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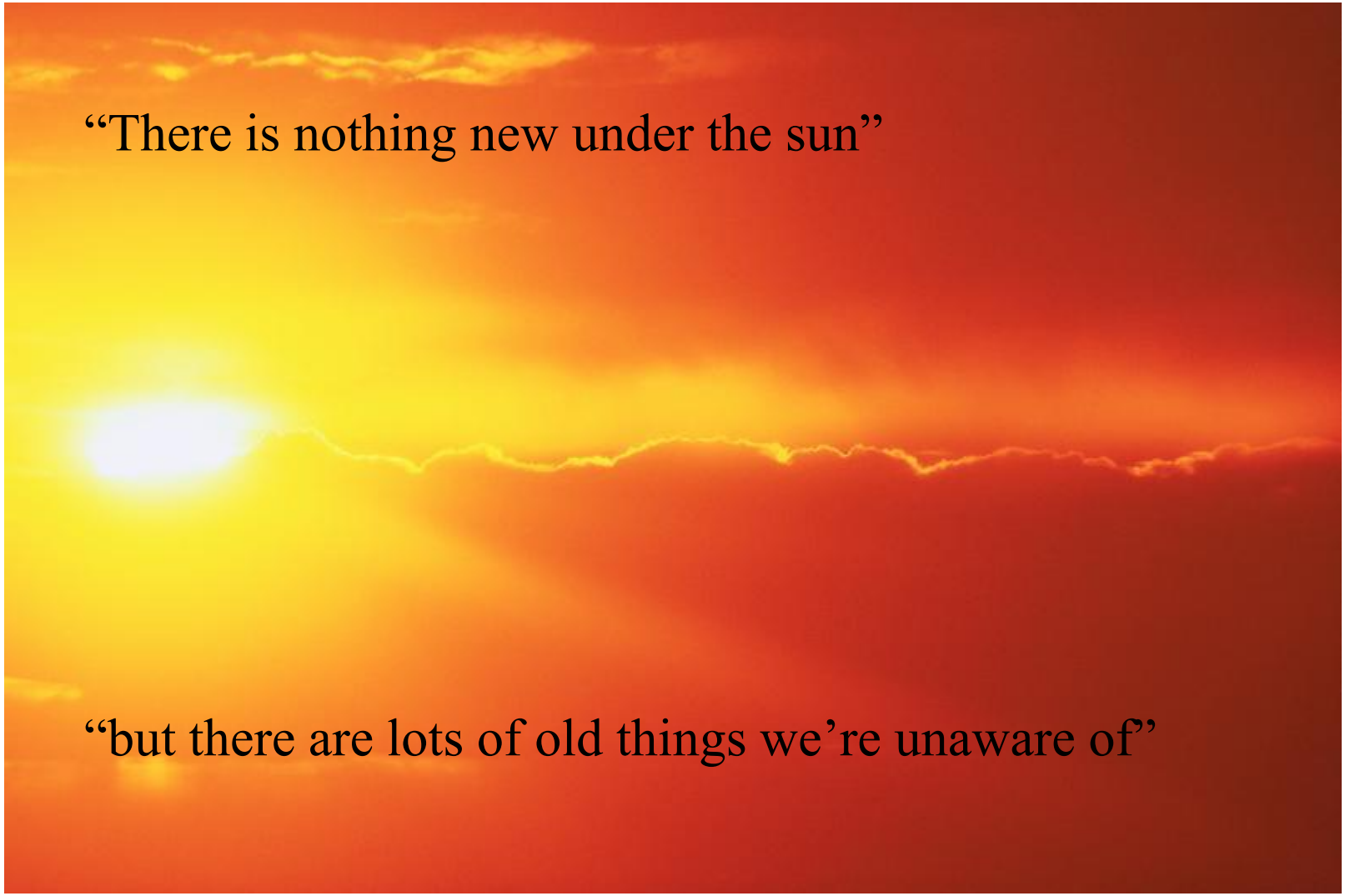
Defining shared services:

Chris Cobb
Chief Operating Officer
University of London


“There is nothing new under the sun”
“but there are lots of old things we’re unaware of”

