**METHOD #2 – EMAIL**

Volume 2, Issue 4

**Contact Methods**

Fiscal Year 2018, we put together a recap of the volume processed for some of the services we're handling. As a reflection of the growth that the Shared Services Center experienced through the services that we took on in the solicitation process, please email allow use by the System Office, SSC and all 23 community colleges. If your college is interested in participating with the SSC Governance Process, please email the SSC Contracts Update with "Solicitation Interest – Solicitation Title" in the subject line.

**SSC Contracts Update**

Below is a list of new contract documents and amendments that were delivered to Procurement Department that are open for action.

**Service Map**

The Service Map is designed to give you an overview of just that: the services at the SSC?

**SSC Help Center Can Help Save You Time**

Do you have ideas on how you could improve the SSC? We are always looking for ideas to improve the SSC experience. The SSC Help Center can help save you time.

1. You will get an immediate response via email that the ticket is being worked, this email provides you with the ticket number.
2. If the question cannot be answered at that time, it will be escalated for research and you will be given a ticket number.
3. An agent will answer the call and attempt to answer your question.
4. You will be contacted back once a solution has been reached.
5. Unit price (and order total)
6. Vendor Name
7. Description Of Product
8. Quantity
9. Date (and time)
10. Any other notes

**SSC Service Map**

Extra services that are available on the SSC Service Map include information on mini-enhancement releases and bug fixes, demonstrations, and opportunities for Q&A. Sessions may also include information on the development of recurring training sessions for multiple service areas (i.e. Procurement, Accounts Payable, T&E, etc.). The SSC is in the process of developing recurring training sessions for multiple service areas such as eVA, Chrome River, etc. The SSC is in the process of developing recurring training sessions for multiple service areas such as eVA, Chrome River, etc.

**Process Council Corner**

**SSC Assistant to the Executive Council.** These projects are:

1. Enterprise implementation of PeopleAdmin, a software solution for employee recruitment and hiring;
2. Enterprise implementation of SilkRoad, a software solution for employee onboarding; and
3. TLAM II, a system upgrade to manage overtime and comp time.

**SSC Human Resources Process Council**

The Human Resources Process Council includes three sub-groups: Applicant Tracking, TLAM II (Time, Labor and Attendance Management), and eVA (Electronic Voice Acceptance). These projects are:

1. You will get an immediate response via email that the ticket is being worked, this email provides you with the ticket number.
2. If the question cannot be answered at that time, it will be escalated for research and you will be given a ticket number.
3. An agent will answer the call and attempt to answer your question.
4. You will be contacted back once a solution has been reached.
5. Unit price (and order total)
6. Vendor Name
7. Description Of Product
8. Quantity
9. Date (and time)
10. Any other notes

**SSC Shared Services FY19 Reuse**

We're always looking for ways to improve the SSC experience. The SSC is always looking for ideas on how you could improve the SSC experience. The SSC Help Center can help save you time.

**Solicitation Process**

Please contact SSC Contracts Update with "Solicitation Interest – Solicitation Title" in the subject line.

**SSC Mailing Address**

147 Daleville Centre Drive

Our mailing address is:

SSC Community Contact Center

Virginia’s Community Colleges Shared Services Center

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