

# Welcome to Team 4

## Welcome Packet

### **College of Letters & Science - Division of Biological Sciences**

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# Note from the Chief Operating Officer

Dear Team 4 Colleague,

To help your unit transition to Campus Shared Services (CSS), our team has compiled this information packet for you to use. We hope this information will help support your transition by clarifying our service offerings.

The success of CSS relies on us working together throughout this transition. While we know this transition will face challenges, we are inspired to move forward because we envision the benefits of shared services for UC Berkeley to be substantial, and look forward to building this organization together. Thank you for your continued support and input.

As always, please let us know if you have any questions or feedback.

Best,

Thera Kalmijn  
Chief Operating Officer, Campus Shared Services

[shareservices@berkeley.edu](mailto:shareservices@berkeley.edu)



# Campus Shared Services

*Campus Shared Services is here to provide high-quality administrative services with the Berkeley touch.*

“We’ve built Campus Shared Services together. We’re using our campus expertise to provide support in Business & Financial Services, Human Resources, Information Technology, and beginning April 18, 2013, Academic Personnel Support and Research Administration.” - Thera Kalmijn, Chief Operating Officer, Campus Shared Services

## When you need assistance with...

### Business and Financial Services

- Business Contracts Coordination
- Procurement
- Recharge
- Travel and Entertainment

Submit a ticket at [blu.berkeley.edu](http://blu.berkeley.edu)

Phone: 510-664-9000, option 2

E-mail: [bnfscshelp@berkeley.edu](mailto:bnfscshelp@berkeley.edu)

**Director: Jim Wogan**

### Research Administration

- Pre-Award Services
- Post-Award Services
- Fund Management
- Research Gift Coordination

Contact your Research Administrator directly

or you can contact CSS RA:

E-mail: [racsshhelp@berkeley.edu](mailto:racsshhelp@berkeley.edu)

Phone: 510-664-9000, option 4

Submit a ticket at [blu.berkeley.edu](http://blu.berkeley.edu)

**Interim Director: Thera Kalmijn**

### Human Resources/ Academic Personnel Support

- Advisory and Employee Relations
- Benefits and Leaves
- Compensation
- Leave Management
- Pre-Employment Activities & Onboarding
- Records Management
- Recruitment and Appointments
- Payroll Actions
- Visas and Immigration

Phone: 510-664-9000, option 3

Submit a ticket at [blu.berkeley.edu](http://blu.berkeley.edu)

E-mail: [hrapscshelp@berkeley.edu](mailto:hrapscshelp@berkeley.edu)

or contact your HR Business Partner directly

**Director: Suong Ives**

### Information Technology

- Application Support
- End User Device Support
- Device Procurement
- Device Provisioning

Phone: 510-664-9000, option 1

E-mail: [itcsshelp@berkeley.edu](mailto:itcsshelp@berkeley.edu)

Submit a ticket at [blu.berkeley.edu](http://blu.berkeley.edu)

**Director: Jerry Yerardi**

## Contact us!

**Campus Shared Services**

**Mail Code: 7600**

**1608 Fourth Street**

**Berkeley, CA 94710**



[shareservices.berkeley.edu](http://shareservices.berkeley.edu)



**510-664-9000**



[shareservices@berkeley.edu](mailto:shareservices@berkeley.edu)



[blu.berkeley.edu](http://blu.berkeley.edu)



**Berkeley**  
UNIVERSITY OF CALIFORNIA

# Transitioning to Campus Shared Services

## Business and Financial Services

### College of Letters & Science - Division of Biological Sciences

Service Team Lead: David Murphy, [dmurphy@berkeley.edu](mailto:dmurphy@berkeley.edu)

#### 4 Ways to Request Service:

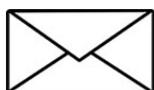
1. Submit a ticket at [blu.berkeley.edu](http://blu.berkeley.edu) (click on the “Campus Shared Services” link at the top) - **fastest method!**
2. E-mail us at [bnfscsshhelp@berkeley.edu](mailto:bnfscsshhelp@berkeley.edu)
3. Call us at 510-664-9000, option 2.
4. For BearBuy users - place purchase requests directly in a BearBuy shopping cart

