

The vision

Shared Service Centers of Excellence

Focus
Areas

Governance

Finance and
Accounting

Technology and
Data

Risk and Controls

Regulatory and
Compliance

Cybersecurity

Principles

Segregated

Clear accountability

Accuracy

Processed/serviced
correctly

Complete

All transactions are
processed through
completion

Auditable

Controls are audit-
ready

Compliance

Drive compliance
holistically

Secure

Information is
properly protected

Efficient

Workflow and
document
management

**Customer
Satisfaction**

Employees, users,
customers,
vendors

Standard

Global policy with
common
procedures

Timely

Performed in time
to detect errors

Policy

Provide adequate
guidance

Integrity

Information and
brand is protected

Business integrity