

APPENDIX - ADDITIONAL DETAIL FOR PROPOSED SERVICES

The following table offers additional detail on the services that could be offered in the first two years related to Human Resources. They are in no particular order.



Name	Description	Forms of Service					Sources
Employee Relations - Manage certain processes & support diversity initiatives							
Investigations	Conduct investigations; Provide reports on discrimination, complaints & disciplinary matters.	●	●	○	●	○	UWSA HR Transformational Workgroup; UW-Shared Services Campus Visits
Cultural Competency	Provide professional development on awareness & appreciation of diversity/equity principles & practices.	○	○	●	●	●	UWSA HR Transformational Workgroup
Affirmative Action Plans	Create, draft and/or prepare annual Affirmative Action Plans, including analyzing data and setting standards.	●	●	○	●	○	UWSA HR Transformational Workgroup
Talent Aquisition - Standardize & support select processes related to new employees							
Criminal Background Checks	Process & monitor criminal background checks for applicants/employees; Communicate results with customers.	●	●	●	●	●	UWSA HR Transformational Workgroup;- Campus HR Directors
Data Entry	Standardize new hire data entry into HRS; Provide UW System orientation resources to customers.	●	●	○	○	●	UWSA HR Transformational Workgroup; Campus HR Directors
Orientation Checklist	Provide onboarding checklists & resources to ensure provisioning, access & compliance with applicable law.	●	●	●	○	○	UWSA HR Transformational Workgroup; Discussions w/Campus HR teams
Job Postings	Post advertisements for jobs; Track effectiveness of placements; Pursue systemwide publication contracts.	●	●	●	●	●	UWSA HR Transformational Workgroup; Campus HR Directors
Position Approval	Develop & standardize automated workflow for requesting new position & securing necessary approvals.	●	●	○	●	●	UWSA HR Transformational Workgroup; Discussions w/Campus HR teams
Sexual Harassment Ref. Checks	Perform required reference checks.	●	●	●	●	●	Campus Chief HR Officers
Compensation Administration - Manage data entry for select processes & monitor reports to ensure compliance							
Time & Leave Administration	Ensure timesheets & leave reports are appropriately entered in HRS & approved by supervisors.	●	●	●	●	●	UWSA HR Transformational Workgroup; Campus HR Directors
One-Time Payments	Standardize data entry for all one-time payments to employees in HRS.	●	●	●	●	●	UW-Shared Services/Service Center Suggestion

ROADMAP

Human Resources

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Talent Management - Provide standards, training & resources on a variety of talent-related topics							
Leadership Development	Coordinate professional development resources & design/deliver skills development training for leaders.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	UWSA HR Transformational Workgroup; Campus HR Directors
Supervisor Development	Design/deliver in-person or online training & instructional material for supervisory development.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	UWSA HR Transformational Workgroup; Campus HR Directors
Mandatory Trainings	Track, modify & monitor completion of mandated training (e.g., Sexual Harassment, Mandatory Reporter).	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	UWSA HR Transformational Workgroup; Campus HR Directors
Performance Management	Standardize resources/materials for performance management & provide EPerformance tool.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	UWSA HR Transformational Workgroup; Campus HR Directors
Benefits Administration - Offer resources for campuses related to benefits & manage benefits data							
Benefits Counseling	Standardize documentation; Provide resources & best practices for benefits counseling.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	UW-Shared Services/Service Center Suggestion
Retirement Counseling	Provide retirement information & counseling to employees before retirement consultation with ETF.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	UWSA HR Transformational Workgroup
Leave Administration	Monitor leave reporting to ensure compliance with leave entitlements; Certify sick leave amounts for retirement.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	HR Summer Conference; Regional Cloud Sessions (Aug 2018)
Data Management	Process benefit entries in HRS (e.g., adjusted continuous service dates) & other ETF data entry.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	HR Conference; Regional Cloud Sessions; UWSA HR Transformational Workgroup
Rehired Annuitants	Monitor hours worked by rehired annuitants to ensure compliance with applicable restrictions under state law.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	UW-Shared Services/Service Center Suggestion

ROADMAP

Information Technology

APPENDIX - ADDITIONAL DETAIL FOR PROPOSED SERVICES

The following table offers additional detail on the services that could be offered in the first two years related to Information Technology. They are in no particular order.



Name	Description	Forms of Service					Sources
Application Administration - Administer, host and manage systemwide or campus-specific applications							
Student Info Systems	Administer, maintain, support, develop & upgrade campus-based PeopleSoft Student Information Systems.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Campus CIOs; UW-Shared Services Campus Visits
Process Automation	Administer BP Logix & other process automation software by providing web form and automation development services.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Campus CIOs; UW-Shared Services Campus Visits
Learning Mgmt Systems	Administer Learning Management Systems (e.g., Canvas); Manage professional development for learning technologies.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	DLE Project Team
Document Imaging	Administer, host, configure & manage a document imaging solution (e.g., ImageNow).	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Campus CIOs
IT Service Management	Provide & support an IT Service Management tool covering incidents, problems, changes, and assets.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	UW-Shared Services Campus Visits
Consumer Products - Standardize configurations, simplify options, and reduce duplication							
Hardware Purchasing	Develop standardized hardware options for workstations & other IT equipment; Consolidate purchasing for consistency.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	UW-Shared Services Campus Visits
Software Licensing	Standardize purchasing processes; Consolidate purchasing/management of software licenses to ensure compliance.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	UW-Shared Services Campus Visits
Data Storage	Provide a standardized central repository for the storage of research data to campus faculty & staff.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Campus CIOs
Information Security - Standardize and provide compliance and security trainings for systems and data							
Secure Messaging	Provide secure file & data sharing solutions for sharing e-Pfiles and confidential data.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	UWSA General Counsel; UWSA OIS
Authentication	Standardize architecture & practices for authentication; Prepare systemwide authentication solutions.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	UWSA OIS; UW-Shared Services Campus Visits
Compliance Training	Develop & deliver training to users/employees on Payment Card Industry (PCI), FERPA, and security awareness.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Campus CIOs; UWSA OIS; UW-Shared Services Campus Visits