When you need...	You can...	CSS will...
to make a purchase	BDS, IB, and MCB are still using the Filemaker purchase request system. You can continue to make purchase requests through BearBuy or the FileMaker purchase request system.	CSS will obtain and verify the required data, create the requisition, and communicate with you (the requestor) to complete the transaction.
a Travel & Entertainment (T&E) reimbursement	For research related requests- BDS, IB, and MCB requestors should continue to send paper documents to their RA.  For non-research related requests- please send paper documents to CSS B&FS (attn: Anna Vorster or Maria Alday).	CSS will process all payment/reimbursement requests, and communicate with the requestor and/or the appropriate RA to complete the transaction.
a reimbursement (not Travel & Entertainment)	If you are a BearBuy user, you are encouraged to continue to utilize the BearBuy platform as usual.  If you are not a BearBuy user, you can contact the CSS team for assistance via methods 1 - 3 listed above.	CSS will obtain and verify the required data, create the requisition, and communicate with you (the requestor) to complete the transaction.
a business contract	You can submit your contract proposal via methods 1 - 3 listed above.	CSS will review the contract proposal, obtain and verify the necessary information to complete the contract packet, coordinate with the Business Contracts Office (BCO), and communicate with you (the requestor) to complete the transaction.
a recharge	You can submit your recharge request via methods 1 - 3 listed above.	CSS will provide recharge (IOC billing transactions and reconciliation, prepare recharge journals, prepare statements, and communicate with you (the requestor) to complete the transaction.

CSS aims to provide the highest level of service possible to the campus. Our clients have the ability to escalate feedback regarding CSS service quality to the Service Team Lead listed above, or to:

- Jim Wogan, CSS B&FS Director, [jimwogan@berkeley.edu](mailto:jimwogan@berkeley.edu)
- Darrylyn Swift, CSS Service Quality Director, [dswift@berkeley.edu](mailto:dswift@berkeley.edu)
- Thera Kalmijn, CSS Chief Operating Officer, [therakalmijn@berkeley.edu](mailto:therakalmijn@berkeley.edu)

#### Questions? Comments? Contact Us!



[shareservices@berkeley.edu](mailto:shareservices@berkeley.edu)



510-664-9000



[shareservices.berkeley.edu](http://shareservices.berkeley.edu)



[blu.berkeley.edu](http://blu.berkeley.edu)

## **CSS Business and Financial Services Function FAQs**

### **College of Letters and Science – Division of Biological Sciences**

#### **Why incorporate Business and Financial Services into Campus Shared Services?**

Business and Financial Services (B&FS) are complex functions with multiple processes. By incorporating B&FS into CSS, we take advantage of the opportunity of scale – the opportunity to establish Berkeley-wide best practices, increase cross-team collaboration, and promote staff equity for B&FS professionals. We have the ability to broaden our internal staff knowledge base, champion career development, and elevate service levels for previously underserved departments. The incorporation of B&FS into CSS is a deliberate, thoughtful process that relies on the feedback from our client groups and internal staff members.

#### **Who will be served by Campus Shared Services on April 18, 2013?**

As of April 18, 2013, the following units will receive support from CSS:

- Office of the Chancellor
- Office of the Vice Chancellor for Administration and Finance (VCAF) and all administrative units within the VCAF
- Information Services and Technology (IST)
- Office of the Chief Information Officer (CIO)
- College of Letters and Science – Division of Biological Sciences
- College of Natural Resources

#### **What services are offered by CSS B&FS?**

The B&FS Service Menu can be found on our department website, [sharedservices.berkeley.edu](http://sharedservices.berkeley.edu). If you have additional questions about CSS B&FS service offerings, please contact us directly at (510) 664-9000, option 2, or [bnfscshelp@berkeley.edu](mailto:bnfscshelp@berkeley.edu).

#### **I need B&FS service – how do I reach CSS?**

You can reach CSS B&FS in several ways:

1. Submit a ticket at [blu.berkeley.edu](http://blu.berkeley.edu) (click on the “Campus Shared Services” link at the top)  
– *fastest method!*
2. E-mail us at [bnfscshelp@berkeley.edu](mailto:bnfscshelp@berkeley.edu)
3. Call us at (510) 664-9000, option 2
4. *For Bear Buy users* – place purchase requests directly in a BearBuy shopping cart

#### **What are the CSS B&FS processes on April 18, 2013?**

Campus Shared Services B&FS is staffed with Berkeley professionals who are ready to assist you in:

- Procurement
- Reimbursements
- Travel & Entertainment reimbursements
- Business Contracts
- Recharge

For Service Level Agreements, please visit our website, [sharedservices.berkeley.edu](http://sharedservices.berkeley.edu).

