

UW-Shared Services Customer Council – Meeting Summary

Monday, 11/18/19

Attendees

Provosts – Rob Ducoffe, UW-Parkside; John Koker, UW-Oshkosh

Chief Business Officers – Grace Crickette, UW-Whitewater; Bob Hetzel, UW-La Crosse

UW-Shared Services Staff – Steve Wildeck, Executive Director

Invited Guests – Michael Thenhaus, UW-Shared Services Director of Business Services; Jason Beier, UW-Shared Services Director of Human Resources; Amy Ziebell, UW-Shared Services Senior Marketing Specialist

Meeting Summary

Operational Status Update

Customer Council members discussed UW-Shared Services current work efforts, including monitoring services already soft launched, development of roadmap services and the operational work being done every day. Examples of soft launched services include assistance to institutions to deploy the Cisco security tools, as well as performing Time and Leave Administration for eight institutions and UW System Administration.

Council members discussed the evolution of services on the roadmap. Six institutions are currently utilizing the Investigations service. Members learned the Criminal Background Check service would result in the consolidation of 39 separate contracts into one under UW- Shared Services. Members also learned that the Mandatory Employee Training service deployment at Oshkosh has been suspended until completion data concerns can be resolved.

Business Services Director Michael Thenhaus was introduced to Council members, having joined the organization in mid-October, and highlighted his experience in a shared service environment as well as leadership roles in private industry. Members discussed Thenhaus's priorities, including Travel Expense Audit service, Procurement Automation and ATP (Administrative Transformation Program).

Funding Model Reviews

Executive Director Wildeck presented funding model updates on four services.

The **Student Information Systems** service is comprised of two sub-components, application administration (PeopleSoft) and application development. This optional service will have four subscription choices. The approved funding model is base plus chargeback, with the UW System providing partial base funding.

The **Investigations** service has been soft launched, with eight active investigations underway. Soft launch experience has helped estimating investigator capacity and service-based costs. Council members discussed the UW System General Counsel's strong interest in having institutions participate in this service. While this service was originally approved as being full-chargeback, members supported a recommendation to UW System leadership that half of the total cost of the service be supported by UW System base funding, with institutional assessment covering the rest.

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

Council members discussed the **Mandatory Employee Training** service funding model (base funding) as well as the service costs. UW-Shared Services expects the service to be fully scalable with course additions resulting in little additional staffing needs. The **Procurement Training** service costs were also discussed. This service has also been approved as base funded.

Major Operational Projects

The federal government has changed the rules regarding the Fair Labor Standards Act (FLSA), resulting in some urgent work for the Service Operations Team as they adjust HRS and work with UW System Administration to comply with the changes. Wildeck shared that we have started planning for Single Pay and Split Premium Deduction project and that the planning will inform an official implementation date. Members discussed that if this proceeds, the change management program would need to be executed no later than March 2020. Finally, Customer Council members discussed the UW-Shared Services website project known as “Goliath”, a significant effort intended to help build a more robust and fully functioning web presence to serve our customers and transact work. The discovery phase of this web project is expected to take several months.

Next Meeting

Council members discussed options for the next meeting and concluded it would likely be late January 2020.

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