

# UW-Shared Services Customer Council – Meeting Summary

## Monday, 3/18/19

### **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 – Shawna Connor, Communications & Marketing; Amy Ziebell, Communications & Marketing

### **Meeting Summary**

#### Update on Service Definitions

Customer Council members discussed the Service Definitions and the socialization that took place with various groups in the last several weeks. Feedback was received on all of the Service Definitions, including a number of specific questions that will be answered during detailed design. No prohibitive concerns were raised, and UW-Shared Services Executive Director Steve Wildeck advanced all 15 Service Definitions to UW System Vice President for Administration Robert Cramer. Vice President Cramer approved all 15, and the next step is for President Cross to review and approve their advancement to design and development.

#### Review of Service Lifecycle – Develop & Deploy Phases

Council members reviewed the Service Lifecycle. Once a Service Definition is approved, the service formally moves into the Develop phase. The three stages of the Develop phase – Design, Build and Test – were discussed, including specific aspects of each stage and the points at which review and approval will take place. Once a service is fully designed, built, and tested, a decision is made to move the service into the Deploy phase. The Council discussed the three stages of the Deploy phase – Assemble, Mobilize and Operate.

#### Service Soft Launch

Customer Council members discussed the idea of soft-launching some services beginning in early April. While not a substitute for full development and deployment, the soft launch could allow UW-Shared Services the opportunity to address specific institutions' needs while progressively moving other services through the Service Lifecycle.

#### UW-Shared Services Organization Structure

Customer Council members discussed the proposed UW-Shared Services organization structure that employs a matrixed design. This structure addresses a number of UWSS principles: being well-positioned to support customers; a desire to be nimble and flexible; a strategic effort to avoid duplication inside the organization; and a dedication to provide internal support services, allowing UW System Administration to focus on strategy and policy.

#### Next Steps

Council members were reminded of the many ways to offer feedback to UW-Shared Services and discussed scheduling the next meeting in the next several weeks.

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