## **CSS Business and Financial Services Function FAQs**

### **College of Letters and Science – Division of Biological Sciences**

For processes specific to the College of Letters & Science – Division of Biological Sciences, please refer to the information in this packet. Please contact CSS with any additional questions.

#### **How do I submit a ticket on Blu?**

Visit [blu.berkeley.edu](http://blu.berkeley.edu) and click on the “Campus Shared Services” link at the top of the screen. The Campus Shared Services page allows you to enter tickets for B&FS, IT, and HR/APS. Click on the B&FS “submit ticket” button. Enter as much information as possible and attach any necessary documentation. CSS B&FS will review and process your request and contact you any if additional information is needed.

#### **How do I make a purchase using CSS on April 18, 2013?**

While BearBuy users are encouraged to continue to use Bearbuy, any purchasing request can be submitted to CSS B&FS via a ticket at [blu.berkeley.edu](http://blu.berkeley.edu), via e-mail at [bnfscsshhelp@berkeley.edu](mailto:bnfscsshhelp@berkeley.edu), or by phone at (510) 664-9000, option 2.

BDS, IB, and MCB requestors will continue to utilize the FileMaker purchase request system. They may also call their purchasing agent directly.

#### **How do I submit a Travel & Entertainment reimbursement on April 18, 2013?**

For research related requests, BDS, IB, and MCB requestors should continue to send the paper documents to the Research Administration group in Giannini Hall. The appropriate RA will approve the funding and then forward the request to CSS for processing.

For non-research related requests, please send your paper documents to CSS, attention Anna Vorster or Maria Alday.

#### **Does the Business Contracts Office (BCO) still handle business contract preparation?**

The Business Contracts Office still handles business contracts preparation. However, CSS B&FS will provide support to gather all necessary information and documentation before business contract requests are submitted to the BCO.

#### **What metrics will be used to ensure that B&FS is meeting CSS standards?**

The B&FS ticketing system has a built in way to gather service satisfaction data. This data is used to ensure that CSS B&FS is meeting or exceeding Service Level Agreements. It also helps identify areas of strength and opportunities where CSS can improve.

For general feedback regarding service quality, CSS clients have the ability to further escalate feedback:

Service Team Lead, David Murphy	<a href="mailto:dmurphy@berkeley.edu">dmurphy@berkeley.edu</a>
Business and Financial Services Director, Jim Wogan	<a href="mailto:jimwogan@berkeley.edu">jimwogan@berkeley.edu</a>
CSS Service Quality Director, Darrylyn Swift	<a href="mailto:dswift@berkeley.edu">dswift@berkeley.edu</a>
CSS Chief Operating Officer, Thera Kalmijn	<a href="mailto:therakalmijn@berkeley.edu">therakalmijn@berkeley.edu</a>

# Transitioning to Campus Shared Services

## Human Resources/ Academic Personnel Support

### College of Letters & Science - Division of Biological Sciences

Senior Business Partner: Jena Desai, [jena.desai@berkeley.edu](mailto:jena.desai@berkeley.edu)

HR Business Partner: Shannon Kotter, [shannonkotter@berkeley.edu](mailto:shannonkotter@berkeley.edu)

HR Business Partner: Hanna Knight, [h\\_knight@berkeley.edu](mailto:h_knight@berkeley.edu)

#### 4 Ways to Request Service:

1. Call CSS HR/APS at 510-664-9000, option 3 - **fastest method!**
2. Submit a ticket at [blu.berkeley.edu](http://blu.berkeley.edu) (click on the “Campus Shared Services” link at the top)
3. E-mail us at [hrapscsshhelp@berkeley.edu](mailto:hrapscsshhelp@berkeley.edu)
4. Contact your HR Business Partner directly

