

## **UW-Shared Services Customer Council – Meeting Summary**

**Wednesday, 2/13/19**

### **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

Invited Guests – Jason Beier, Director of Human Resources; Werner Gade, Director of Information Technology & Chief Information Officer; Rhonda Loger, Director of Procurement; Diann Sypula, Director of UW Service Center; Shawna Connor, Communications & Marketing; Amy Ziebell, Communications & Marketing

### **Meeting Summary**

#### Review of Service Development Lifecycle and Initial Service Definitions

Customer Council members discussed where the organization was in the Service Development Lifecycle and reviewed a simplified version of Forms of Service, as well as the Participation and Funding Models and the factors considered in each.

UW-Shared Services' Directors then gave overviews of the initial Service Definitions, including the Service Description, Forms of the Service, Benefits/Risks, and the recommended Participation Model and Funding Model. The initial five Information Technology Service Definitions include Hardware Purchasing; Network Standardization; Security Operations; Student Information Systems and Telecommunications. The initial five Human Resources Service Definitions include Criminal Background Checks; Mandatory Employee Training; Investigations; Benefits Data Management and Retirement Counseling. The initial five Procurement Service Definitions include Procurement Training; Contracting; Requests for Purchasing Authority; Requests for Bids and Requests for Proposals.

Council members asked a number of questions and provided feedback on the Service Definitions. Council members were encouraged to further review the Service Definitions and provide feedback, including whether the Development phase should begin in earnest or the process ended for any particular proposed service.

#### Approval on Remaining Socialization Steps

Customer Council members discussed the remaining steps in the socialization process. Council members were in favor of a joint teleconference with Chief Business Officers and Provosts in early March to provide feedback on the Service Definition Summaries in the same way the documents were recently shared with SME Councils by UW-Shared Services Directors.

As UW-Shared Services begins to identify key staff positions required to move the organization forward, the Customer Council will be asked to weigh in on the proposed organizational structure. The UW-Shared Services Management Team is working hard on finalizing the organization structure for UW-Shared Services and will plan to discuss it at the next Customer Council meeting.

#### Next Steps

Council members were reminded of the many ways to offer feedback to UW-Shared Services and discussed scheduling the next meeting the third week of March, 2019.