UWM Integrated Support Services Project

Project Description & Statement of Work

UWM Integrated Support Services project is an effort to design and implement a structure to provide administrative service excellence across UWM, focusing on the functions of finance and accounting, procurement, human resources, and information technology. Among other goals, it is intended to accomplish long-term service efficiencies, make better use of technology, and enhance professional development opportunities in administrative areas.

UWM ISSP Organization Chart - See attachment

Project Plan

- Phase 1: As-Is Assessment (5 - 6 months)
- Phase 2: To-Be Design (3 months)
- Phase 3: Detailed Design (4 months)
- Phase 4: Implementation Planning (3 - 6 months)
- Phase 5: Implementation (1 - 12 months)

IT Functional Team

- Keith Kunkel (Co-Lead) – Lubar School
- Scott Kleba (Co-Lead) – UITS
- Dave Crass – UITS
- Shane Dunlap – Graduate School
- Keith Emmons – BATO
- Noelle Fredrich – UITS
- Mike Grypp – UITS
- Kevin Jahnke – UITS
- Bob Meyer – Student Affairs IT
- Julie Reindl – SARUP
- Carla Sagert – Human Resources
- JJ Stenitzer – L&S

IT Resource Team

- Kyle Brockman – UITS (Macs)
- Christopher Cook – Student Affairs IT (Desktops, Help Desk)
- Eric Dietenberger – Lubar School (Desktops, Labs, Moderated Spaces)
- Jim Lowrey – Library (Special Administrative Systems/Apps)
- Jim Shultz – SOIS (Desktops, Labs, Moderated Spaces)
- Vickie Shuh – UITS (ITIL, ITSM, Cherwell)

IT Functional Team Work Plan

- Business Processes Review
- Complete Hardware Inventory
- Complete Mediated Spaces Inventory
- Complete IT Staff Inventory

IT Functional Team Progress to Date

Communication to Faculty and Staff