



SHARED SERVICE OVERVIEW

HUMAN RESOURCE COMMITTEE

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Shared Service Agreement between GLWA and DWSD

- The agreement between the entities has been established to ensure both organizations can function independently, and ensure there is no loss of capabilities for either organization.
- The agreement specifies that the two entities shall work together to ensure success of both organizations.
- The agreement contains multiple schedules that specify specific functions that will be shared between the organizations.
- If either entity requires additional aid the entities will use a document included in the agreement to lay out the needs and costs.

Operations

Operations – MISS DIG

- Field Engineering and Inspection was split between GLWA and DWSD.
- MISS DIG is be performed within the COD limits by DWSD with a shared services agreement to GLWA.

Total DWSD Employees	% Charged Through SS	Employees Paid for Through SS
4 Employees	21%	.84 Employees

Operations – Field Services

- Field Services was split between GLWA and DWSD.
- An “as-needed” Field Service Shared Service is in place to allow DWSD to perform Field work for GLWA and bill back actual costs to GLWA.
- DWSD employees monitor time spent on GLWA related work and the time is billed monthly to GLWA.

Total DWSD Employees	% Charged Through SS	Employees Paid for Through SS FY16
183 Employees	4%	8.12 Employees

Operations – Facilities

- Each entity will maintain their own facilities group & are responsible for their buildings.
- The locations that DWSD is responsible for maintaining are: Main Office Building (MOB), Central Services Facility (CSF), West Yard, customer service centers. Billing from these vendors are to be done by location.
- MOB and CSF have both GLWA and DWSD employees residing in them, so costs for the facilities are to be shared based on an agreed allocation.

Building	Total DWSD Employees	% Charged Through SS	Employees Paid for Through SS FY16
MOB	4 Employees	50%	2 Employees
CSF	7 Employees	33%	2.3 Employees

Operations – Fleet

- Through a Shared Service, DWSD will perform all maintenance for vehicle for both GLWA and DWSD.
- All automotive repair parts and services is paid by DWSD as agreed in the schedule.

Total DWSD Employees	% Charged Through SS	Employees Paid for Through SS FY16
31 Employees	41%	12.71 Employees

Operations – Water Operations

- Water quality testing will be a shared service from GLWA to DWSD.
- All costs and chemicals associated with water quality will be billed directly to GLWA as described in the agreement.

Total GLWA Employees	% Charged Through SS	Employees Paid for Through SS FY16
9 Employees	26%	2.34 Employees

Operations – System Control

- Shared services schedule is for GLWA to operate and maintain Detroit only facilities:
 - Belle Isle Main Pump Station and CSO Basin
 - Bluehill Pump Station
 - Fischer Pump Station
 - Woodmere Pump Station

Total GLWA Employees	% Charged Through SS	Employees Paid for Through SS FY16
68 Employees	6%	4.08 Employees

Security & Integrity

- A Shared Service Agreement is in place for GLWA security staff to provide security services for DWSD locations.
- DWSD will resume responsibility for security staff and responsibilities on 7/1/2017 for DWSD locations.

Total GLWA Employees	% Charged Through SS	Employees Paid for Through SS FY16
83 Employees	32.5%	27 Employees

Information Technology

IT Services – Shared Services

- General principles of the IT shared services agreement:
 - All DWSD applications servicing both organizations will move to GLWA and be made available to DWSD.
 - DWSD applications servicing only DWSD will remain with DWSD, but will be hosted and operated by GLWA.
 - City of Detroit applications servicing GLWA and DWSD will be operated by the City of Detroit Department of Information Technology (DoIT).
 - DWSD's Geographic Information Systems will move to GLWA and made available to DWSD.
 - DWSD's Technology infrastructure, except for radios, will transfer to GLWA and made available to DWSD. Radios will be operated by the City of Detroit DoIT for both organizations.
 - Technical resources and application support will be managed by GLWA and made available to DWSD.

Work and Asset Management System

- Oracle WAM will continue to be used by both organizations.
- Oracle WAM is split into 2 Plants to enable both Oracle Cloud and BS&A to transfer data to the systems.
- WAM requisitions are separated by organization, which will isolate inventory and receiving functions by organization.
- Long-term work and asset management options are being investigated and will be impacted by final financial systems direction decisions.

Information Technology (IT)

- Shared Service schedules exist for specific software and functions within IT.
- The shared services encompasses direct personnel, contract staff, and vendor contract costs.

Total GLWA Employees	% Charged Through SS	Employees Paid for Through SS FY16
57 Employees	20.9%	11.9 Employees

Summary of Shared Services

Shared Service	DWSD Employees	GLWA Employees
MISS DIG	-0.84	0.84
Field Services	-8.12	8.12
Facilities	-2.3	2.3
Fleet	-12.71	12.71
Water Quality	2.34	-2.34
Systems Control	4.08	-4.08
Security	27	-27
IT	11.9	-11.9
Total Employees	21.35	-21.35
<i>Less Security</i>	<i>27</i>	<i>-27</i>
Total Employees	-5.65	5.65

- Total impact of overall headcount is increased by 21.35 employees.
- After July, once security is resumed within DWSD, shared services will decrease headcount by 5.65 employees.

Thank You



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