

UW-Shared Services Customer Council – Meeting Summary

Monday, 8/19/19

Attendees

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

Chief Business Officers – Grace Crickette, UW-Whitewater; Sheryl Van Gruensven, UW-Green Bay; Bob Hetzel, UW-La Crosse

UW-Shared Services Staff – Steve Wildeck, Executive Director

Invited Guests – Jason Beier, UW-Shared Services Director of Human Resources; Werner Gade, UW-Shared Services Director of Information Technology & CIO; Amy Ziebell, UW-Shared Services Communications & Marketing

Meeting Summary

Operational Status Update

Customer Council members discussed UW-Shared Services' current work efforts, including the preparation of services for launch, monitoring services already soft launched and the operational work being done every day. Tactical support is also being provided to institutions at their request. UW-Shared Services is also helping deploy Cisco security tools at the direction of Vice President Robert Cramer.

Service Development Gate Reviews

Council members discussed the status of various services which are currently under development. Time and Leave Administration, in particular, has been in demand by institutions and should move quickly through the design stage and into the build stage. Members then heard from UW-Shared Services Director of Human Resources Jason Beier, who shared information on the Mandatory Employee Training service. This service, which should ease the burden of HR colleagues at the institutions, is mostly built and is scheduled for full end-user testing at UW-Oshkosh October 1. Beier then spoke to Council members about the Criminal Background Checks service, which should reduce administrative burden across all institutions by automating the process of requesting checks and receiving results. The service has completed design, is currently being built, and is scheduled for a November end-user test. Beier then reviewed the Investigations service, which should fulfill the Board of Regents' desire to have a consolidated repository of all Title IX complaints. Finally, Executive Director Steve Wildeck shared with Council members the status of the Procurement Training service as well as two IT services, Student Information Systems and Security Operations. Procurement Training was tested "before a live audience" in mid-August, while the SIS and Security Operations services are expected to be ready for full deployment by October 1.

Proposed Operational Project

Wildeck gave a brief overview of a proposed operational project that UW-Shared Services is seriously considering. Titled Single Pay, the project would transition all employees currently paid monthly to a common bi-weekly (every two weeks) payroll calendar. The project would have several major benefits, among them being earlier and more frequent pay for employees, and a dramatic reduction in payroll processing complexity.

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New Service Definition Review

UW-Shared Services Director of Information Technology and Chief Information Officer Werner Gade presented the service definition for the Video Conferencing service. This service is on the roadmap, but has not yet been recommended for development. The service will provide a standardized, System-wide administrative video conferencing platform. Even though the service is optional, the technologies being proposed will allow customers to invite non-customers into their video conferences.

Organizational Status Update

Executive Director Steve Wildeck explained that he and the UW-Shared Services Management Team continue to work diligently on completing the design of the UW-Shared Services organization structure. They are mapping how operational activities will cross walk into the future state while not harming current service levels. Customer Council members discussed the importance of the work that's being done in this area. A major feature of the new structure is the creation of the Service Operations unit, which will provide a "single front door" for UW employees to have questions answered and issues resolved.

Next Meeting

Council members discussed options for the next meeting and concluded it would likely be late October.

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