When you need...	You can...	CSS will...
Recruitment	You can submit your request via any method above.	The Recruitment team will schedule an intake meeting. CSS will work with you to identify the position #, job description, position type, and recruitment plan.
Benefits	You can submit your request via any method above.	The First Contact Resolution team will assist you with most questions. You may also be referred to the Benefits and Leaves team.
Leaves Administration	As soon as an employee determines that a leave is needed, or if the supervisor is informed of the need for a leave, submit a service request or request for consultation via any method above.	CSS HR/APS will assess the situation, provide consultation or advice to the employee, or consult/advise with the supervisor.
Advisory and Employee Relations	You can submit your request via any method above.	Your HR Business Partner will work with you to address the situation.
Payroll and Timekeeping	Notify CSS HR/APS via any method above with any questions, or when there is a situation involving leave without pay.	CSS HR/APS will ensure timely and accurate pay to employees and will work to provide timely and accurate resolutions to timekeeping or payroll issues.
Pre-Employment Activities (Onboarding)	You can submit your request via any method above.	CSS HR/APS will coordinate background checks, create the employment contract, and complete new hire paperwork with employees.
Employee Lifecycle	Notify CSS HR/APS of the changes via any method above. For voluntary separations, provide employee resignation letter.	CSS HR/APS will input changes in HCM and other systems as required, process final pay, and send any necessary notification letters.
Visas and Immigration	Contact CSS HR/APS staff via any method above for visa processing, questions, and renewal.	Full service, consultation, advisory services and coordination with the Berkeley International Office is provided.
Compensation	Submit your request and any necessary documents via any method above. For classifications or reclassifications, please provide job description and org chart. For STAR awards, please submit completed form.	CSS HR/APS will assist with development of job descriptions, interface with Central HR Compensation, process salary adjustments and awards, and provide letters for employees.

CSS aims to provide the highest level of service possible to the campus. Our clients have the ability to escalate feedback regarding CSS service quality to the Senior Business Partner listed above, or to:

- Cheryl Drassinower, HR Service Delivery Manager, [cheryljd@berkeley.edu](mailto:cheryljd@berkeley.edu)
- Julie Niedermayr, Academic Personnel Optimization Manager, [jln@berkeley.edu](mailto:jln@berkeley.edu)
- Suong Ives, CSS HR/APS Director, [suongives@berkeley.edu](mailto:suongives@berkeley.edu)
- Darrylyn Swift, CSS Service Quality Director, [dswift@berkeley.edu](mailto:dswift@berkeley.edu)
- Thera Kalmijn, CSS Chief Operating Officer, [therakalmijn@berkeley.edu](mailto:therakalmijn@berkeley.edu)

#### Questions? Comments? Contact Us!



[sharedservices@berkeley.edu](mailto:sharedservices@berkeley.edu)



510-664-9000



[sharedservices.berkeley.edu](http://sharedservices.berkeley.edu)



[blu.berkeley.edu](http://blu.berkeley.edu)

## **CSS Human Resources/ Academic Personnel Support Function FAQs**

### **College of Letters and Science – Division of Biological Sciences**

#### **Why incorporate Human Resources and Academic Personnel Support into Campus Shared Services?**

Human Resources and Academic Personnel Support are complex functions with multiple processes. By folding HR/APS into CSS, we take advantage of the opportunity of scale – the opportunity to establish Berkeley-wide best practices, increase cross-team collaboration, and promote staff equity for HR/APS professionals across campus. We have the ability to broaden our internal staff knowledge base, champion career development, and elevate service levels for previously underserved departments. The incorporation of HR and APS into CSS is a deliberate, thoughtful process that relies on the feedback from our client groups and internal staff members.

#### **Who will be served by Campus Shared Services on April 18, 2013?**

As of April 18, 2013, the following units will receive support from CSS:

- Office of the Chancellor
- Office of the Vice Chancellor for Administration and Finance (VCAF) and all administrative units within the VCAF
- Information Services and Technology (IST)
- Office of the Chief Information Officer (CIO)
- College of Letters and Science – Division of Biological Sciences
- College of Natural Resources

#### **What services are offered by CSS HR/APS?**

The HR/APS Service Menu can be found on our department website, [sharedservices.berkeley.edu](http://sharedservices.berkeley.edu). If you have additional questions about CSS HR and APS services offerings, please contact us directly at (510) 664-9000, option 3, or [hrapscshelp@berkeley.edu](mailto:hrapscshelp@berkeley.edu).

#### **Will I still be working with the same Human Resources/ Academic Personnel professional on April 18, 2013?**

To ensure that there is no disruption in service, on April 18, all current work in progress will remain with the individual HR/APS professional.

Going forward, departments will be able to contact their assigned HR Business Partner directly. Other HR/APS staff members may be assigned to specialty functional groups or the First Contact Resolution team. Requests for service received after April 18 will be routed through the First Contact team to the appropriate Business Partner or functional team for response. Please note that all HR/APS service teams work collaboratively to promote cross training and elevate service levels. When a request requires expert knowledge of a department-specific process, that expert is tapped into, ensuring a continued high-level of service for the client.

