What is this role?

Process liaisons represent a subunit’s interests with the Service Management Program, acting as a single point of contact in the subunit for one or more Service Management Program processes. The time commitment for this role may vary by process or unit depending on need.

General Responsibilities

- Act as a single point of contact for the process manager(s) to provide and distribute information to the subunit as needed
- Communicate the Service Management Program vision and the strategic goals of the process(es) to the subunit
- Act as a leader for change
- Exchange information with other subunit process liaisons to support continual process improvement
- Request changes to unit-level or shared process and procedures to ensure optimal overall performance for the subunit
- Publicize activities and build commitment and consensus around process management activities
Key Activities

- Ensure the subunit is utilizing process(es) to support the University’s business strategy
- Ensure accurate reporting of subunit process compliance measurements
- Identify and combine similar and/or overlapping activities and initiatives within the subunit
- Coordinate inter-process changes with other process liaisons
- Provide subunit process accountability through design, implementation, and continuous improvement activities in the process lifecycle
- Work with all functions within the subunit to ensure processes are executed as designed and measure accurately and completely
- Facilitate resolution of interface problems with other process liaisons