Integrated Support Services (ISS) Project

Detailed Design Kick-off

Mon, Feb 27th
Kick-off Agenda

• Welcome / Introduction – Robin Van Harpen
• Project Organization Structure – Kathy Heath
• ‘All-Team’ exercise – Beth Schaefer
• Meet and Greet Your Team Session – ISS Leadership
• Q&A / Next Steps – ISS Leadership
ISS Project – Detailed Design Phase Project Structure

Executive / Project Sponsors

- Johannes Britz, Provost
- Robin Van Harpen, Vice Chancellor – Finance & Administrative Affairs

- Champion project
- Approve strategy and goals of project
- Take action on recommendations
- Lead Executive Steering Team
ISS Project – Detailed Design Phase Project Structure

**Executive / Project Sponsors**
- Johannes Britz
- Robin Van Harpen

**ISS Leadership Team**
- Bob Beck
- Tim Danielson
- Tom Scrivener
- Kathy Heath
- Sylvia Banda

**Project Manager**
- Sylvia Banda

**Business Process Management Team**
- Christine Leung
- Cal Stoffel
- Adrienne Thompson

- Guide and support project teams
- Provide project resources
- Take action on recommendations
ISS Project – Detailed Design Phase Project Structure

Executive / Project Sponsors
- Johannes Britz
- Robin Van Harpen

Advisory Committee

Executive Steering Team

ISS Leadership Team

Project Manager

Business Process Management Team

Process Improvement & Training Teams
- Core Team
- Finance/Accounting
- Human Resources
- Information Technology
- Procurement

Organizational Design Teams
- Core Team
- Finance/Accounting
- Human Resources
- Information Technology
- Procurement

Facilities Planning & Transition Team

Communication & Change Management Team

Unit Liaisons

Functional Sub-groups, SMEs
ISS Project – Detailed Design Phase Project Structure

Executive / Project Sponsors
- Johannes Britz
- Robin Van Harpen

Executive Steering Team

Business Process Management Team

ISS Leadership Team
- Bob Beck, CIO
- Tim Danielson, Associate Vice Chancellor, HR
- Tom Scrivener, Purchasing Director
- Kathy Heath, FAA Integrated Administrative Services
- Sylvia Banda, Senior Project Manager

- Approve initial model
- Determine final model and resource management design
- Approve implementation plan
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Advisory Committee
- Suzanne Abler
- Autumn Anfang
- Carla Jane Durand
- Peter Geissinger
- Prasenjit Guptasarma
- Scott Hoffland
- Kim Litwack
- Brett Peters
- Beth Schaefer
- Leigh Wallace
- Stan Yasaitis

Executive / Project Sponsors
- Johannes Britz
- Robin Van Harpen

Executive Steering Team

ISS Leadership Team

Project Manager

Business Process Management Team

- Guide, influence, and advise
- Provide input and guidance on policy questions and issues
- Support project communication and implementation efforts
ISS Project – Detailed Design Phase Project Structure

Advisory Committee

Executive / Project Sponsors

Executive Steering Team

ISS Leadership Team

Project Manager

Business Process Management Team

Process Improvement & Training Team
- Review and analyze in-scope processes
- Prioritize processes for improvement
- Recommend process improvement and training action plans

Organizational Design Team
- Activity evaluation
- In-scope services
- Hub alignment
- Number of hubs
- Functional staffing
- Reporting structure
- Accountability framework

Facilities Planning & Transition Team
- Number of hubs
- Location of hubs
- ISS space plan

Communication & Change Management Team
- Communication strategies
- Change management plans
- Specific messaging (content, delivery, timing)

Unit Liaisons

Functional Sub-groups, SMEs

Powerful Ideas, Proven Results
# ISS Project – Detailed Design Phase Project Structure

## Process Improvement & Training Teams

### Core Team

**Finance/Accounting**
- Krystle Anderson
- Susan Butkovic
- Heidi Janzen
- Karen Miyoshi
- Stefanie Pinnow
- Dave Rice
- Carli Sanders
- Jean Wolfgang
- Monica Rodriguez (Lead)

**Information Technology**
- Tim Brice
- Chris Cook
- Antonio Cruz
- Eric Dietenberger
- Jason Dietenberger
- Keith Emmons
- Joe Friedel
- Riley Hale
- Alex Hardy
- Craig Heser
- Scott Kleba
- Keith Kunkel
- Ryan McNallie
- Barry Mitchell
- Steve Premeau
- Julie Reindl
- Vickie Schuh
- Jim Schultz
- Paul Scurek
- Chris Spadanda
- Matthew Ward
- Adam Zembrosky
- Carla Sagert (Lead)

**Human Resources**
- Elise Bechly
- Bernadette Beck
- Alfred Gomez
- Gina Halenka
- Jane Martell
- Janet Mittelstadt
- Jennifer Powell
- Celena Powers
- Karen Massetti-Moran (Lead)

**Procurement**
- Karen Beres
- Barb Breed-Heidt
- Andrew Docter
- Bonnie Gonnnering
- Kathy
- Kercheck
- Marty Kowalski
- Alicia Lopez
- Kim Scherzer
- Sean Zettel
- Andrew Thimmesch (Lead)
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- Robin Van Harpen