## **CSS Human Resources/ Academic Personnel Support Function FAQs College of Letters and Science – Division of Biological Sciences**

**My HR/ APS professional is moving to CSS, how can I contact him/her after April 18, 2013?**

Due to the physical move of some staff to the CSS office on 4<sup>th</sup> Street, you may not be able to reach your HR/APS professional via their old office phone number after April 18. You are welcome to contact your HR/APS professional directly via their Berkeley e-mail or mobile phone number, which have not changed.

**I need HR/APS service – how do I reach CSS?**

You can reach CSS HR and APS in several ways:

1. Call CSS at (510) 664-9000, option 3 to speak to a Berkeley HR/ APS professional immediately
2. Email CSS at [hrapscshelp@berkeley.edu](mailto:hrapscshelp@berkeley.edu)
3. Log onto the Blu portal ([blu.berkeley.edu](http://blu.berkeley.edu)) and click on the “Campus Shared Services” link at the top to log a service request ticket
4. Contact your HR Business Partner directly via their phone or e-mail

**Will I have to go to the CSS office on 4<sup>th</sup> Street to meet with my HR Business Partner?**

Although our main office is on 4<sup>th</sup> Street, we understand the importance of maintaining an on-campus presence. All HR Business Partners will maintain a regular on-campus presence so they can meet face-to-face with clients. CSS HR/APS also maintains a satellite office in Evans Hall which will be staffed during business hours for in-person questions, document drop offs, and meetings. As CSS grows, we will setup additional satellite offices throughout campus.

**What is the First Contact Resolution Team?**

The First Contact Resolution team is comprised of Berkeley HR/APS professionals who are the first point of contact for HR/APS inquiries. They are trained to handle many types of inquiries and questions in order to provide efficient and immediate service to clients. You can contact this team directly via phone at (510) 664-9000, option 3, via e-mail at [hrapscshelp@berkeley.edu](mailto:hrapscshelp@berkeley.edu), or by logging a ticket through the Blu portal ([blu.berkeley.edu](http://blu.berkeley.edu)).

**What metrics will be used to ensure that HR and APS professionals are meeting CSS standards?**

The HR/APS ticketing system has a built-in way to gather service satisfaction data. This data is used to ensure that CSS B&FS is meeting or exceeding Service Level Agreements. It also helps identify areas of strength and opportunities where CSS can improve.

**CSS Human Resources/ Academic Personnel Support Function FAQs**  
**College of Letters and Science - Division of Biological Sciences**

For general feedback regarding service quality, CSS clients have the ability to further escalate feedback in this order:

Senior Business Partner, Jena Desai	<a href="mailto:jena.desai@berkeley.edu">jena.desai@berkeley.edu</a>
HR Business Partner, Shannon Kotter	<a href="mailto:shannonkotter@berkeley.edu">shannonkotter@berkeley.edu</a>
HR Business Partner, Hanna Knight	<a href="mailto:h_knight@berkeley.edu">h_knight@berkeley.edu</a>
HR Service Delivery Manager, Cheryl Drassinower	<a href="mailto:cheryljd@berkeley.edu">cheryljd@berkeley.edu</a>
Academic Personnel Optimization Manager, Julie Niedermayr	<a href="mailto:jln@berkeley.edu">jln@berkeley.edu</a>
HR/APS Director, Suong Ives	<a href="mailto:suongives@berkeley.edu">suongives@berkeley.edu</a>
CSS Service Quality Director, Darrylyn Swift	<a href="mailto:dswift@berkeley.edu">dswift@berkeley.edu</a>
CSS Chief Operating Officer, Thera Kalmijn	<a href="mailto:therakalmijn@berkeley.edu">therakalmijn@berkeley.edu</a>

# Transitioning to Campus Shared Services Information Technology

## 3 Ways to Request Service:

1. Call us at 510-664-9000, option 1 - **fastest method!**
2. Submit a ticket at [blu.berkeley.edu](http://blu.berkeley.edu) (click on the “Campus Shared Services” link at the top)
3. E-mail us at [itcsshelp@berkeley.edu](mailto:itcsshelp@berkeley.edu).

