

# AMERICAN PAYROLL ASSOCIATION

## 2021 Shared Services Prism Award *Nomination Form*

APA's Shared Services Task Force (SSTF) presents a Prism Award to services organizations of any size that have demonstrated, in the last two years, leadership in Shared Services. Shared Services began as a way of organizing support functions to optimize the delivery of cost-effective, flexible, reliable services to all "customers" and now has become more strategic in its delivery. Shared Services is the consolidation of business operations that are used by multiple parts of the same organization. Recipients will be selected based on operational improvement as well as submitted responses to the Shared Services Prism Award Discussion Questions.

Past award recipients have included:

Shawcor	Lockheed Martin Corporation	Charter Communications
---------	-----------------------------	------------------------

Submit your entries using the following guidelines:

- Leadership in Shared Services was implemented in the last two years (2019 – 2020)
- Answer all questions; the question should appear before the answer in the document
- Entry should not exceed five 8.5 x 11 inch pages, single spaced
- Font should be no smaller than 10 point
- Margins should be 1 inch on all sides
- Complete the cover page and email with your discussion questions to:

**Dan Dycus, CPP**  
Senior Director of Education Services  
American Payroll Association  
[ddycus@americanpayroll.org](mailto:ddycus@americanpayroll.org)

***All entries must be received by July 28, 2021***

If you have any questions or concerns, please email Dan Dycus, CPP.



# 2021 Shared Services Prism Award *Nomination Form*

Name of Organization: \_\_\_\_\_

Contact Name and Title: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP + 4: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Contact Email Address: \_\_\_\_\_

## Organization Demographic Data

Number of employee annual tax documents issued in 2020: \_\_\_\_\_

Number of reporting companies (e.g., EINs): \_\_\_\_\_

Number of locations: \_\_\_\_\_

Number of states: \_\_\_\_\_

Number of countries: \_\_\_\_\_

What Shared Services functions are included in your Shared Services organization?

\_\_\_\_\_  
\_\_\_\_\_

What are the primary activities Shared Services provides to your customers?

\_\_\_\_\_  
\_\_\_\_\_

# **APA's Shared Services Task Force**

## *Shared Services Prism Award Discussion Questions*

***Answer ALL questions:***

1. Describe your current customers and the services they receive from your Shared Services organization. Include a description of how you provide:
  - a. Governance
  - b. Stakeholder management
  - c. Customer councils, etc.Describe how you measure the success of these services (service level agreements, customer surveys, customer councils, etc.).
2. Within the span of your Shared Services:
  - a. Describe best practices implemented within your organization and resulting benefits. These may include employee self-service (ESS), manager self-service (MSS), workflow, optical character recognition (OCR), etc.
  - b. Provide value/savings from each initiative as a percentage of your organization's total revenue.
3. Describe the primary method your Shared Services organization uses when measuring and reporting results (e.g., balanced scorecard).
  - a. Is a business case approach used in measuring your results?
  - b. Describe the key performance indicators (KPIs) that are used by your Shared Services organization and how they are communicated to the business units for review.

---

*By submitting a nomination form, should you be selected as a Prism Award recipient, your organization grants APA permission to summarize information from your nomination form for use in the awards presentation and APA publications.*