**Advisory Committee**

**Executive Steering Team**

**ISS Leadership Team**

**Project Manager**

**Business Process Management Team**

**Process Improvement & Training Teams**

- Review and analyze in-scope processes
- Prioritize processes for improvement
- Recommend process improvement and training action plans
ISS Project – Detailed Design Phase Project Structure

Process Improvement & Training Teams

Core Team
- Michael Enstrom
- Andrew Thimmesch
- Karen Massetti-Moran
- Monica Rodriguez
- Carla Sagert

- Establish consistent approach for review and analysis of processes
- Coordinate efforts with the Organizational Design Team
- Recommend process improvement training plans
- Develop framework for prioritization of process improvement plans
ISS Project – Detailed Design Phase Project Structure

Organizational Design Teams

Core Team

Finance/Accounting
- Patrice Brunette
- Paul Klajbor
- Stephen Mutchler
- Amanda Obermeyer
- Stephanie Plavec
- Cameron Stearns
- Ted Wiebel
- Cindy Wirtz
- Kirstin Fekete (Lead)
- Wendi Steinberg (PMO Lead)

Information Technology
- Larry Borchardt
- Noelle Fredrich
- Kevin Jahnke
- Jim Kavanagh
- Bob Meyer
- Beth Schaefer
- Dave Crass (Lead)
- Dale Matenaer (PMO Lead)

Human Resources
- Yvette Alicea-Reed
- Mario Babicic
- Erika Bezue
- Ayrin Vander Linden
- Susan Voit
- Linda Woods
- Craig Wesley (Lead)
- Amanda Eischen (PMO Lead)

Procurement
- John Kempken
- Pam Loignon
- Debra Maglio
- Jarad Parker
- Angie Schmocker
- Bob Wagner
- Kim Wesley (Lead)
- Natalie Benavides (PMO Lead)
ISS Project – Detailed Design Phase Project Structure

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- Robin Van Harpen

Executive Steering Team

ISS Leadership Team

Advisory Committee

Organizational Design Teams

Core Team
- Yvette Alicea-Reed
- Natalie Benavides
- Dave Crass
- Amanda Eischen
- Kristin Fekete
- Paul Klaufbour
- Dale Matenaer

- Mark Mielenz
- Wendi Steinberg
- Craig Wesley
- Kim Wesley
- Cheryl Zylka
- Kelly Haag (Lead)
- Sylvia Banda (PMO Lead)

Process Improvement & Training Teams
- Core Team
- Finance/Accounting
- Human Resources
- Information Technology
- Procurement

Finance/Accounting
Human Resources
Information Technology
Procurement

Project Manager

Business Process Management Team
ISS Project – Detailed Design Phase Project Structure

Organizational Design Teams

Core Team
- Yvette Alicea-Reed
- Natalie Benavides
- Dave Crass
- Amanda Eischen
- Kristin Fekete
- Paul Klaibor
- Dale Matenaer
- Mark Mielenz
- Wendi Steinberg

- Craig Wesley
- Kim Wesley
- Cheryl Zylka
- Kelly Haag (Lead)
- Sylvia Banda (PMO Lead)

- Finalize model for assessment of hub alignment
- Finalize high level Activity Evaluation Framework
- Recommend prototype hub
- Recommend ISS Accountability Framework
- Recommend organizational reporting structure
- Coordinate efforts with the Process Improvement Core Team
ISS Project – Detailed Design Phase Project Structure

Executive / Project Sponsors
• Johannes Britz
• Robin Van Harpen

Executive Steering Team

ISS Leadership Team

Organizational Design Teams
• Conduct activity evaluation
• Recommend in and out-of-scope processes
• Inform hub alignment
• Recommend function-specific staffing plan
• Recommend function-specific accountability measures

Project Manager
Business Process Management Team
ISS Project – Detailed Design Phase Project Structure

Facilities Planning & Transition Team
- John Bartelt
- Geoff Hurtado
- Jason Kuiper
- Jarad Parker
- Kristene Surerus
- Ayron Vander Linden
- Mike Priem (Lead)
- Cal Stoffel (PMO Lead)

- Collaborate with the Organizational Design Team on recommendations for number of hubs and location of hubs
- Drive the development and implementation of ISS space/facilities plan
ISS Project – Detailed Design Phase Project Structure

Communication & Change Management Team
- Shannon Bradbury
- Mary Kay Bruno
- Kurt Hennemann
- Michelle Johnson
- Tony Quintero
- John Schumacher
- Sara Tully
- John Hubbard (Change Mgmt Lead)
- Amanda Steinhoff (Communication Lead)

• Recommend communication strategies
• Develop communication and change management plans
• Recommend specific messaging (content, delivery, timing)
• Generate ideas to address project obstacles
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Facilities Planning & Transition Team

Project Manager

Business Process Management Team

Communication & Change Management Team

Unit Liaisons

Functional Sub-groups, SMEs
Next Steps

• Team onboarding session through Friday, March 10

• Working Meeting for Team Leads and ISS Leadership Team – Monday, March 6

• PMO Leads meeting with Project Manager – week of March 6th

• Teams begin work – Monday, March 13