When you need...			
<b>End User Device Support</b> <ul style="list-style-type: none"> <li>• General troubleshooting</li> <li>• User setup</li> <li>• Install/ upgrade software or hardware</li> <li>• Printer/Multi-Functional Device (MFD) support</li> <li>• Employee/Department device moves</li> <li>• Security issues</li> <li>• Active Directory changes</li> </ul>	<b>Application Support</b> <ul style="list-style-type: none"> <li>• BearBuy</li> <li>• Cal Planning</li> <li>• Cal Time</li> <li>• Cal Answers               <ul style="list-style-type: none"> <li>• bCal</li> <li>• bMail</li> <li>• bDrive</li> </ul> </li> <li>• Box.net</li> <li>• BFS/BAIRS</li> </ul>	<b>Device Procurement</b> <ul style="list-style-type: none"> <li>• Desktops</li> <li>• Laptops</li> <li>• Smart Phones</li> <li>• Tablets</li> <li>• Printers</li> <li>• MFds (with BAS)</li> </ul>	<b>Device Provisioning</b> <ul style="list-style-type: none"> <li>• Desktops</li> <li>• Laptops</li> <li>• Smart Phones</li> <li>• Tablets</li> <li>• Printers</li> </ul>
You need to...			
For service, please contact CSS IT via methods 1 - 3 listed above. For fastest service, please call 510-664-9000, option 1 to speak to a CSS IT professional.			
CSS will...			
CSS IT will provide in-person, remote, and remote-with-customer support to answer questions and resolve issues.			

**CSS Business and Financial Services aims to provide the highest level of service possible to the campus. Our clients have the ability to escalate feedback regarding CSS service quality:**

- Jerry Yerardi, CSS IT Director, [yerardijerry@berkeley.edu](mailto:yerardijerry@berkeley.edu)
- Darrylyn Swift, CSS Service Quality Director, [dswift@berkeley.edu](mailto:dswift@berkeley.edu)
- Thera Kalmijn, CSS Chief Operating Officer, [therakalmijn@berkeley.edu](mailto:therakalmijn@berkeley.edu)



**Questions? Comments? Contact Us!**



[sharedservices@berkeley.edu](mailto:sharedservices@berkeley.edu)



510-664-9000



[sharedservices.berkeley.edu](http://sharedservices.berkeley.edu)



[blu.berkeley.edu](http://blu.berkeley.edu)

## CSS Information Technology Function FAQs

### Why incorporate Information Technology into Campus Shared Services?

Information Technology (IT) services and activities have the potential to be shared more fully on campus, resulting in greater technological efficiencies in IT service delivery and systems. At CSS IT, we are broadening our internal staff knowledge base, championing career development, and elevating service levels. The incorporation of IT into CSS is a deliberate, thoughtful process that relies on the feedback from our client groups and internal staff members.

### Who will be served by Campus Shared Services on April 18, 2013?

As of April 18, 2013, the following units will receive support from CSS:

- Office of the Chancellor
- Office of the Vice Chancellor for Administration and Finance (VCAF) and all administrative units within the VCAF
- Information Services and Technology (IST)
- Office of the Chief Information Officer (CIO)
- College of Letters and Science – Division of Biological Sciences
- College of Natural Resources

### What services are offered by CSS IT?

The IT Service Menu can be found on our department website, [sharedservices.berkeley.edu](http://sharedservices.berkeley.edu). If you have additional questions about CSS IT service offerings, please contact us directly at (510) 664-9000, option 1, or [itcsshelp@berkeley.edu](mailto:itcsshelp@berkeley.edu).

### I need IT service – how do I reach CSS?

You can reach CSS IT in several ways:

1. Call us at (510) 664-9000, option 1 – *fastest method!*
2. E-mail us at [itcsshelp@berkeley.edu](mailto:itcsshelp@berkeley.edu)
3. Submit a ticket at [blu.berkeley.edu](http://blu.berkeley.edu) (click on the “Campus Shared Services” link at the top)

### What if I have an urgent, immediate need? How is someone from CSS going to resolve my issue in time?

In addition to the main CSS office at 4<sup>th</sup> Street, CSS IT has several satellite locations throughout campus. These satellite offices have been strategically placed, which allows our IT professionals to respond quickly to service requests.

### What metrics will be used to ensure that it is meeting CSS standards?

The IT ticketing system has a built in way to gather service satisfaction data. This data is used to ensure that CSS IT is meeting or exceeding Service Level Agreements. It also helps identify areas of strength and opportunities where CSS can improve.

