

# UW-Shared Services Customer Council – Meeting Summary

Friday, 11/16/18

## Attendees – All Members Present

Provosts – Rob Ducoffe, UW-Parkside; Patricia Kleine, UW-Eau Claire; John Koker, UW-Oshkosh

Chief Business Officers – Grace Crickette, UW-Whitewater; Kristen Hendrickson, UW-Stevens Point; Bob Hetzel, UW-La Crosse

UW-Shared Services staff – Steve Wildeck, Executive Director; Amy Ziebell, Communications & Marketing

## Meeting Summary

### Goals, Member Responsibilities & Expectations

In this first meeting of the Customer Council, members discussed UW-Shared Services as an organization – terms, process, philosophy – so members can respond and advise. Council members represent the general interests of the comprehensive institutions in accordance with their role described in the Customer Council Charter. At least initially, they will be the first to review information prior to socialization with other stakeholder groups.

### Definitions & Taxonomy

This new and unique UW organization is being created to function like an operational service agency. Its language and philosophy must support that view. Although much attention has centered on the consolidation of transactional work, “shared services” will come in a variety of other forms including training services, standardized processes, technology and tools, and support services. The organization will focus on all of these areas. Consistent language and structure are important to foster transparency and avoid confusion as services are classified and discussed. Priority *functions* include Information Technology and Human Resources. Procurement is a priority *sub-function* within the broader *function* of Business Services.

### Service Development Lifecycle & Frameworks

UW-Shared Services needs a specific and transparent methodology to detail the lifecycle of a service. This Service Development Lifecycle will have three main phases: how shared services will be *Decided*; how those services will be *Developed*; and how they will be *Deployed*. Any potential services moving through the steps in the *Decide* phase will be socialized following a “ground up” approach, meaning Subject Matter Expert Councils (e.g., CIOs, HR Directors, Procurement Directors) will be among the first to review service proposal information. Customer Council members also discussed the need for multiple versions of the Service Development Lifecycle to accommodate different situations.

Council members discussed the tools and frameworks being created to inform decisions regarding participation and financing of services. Two participation models were discussed – *Optional* and *Mandatory* – and draft funding models range from full base funding to full chargeback, with a blended model in between. The participation and finance model for each proposed service will be socialized with stakeholders, recommended by the Executive Director, and decided by the Vice President for Administration and the UW System President.

### Next Steps

UW-Shared Services is creating a conceptual roadmap which will represent an array of proposed service priorities over the next two years. The Council will meet in early January 2019 to review the conceptual roadmap as the first step in the socialization process.

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