1. Why Campus Shared Services?
In 2010, UC Berkeley decided to create a campus-wide shared services solution to improve administrative cost management and streamline operations. Aside from achieving savings, the goal is to create a high-quality, reliable administrative infrastructure for all departments on campus. Campus Shared Services (CSS) aims to support faculty, staff, and students with excellent service, as well as reduce the cost and compliance risks that are created by redundant work and paper-based systems.

2. Who is served by Campus Shared Services?
As of May 23, 2013, the following units receive support from CSS:

- Office of the Chancellor
- Office of the Vice Chancellor for Administration and Finance (VCAF) and all administrative units within the VCAF
- Information Services and Technology
- Office of the Chief Information Officer (CIO)
- College of Letters & Science - Division of Biological Sciences
- College of Natural Resources
- Engineering Research Support Organization (ERSO)
- College of Environmental Design
- Research Enterprise Services (RES)

3. How can I find out more about Campus Shared Services?
Visit our website, sharedservices.berkeley.edu, to view the CSS implementation timeline, funding model, in-depth FAQs, Service Menus, and much more.
3 Ways to request service:
1. Call CSS IT directly at 510-664-9000, option 1
2. Submit a ticket at blu.berkeley.edu (click on the “Campus Shared Services” link at the top)
3. E-mail at itcsshelp@berkeley.edu

End-User Device Support
- General troubleshooting
- User setup
- Install and upgrade non-baseline software or hardware
- Printer/Multi-Functional Device (MDF) support
- Employee or department device moves
- Security issues
- Active Directory changes

Application Support
- BearBuy
- Cal Planning
- Cal Time
- Cal Answers
  - bCal
  - bMail
  - Box.net
  - Bb.net
- BFS/BAIRS

Device Procurement
- Desktops
- Laptops
- Smart Phones
- Tablets
- Printers
- MFD (with BAS)

Device Provisioning
- Desktops
- Laptops
- Smart Phones
- Tablets
- Printers