# CSS Information Technology Function FAQs

For general feedback regarding service quality, CSS clients have the ability to further escalate feedback:

IT Director, Jerry Yerardi	<a href="mailto:yerardijerry@berkeley.edu">yerardijerry@berkeley.edu</a>
CSS Service Quality Director, Darrylyn Swift	<a href="mailto:dswift@berkeley.edu">dswift@berkeley.edu</a>
CSS Chief Operating Officer, Thera Kalmijn	<a href="mailto:therakalmijn@berkeley.edu">therakalmijn@berkeley.edu</a>

# Transitioning to Campus Shared Services Research Administration

## College of Letters & Sciences - Division of Biological Sciences

Service Team Lead: Katie Hudson, [khudson@berkeley.edu](mailto:khudson@berkeley.edu)

### 4 Ways to Request Service:

1. Contact your Research Administrator directly - **preferred method!**
2. E-mail CSS at [racsshhelp@berkeley.edu](mailto:racsshhelp@berkeley.edu)
3. Call CSS at 510-664-9000, option 4
4. Submit a ticket at [blu.berkeley.edu](http://blu.berkeley.edu) (click on the “Campus Shared Services” link at the top)

When you need...	You can...
<b>Pre-Award Services</b> <ul style="list-style-type: none"> <li>• Proposal Preparation</li> <li>• Award Setup</li> <li>• Compliance Support</li> </ul>	<p>Please contact your Research Administrator directly.</p> <p>You are also welcome to contact CSS RA via phone, e-mail, or by submitting a request through the Blu portal.</p>
<b>Post-Award Services</b> <ul style="list-style-type: none"> <li>• Award Management</li> <li>• Award Closeout</li> <li>• Compliance Support</li> </ul>	
<b>Fund Management</b> <ul style="list-style-type: none"> <li>• Faculty-designated Funding (e.g., sponsored awards, research gifts, start-up, retention, etc.)</li> <li>• Compliance Support</li> </ul>	
<b>Research Gift Coordination</b>	

CSS aims to provide the highest level of service possible to the campus. Our clients have the ability to escalate feedback regarding CSS service quality to the Service Team Lead listed above, or to:

- Darrylyn Swift, CSS Service Quality Director, [dswift@berkeley.edu](mailto:dswift@berkeley.edu)
- Thera Kalmijn, CSS Chief Operating Officer, [therakalmijn@berkeley.edu](mailto:therakalmijn@berkeley.edu)



### Questions? Comments? Contact Us!



[shareservices@berkeley.edu](mailto:shareservices@berkeley.edu)



510-664-9000



[shareservices.berkeley.edu](http://shareservices.berkeley.edu)



[blu.berkeley.edu](http://blu.berkeley.edu)

## **CSS Research Administration Function FAQs**

### **College of Letters and Science – Division of Biological Sciences**

#### **Why incorporate Research Administration into Campus Shared Services?**

Research Administration is a complex function with disparate processes for different departments across campus. By including Research Administration in CSS, we can take advantage of the opportunity of scale – the chance to establish Berkeley-wide best practices, increase cross-team collaboration, and promote staff equity for Research Administrators across campus. We have the opportunity to elevate service levels for underserved departments and provide backup transactional support so Research Administrators can focus on their primary job functions. The incorporation of Research Administration into CSS is a deliberate, thoughtful process that relies on the valuable feedback from our client groups and internal staff members.

#### **Who will be served by Campus Shared Services Research Administration on April 18, 2013?**

As of April 18, 2013, the following units will receive support from CSS:

- College of Letters & Science – Division of Biological Sciences
- College of Natural Resources

#### **What services are offered by CSS Research Administration on April 18, 2013?**

The Research Administration Service Menu can be found on our department website, [sharedservices.berkeley.edu](http://sharedservices.berkeley.edu). If you have additional questions about CSS Research Administration services offerings, please contact us directly at (510) 664-9000, option 4, or [racsshelp@berkeley.edu](mailto:racsshelp@berkeley.edu).

#### **Will I still be working with the same Research Administrator?**

Yes. Faculty and staff will continue to be supported by the same Research Administrators as before. However, as new Research Administrators are hired (to fill vacancies and increase staffing), some faculty may see a change in their support person.

#### **How can I contact my Research Administrator on April 18, 2013?**

The ways in which you contact your Research Administrator have **not** changed. There have been no changes to the phone numbers, e-mail addresses, or office locations of Research Administrators.