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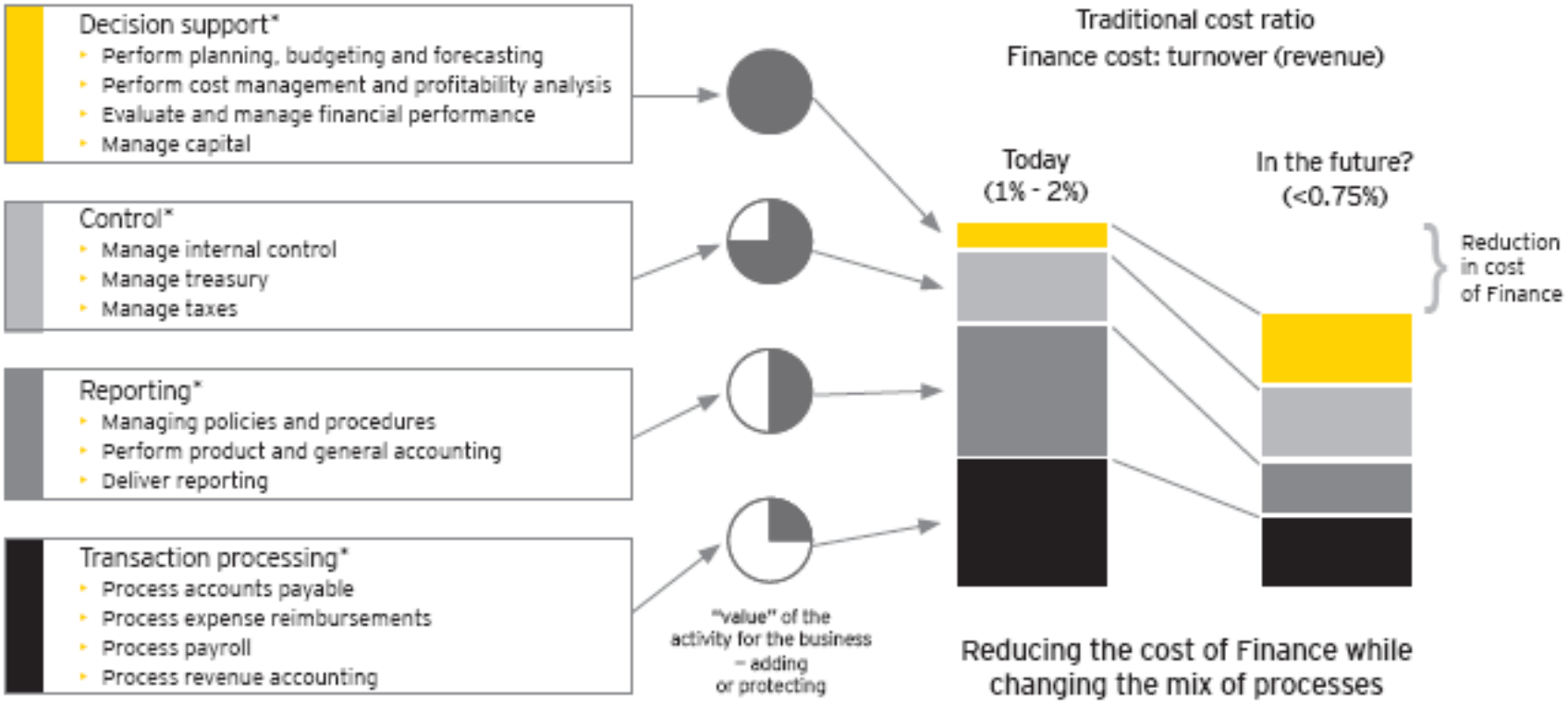
INTERNATIONAL PROGRAMMES

the CareersGroup

University of London

University of London Computer Centre

Value chain of finance functions (Ernst & Young)



*Source: Finance process names are based on APQCs open standards research.

1-2-3 for ICT Shared Services

1. Disaggregate systems into processes
2. Enable flexibility through new architectures
3. Beware of beguiling over-simplification

Candidate New Shared Services

- treasury management,
- specialist HR services,
- student occupational health & fitness to study
- student pastoral services
- placement and employability support
- document management

London postcodes and average rents
London Rents
There is a useful guide to average rents on the Mayor of London's website:
www.london.gov.uk/rents

London Student Housing Guide 2011-12
London student housing guide
Starting
Planning
Looking
Moving
Resolving
References
2011-12
www.studenthousing.lon.ac.uk

Accommodation Office

Lessons for success

- Find the demand
- Start small
- Provide different levels, different speeds and different entry points.
- Persuade with win-wins (NB force meets resistance)
- No ‘one size fits all’

Difficulties

- Cultural barriers
- Lack of trust and understanding
- Oversimplifying
- VAT