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Date: 7/9/2013 1:59:26 PM
Subject: LNW Community Newsletter #4 - July 9, 2013

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LNW Community Newsletter #4

July 9, 2013

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Discussion Spotlight: Ben Lowenthal seeks advice on new Shared Services Center

Over in the Discussions section of the Community of Practice, fellow practitioner and 2013 Shared Services Summit Attendee Ben Lowenthal, of the University of Maryland Baltimore County is looking for some advice on a Shared Services related initiative. Here's what he had to say:

We are in the process of designing our first space in creating a Shared Services Center for one of our colleges. The Dean has inquired as to design of the work space. These include questions such as:

- Open work area vs. closed
- Counter space necessary or not (for walk-in inquiries)
- How many private offices are necessary (e.g. - for the Director/Manager of the Center)

If any of you have opinions or specific blueprint plans for space design, please share them (either as a response to this discussion or at my email blowenthal@umbc.edu).

Thank you in advance. As a first year attendee, the spirit of sharing I experienced at the summit was incredible!

This sounds like something the community could help with. Do you have any experience with workspace design? Is this something you've dealt with in the past and can offer some insight on? If so, please, head over to the [Community of Practice Discussion](#) and share your thoughts!

You must be logged in to the Community to view this Discussion.

[View Discussion](#)

This Week's Insight: Shared Services Pathways in Higher Education

This week, we continue our series of 2012 Shared Services Summit videos, giving those who are new to the Community, or couldn't attend in 2012 a chance to gain insights presented at last year's summit. Our latest video is the Shared Services Pathways in Higher Education, with Jim Kennedy, of Indiana University, and Richard St. Onge of University of Texas.

Jim and Richard each talk about the challenges they faced while implementing their respective Shared Services strategy. While many of the challenges are the same as other organizations, higher education leaders must also navigate complex governance, faculty, and stakeholder issues associated with the value proposition of Shared Services.

Come and learn how Jim and Richard faced these challenges, with both the full session video available, and shorter clips to give you a quick idea of how they met their goals.

[Go to Insight](#)

Logging In to the Community

If you are having trouble logging in to the Community of Practice, never received an email with login information, or forgot your password, simply enter your email address (the same one this newsletter was sent to) into the form on the following page:

[Request New Password](#)

Questions, Comments and Concerns

If you have any questions at all, problems logging in, or comments about the site in general, you can always reach us at info@lnwprogram.org. Don't be afraid to reach out. We are here to help!

Thank you, and we look forward to seeing you on the Community!

The Leadership for a Networked World Community Team

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