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Information Technology

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Name	Description	Forms of Service					Sources
Information Security - Standardize & provide compliance and security trainings for systems and data							
Security Audits	Develop consistent approaches for audit responses; Assist campuses in preparing for or responding to security audits.	●	●	○	●	○	Campus CIOs; UW-Shared Services Campus Visits
Security Operations	Deploy security tools & standardized practices; Manage enterprise assets; Monitor security vulnerabilities & attacks.	●	●	●	●	●	Campus CIOs; UWSA OIS; UW-Shared Services Campus Visits
Platform Solutions - Provide access to, support for, and training on standard technology platforms							
IaaS (Infrastructure)	Provide computer room capacity in central data centers for equipment owned, managed & supported by campuses.	○	●	○	●	●	Campus CIOs; UW-Shared Services Campus Visits
Server Management	Manage & support systemwide server hardware; Standardize processes & practices for server management.	○	●	○	●	●	UW-Shared Services Campus Visits
SaaS (Software)	Administer & manage systemwide software solutions for vendor-supported hardware or software.	○	●	○	●	●	Campus CIOs; UW-Shared Services Campus Visits
Network Standardization	Standardize local/wide area network architecture, hardware & practices to facilitate access, shared printing, WiFi, etc.	○	●	○	●	●	2015 Huron Assessment; Campus CIOs; UW-Shared Services Campus Visits
PaaS (Platform)	Manage hardware & software to run institution or systemwide applications (combination of IaaS & SaaS).	○	●	○	●	●	Campus CIOs; UW-Shared Services Campus Visits
Unified Communications - Standardize architecture, system configurations and technical practices							
Document Sharing	Administer collaborative document sharing solutions for low & medium risk information; Standardize collaboration practices.	○	●	●	●	●	Campus CIOs; DoIT; Common Systems; UW-Shared Services Campus Visits
Tele-communications	Manage a single systemwide telephone system (VoIP); Standardize phone equipment options & services.	○	●	●	●	●	Campus CIOs
Video Conferencing	Manage a standard architecture & platform for web-based video conferencing, webcasting & distance learning.	○	●	●	●	●	Campus CIOs; EMTC; UW Colleges Office of Distance Learning
Email & Calendaring	Provide a single email & calendaring system to improve the efficiency of meeting facilitation and reducing duplication.	○	●	●	●	●	Campus CIOs

ROADMAP

Business Services

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The following table offers additional detail on the services that could be offered in the first two years related to Business Services. They are in no particular order.



Name	Description	Forms of Service					Sources
Procurement: Purchasing - Provide purchasing guidance, training & capacity as requested by the campuses							
Procurement Training	Train employees & users on purchasing practices/processes, spending/approval authorities & procurement policies.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	UW-Shared Services Campus Visits
Contracting	Review & approve purchasing contracts for goods and services for campus employees.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	UW-Shared Services Campus Visits
Requests for Bids	Develop Requests for Bids (RFBs); Manage the vendor selection process for campuses.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	UW-Shared Services Campus Visits
Requests for Proposals	Develop Requests for Proposals (RFPs); Manage the vendor selection process for campuses.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	UW-Shared Services Campus Visits
Request Purch. Authority	Develop Requests for Purchasing Authority (RPAs); Manage the vendor selection/authorization processes for campuses.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	UW-Shared Services Campus Visits
Procurement: P-Card Administration - Standardize & consolidate P-Card processes to ensure compliance							
P-Card Administration	Distribute, manage, track & cancel P-Cards for campuses; Train end users/employees on the processes & policies.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	UW-Shared Services Campus Visits
Expense Approval	Offer standards & train managers on the appropriate processes & practices for manager on the campuses.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	UW-Shared Services Campus Visits
Procurement: Sourcing - Develop & manage systemwide contracts for particular products to leverage buying power							
Food Contracts	Develop & manage systemwide contracts for food/concession that the campuses can leverage.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Campus Feedback
Scheduling Software	Develop & manage systemwide contracts for room scheduling software that the campuses can leverage.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Campus Feedback
Conduct Software	Develop & manage systemwide contracts for student conduct information systems that the campuses can leverage.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Campus Feedback
Parking Pay Stations	Develop & manage systemwide contracts for parking pay station software systems that the campuses can leverage.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Campus Feedback

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Name	Description	Forms of Service					Sources
Accounts Payable - Manage accounting processes directly for certain campuses as requested							
Invoice Payments	Review, process & pay invoices submitted by campus employees; Resolve issues with vendors.	●	●	●	●	●	Campus Feedback
P-Card Auditing	Audit P-Card expenses from campus employees to ensure compliance; Resolve issues/non-compliance.	●	●	●	●	●	Campus Feedback; UW-Shared Services Campus Visits
Travel Administration - Manage travel reimbursements & review processes as requested							
Expense Audit & Approval	Audit travel expenses from campus employees; Approve appropriate travel expenses for payment.	●	●	●	●	●	UWSA Feedback; Campus Feedback