

CECS Administrative Core Team - Frequently Asked Questions

What is the Administrative Core Team (ACT)?

The ACT combines the skills and talents of the generalists (administrative support) in each unit who perform a large variety of administrative transactions independently into a team of experts working together as one cohesive unit to provide quality, timely service to the CECS community.

Why is this change necessary?

Quality customer service is at the core of any successful administrative support model.

Creating this team of experts will provide: organizational efficiency, increase productivity, allow for application of lean principles, uniformity in handling of processes and communications, provide for ease of back-up support when needed.

Who will I go to for assistance?

Our team of professionals will provide support. By submitting a request, one of our team members will be assigned to assist you directly. In those cases where you are unsure of what you really need, you can contact the team via one of the email groups listed, or ask your departmental support staff for guidance.

The teams will use the following e-mail groups. Any requests sent to an individual will be routed to the ACT for full transparency.

- CECS-AdminCore@umich.edu: All ACT members
- CECS-HRCore@umich.edu: Team supporting HR transactions
- CECS-PurchCore@umich.edu: Team supporting Procurement/Purchasing Transactions
- CECS-FinCore@umich.edu: Team supporting Financial transactions
- CECS-Research@umich.edu: Team supporting Post-Award Research administrative activities

What will happen to my regular support staff?

They are still here in their offices where they have been. Your transactional needs might be met by a different individual depending on the service needed, but your regular support staff will still be in their office, participating as a key member of the team. In addition, they will continue to support the departmental specific activities as they have in the past (i.e. event planning, guest planning, etc).

Why do we have to change things?

A system of administrative experts can increase efficiency, output, and accuracy. The current generalist system of administrative support does not include a reliable backup system or allow for unforeseen events that could monopolize administrative time and bring the workflow to a halt. We encourage this new system to in order to create a more complete and comprehensive team to assist faculty and staff within CECS. A pilot of this system was very successful.

How do I know if my request is getting done?

Once submitted, your request will be recorded and assigned to a team member. This team member will reach out to you within 1 business day to let you know that they have been assigned your task and gather additional information if necessary. If the request is clear, and nothing additional needs to be done (i.e. supplier added to database for purchase, paperwork completed for new hire, etc.), then the transaction will be completed right away. You will receive a confirmation email when the request is complete and periodic updates if the process is taking longer than our service standards.

What services will be offered through the ACT?

There are four functional areas of the ACT: Human Resources (HR), Procurement; Financial; and Post-award Research Administration (Research). The team members assigned to each functional area will process transactional activities appropriate to that area. Examples include, but are not limited to, the following:

HR: New hires, shortcode changes, reappointments, effort changes, etc.

Procurement: Purchasing through purchase order, sole-source completion, bid management with Procurement Services (UM-AA), M-Marketsite orders, Supplier Maintenance, Payment Requests

Financial: Account reconciliations, journal entries, troubleshoot and remedy erroneous financial transactions, guest reimbursements

Research: Sponsored research account reconciliation, project management to ensure spending based on approved budget, close-outs, troubleshooting, partner with other functional areas to ensure compliance with all regulations.

Will ACT handle P-card Reconciliation and Concur?

Upon rollout, concur expense report creation and p-card reconciliation is not a core activity. However, after launch we will assess workload, assignments, and resources to determine if this can be supported by the ACT. At some point in the near future, this should be a supported activity.

Can I make changes after my request is submitted?

Yes. The forms and responses are designed to enable editing after submission. However, our intent is to act upon your request ASAP, so your request may very well be complete before you realize changes are needed. Please do not rely on this as an option.

What about M-Marketsite purchases?

Please feel free to continue to utilize the “assign a cart functionality” within the M-Marketsite browse only mode. Please continue to assign your carts to your departmental administrative support as usual. We are enacting “behind the scenes” functionality to assure that the appropriate functional team handles the transaction. It is very important to ensure that your cart includes the proper shortcode(s). If you are unable to assign the shortcode(s) to the cart, or unsure how to split the charge over multiple shortcodes, please add a comment describing your needs.

I'm not sure what team to contact. What should I do?

If you are unsure which team will specifically address your needs, please either e-mail CECS-AdminCore@umich.edu or reach out to your departmental administrative assistant. One of our team members will assist you or your administrative assistant will point you in the right direction. We're all here to help - just ask!

What is the service standard for processing times?

We are only the first step in the process and can only affect what is in our locus of control. Dependent upon what the need is, an expectation between 1 business day to 2 weeks could be typical. There are many routing steps after ACT attends to your needs. For example, it *could* require additional CECS approval, campus approval, Sponsored Programs approval, HR approval, procurement, etc. There are too many variables and external factors to list. Also, what might happen in one case, may not apply to the next. Communication will be core to our success.

How can we enable success?

Mutual trust is necessary to make this work. Please trust your experts who are processing the transactions, and our team will also trust that the customers are aware what they need. While it may not seem like your request is being handled, many things do happen behind the scenes. A reasonable amount of time should be expected (see service standards above), persistence adds to the frustration and likely will be counterproductive.