in the process of issuing a few solicitations that will allow use by the System Office, SSC and all 23 community colleges. Below is a list of those solicitations that are currently being solicited or drafted.

Solicitation Title	Description
General Electric Services	Provide all labor, materials, supervision, equipment, services, incidentals, and related items necessary to provide electrical repairs on VCCS sites.
Generator Maintenance, Repair and Rental Services	Provide all labor, materials, supervision, equipment, services, incidentals, and related items necessary to provide total maintenance service, including necessary preventative maintenance services and on-call repair service for emergency generators on VCCS sites and provide for short-term rental of emergency generators.
Fire Protection System Inspection, Testing, Monitoring and Refill; and Master Clock System Inspection, Testing, and Maintenance	Provide fire protection system inspection, testing, and routine maintenance; fire extinguisher testing, training, and refill (not replacement); central station monitoring, testing and routine maintenance for fire and/or burglar alarm communicator system services; and master clock system testing and maintenance and "on-call" repair service.
Elevator Maintenance Service at Virginia's Community Colleges	Provide all labor, materials, supervision, equipment, services, incidentals, and related items necessary to provide total maintenance service, including monthly and annual preventative maintenance services and on-call repair service for elevators, chairlifts, dumbwaiters, book lifts, and other lifts on VCCS sites.
Temporary Personnel and Staffing Services	Provide temporary personnel and staffing services for a variety of position types, on an as-needed basis.
Student Pay for Print Vending Services	Provide print on demand services to the student bodies.

The decision has been made that colleges may also use another college's contract even if it does not contain the specific "cooperative procurement language." In order to use another college's contract, the contract scope and pricing would need to be in accordance with the contract. Anyone interested in obtaining goods and/or services from another college's contract, please email [contracts@ssc.vccs.edu](mailto:contracts@ssc.vccs.edu) with the contract number and/or the contractor's name listed in the subject line. Listed below are a few contracts that might be useful to other colleges.

Contractor	Contract Number	Contract Title
Direct Travel, Inc.	C1082-15	Travel Management Services
Covington Travel	C1082-15	Travel Management Services
Thompson Services (dba ServiceMaster)	CVCC-004-2015	Janitorial Services
Castle Branch, Inc.	293-4000	Background Check Certifications

Procurement has also started the process of submitting system-wide Sole Source Justification and Approval Requests. A system-wide sole source has been submitted for billboard advertising and placements with Lamar Companies to the Department of General Services (DGS) for approval.

**PROCESS COUNCIL CORNER**

We are excited to highlight a different Process Council in each newsletter! To get started, we have an overview of our Process Councils.

Process Councils identify customer requirements, respond to customer feedback/concerns, identify improvement opportunities and assess the progress of current initiatives. The decisions made by the Process Councils ensure continuous improvement of service delivery to the customers.

- The SSC leader of the end-to-end process will be the Chairperson of the Process Council who will nominate a college representative as the Vice-Chairperson.
- Other members for the Process Councils are nominated by the Chairperson and Vice-Chairperson. These include resources from the colleges, the System Office and the SSC with the objective of having subject matter expertise, cross-functional representation, and diverse skills.
- When making SSC decisions and recommendations to the Management Council, the Process Council members represent the VCCS from a system-wide perspective.
- The Process Councils' Chairpersons report any significant decisions of each meeting to the Management Council.

Next month we'll feature one of our current Process Councils and their recent accomplishments!

**PROCUREMENT YEAR-END TIPS**

- Ensure that anything you receive in eVA has also been invoiced.
- All encumbrances must be relieved and cash liability posted prior to year-end.

**Procurement FY18 Deadlines**  
**April 6, 2018** Goods/Services greater than \$100,000 available on a valid contract  
**April 20, 2018** Goods/Services between \$5,000 and \$100,000  
**May 25, 2018** Goods/Services less than \$5,000

Any solicitation requests over \$100,000 will be managed as an exception. Each request will be reviewed for acceptance on a case-by-case basis. Purchase requests received after these dates may be processed using next fiscal year (FY19) funds.

**CONTACTING THE SHARED SERVICES CENTER**

**Contact Methods**  
 METHOD #1 – CALL 877-340-5577

- An agent will answer the call and attempt to answer your question.
- If the question cannot be answered at that time, it will be escalated for research and you will be given a ticket number.
- You will be contacted back once a solution has been reached.

METHOD #2 – EMAIL [HELP@SSC.VCCS.EDU](mailto:HELP@SSC.VCCS.EDU)

- You will get an immediate response via email that the ticket is being worked, this email provides you with the ticket number.
- You will be contacted with a resolution within 48 hours.

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 SSC Newsletter V2: I2

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