#### **Have Research Administrators physically moved to CSS at the 4<sup>th</sup> Street office?**

No. Although Research Administrators are moving to CSS organizationally, they are not physically moving to the CSS office on 4<sup>th</sup> Street. The Research Administrators will remain on campus. There have been no changes to the phone numbers, e-mail addresses, or office locations of Research Administrators.

#### **What is the procedure for re-assigning or switching a Research Administrator?**

Please contact your current Research Administrator's supervisor regarding any issues or reassignment requests. You may also contact your assigned CSS Service Director, or Thera Kalmijn, the interim CSS Director of Research Administration.

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#### **What metrics will be used to ensure that Research Administrators are meeting CSS standards?**

These are currently under development and will be made part of our Service Level Agreements with the groups served. They will also be posted to our website for easy reference.

For general feedback regarding service quality, CSS clients have the ability to further escalate feedback in this order:

Service Team Lead, Katie Hudson	<a href="mailto:kudson@berkeley.edu">kudson@berkeley.edu</a>
CSS Service Quality Director, Darrylyn Swift	<a href="mailto:dswift@berkeley.edu">dswift@berkeley.edu</a>
CSS Chief Operating Officer, Thera Kalmijn	<a href="mailto:therakalmijn@berkeley.edu">therakalmijn@berkeley.edu</a>

#### **What systems are being implemented at CSS to improve job quality and efficiency for Research Administrators?**

We will begin by utilizing the same technologies we use today. This will give us time to thoroughly understand processes and systems used currently. There is a team of technology experts from Research Administration & Compliance, CSS, IST, and campus units that are working on technology solutions for the entire research community.

#### **What are the CSS standards for Research Administrator reporting?**

We will utilize what we have today as we spend the coming months researching and developing best practices for reporting.

#### **How will Research Administration processes change on April 18, 2013?**

Day 1 processes will flow much the way they did prior to the April 18<sup>th</sup> “go live” date. If there is a specific form or application you have historically used to generate workflow with a staff member who is now a part of CSS, go ahead and continue to use that form or application for the time being. Our goal is to work together to establish best practices that support our clients and internal staff.

#### **There are rumors going around that Research Administrators will eventually move to the CSS 4<sup>th</sup> Street office.**

There are currently no plans to move any Research Administrators to the 4<sup>th</sup> Street office. CSS has done an analysis of where people in functional areas are currently located and how they are clustered. One of the fundamentals of shared services is to group people of the same job function in the same location to better support one another. These are decisions we will come to together as we examine the best practices that come from this initial addition of Research Administration to CSS.

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I am concerned that the people making the decisions about the future of Research Administration don't really understand what the daily work looks like.

Throughout the planning and implementation phase, Berkeley staff subject matter experts, including frontline staff, have participated in process design workshops and ongoing workgroups to share best practices from their home departments and map new processes to determine the services that CSS will offer. The CSS menu of services reflects the input from these workgroups. To view a list of the workgroup participants, please visit our website, [sharingservices.berkeley.edu](https://sharingservices.berkeley.edu).

# Sending Campus Mail to CSS

## Campus Shared Services

**Mail Code: 7600**

1608 Fourth Street  
Berkeley, CA 94710

**All mail must be sent to CSS via  
the blue CSS mail pouches**

### Mail Pouch Process:

1. Place items to be sent in a yellow campus mail envelope
2. Label the campus mail envelope with the CSS mail code - **7600**
- 3. Place the campus mail envelope into a blue CSS mail pouch**
4. Deposit the CSS mail pouch into a campus mail bin or drop off at your department mail room
5. For CSS mail pouches picked up before 11am - same day delivery to CSS
6. For CSS mail pouches picked up after 11am - next morning delivery to CSS

**Please note: CSS mail pouches are delivered same day only when pouches are picked up from campus departments before 11am. Pouches picked up after 11am will be delivered to CSS the next morning.**

**Human Resources/ Academic Personnel Support mail  
is considered confidential**

**Questions?  
Comments?  
Contact us!**

**Campus Shared Services**

**Mail Code: 7600**  
1608 Fourth Street  
Berkeley, CA 94710



[sharedservices.berkeley.edu](http://sharedservices.berkeley.edu)



**510-664-9000**



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[sharedservices@berkeley.edu](mailto:sharedservices@berkeley.edu)

