Integrated Support Services (ISS) Project Update

Department Chairs Retreat
August 20, 2018
## Benefits of Integrated Support Model

<table>
<thead>
<tr>
<th>Faculty, Staff, Students</th>
<th>Staff</th>
<th>UWM</th>
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</thead>
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<td>• Ability to scale operations for reduced cost of labor</td>
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**Faculty, Staff, Students**

- Process outcomes meet expectations (effectiveness)
- Increased efficiency – timely completion of processes
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**Staff**

- Opportunities for professional development and career growth
- Team environment with back-up and support from professional colleagues and leadership
- Strong connection to supported departments
- Clear roles, responsibilities, and empowerment

**UWM**

- Ability to scale operations for reduced cost of labor
- Academic focus on education and research
- Demonstrated efforts towards operational excellence
HR, Finance & Procurement

- Physical occupation of Shared Services Center in Engelmann Hall on June 11
- First process change (payroll coordination) July 25
- Second process change (recruitment) August 6
- Third process change (undergraduate student employment) August
- Preparation for Procurement & Finance process change
- Formal and informal team building with staff
ISS Project – IT Hub

CTS Transition:
- Campus Technology website support forms and resources – June 8
- Internal transfer addressed a critical Help Desk staff departure.
- Asset management database for all supported computers – June 16
- New order tracking system for all IT purchases – June 29
- Formal and informal team building with staff.

SOE/CHS/HBSSW Migration
- File storage moved to uFiles from local servers – July 24.
  - Significant cost savings per year. Avoided expensive server replacements.
- Shared printers moved to campus print servers – July 31.
- Computers moving to campus Active Directory – August 1-31.
  - HBSSW – Complete; SOE – In Progress (8/17); CHS – Upcoming (8/24)
- All services will soon use ePanther instead of requiring two separate accounts – August 31
# Detailed Design Phase

## ISS Hubs Decision

<table>
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<tr>
<th>Prototype:</th>
<th>Hub 2:</th>
<th>Hub 3:</th>
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<tr>
<td>School of Education</td>
<td>School of Continuing Education</td>
<td>School of Architecture &amp; Urban Planning</td>
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<tr>
<td>College of Health Sciences</td>
<td>College of Engineering &amp; Applied Science</td>
<td>Peck School of the Arts</td>
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<tr>
<td>College of Nursing</td>
<td>School of Freshwater Sciences</td>
<td>Lubar School of Business</td>
</tr>
<tr>
<td>Joseph J. Zilber School of Public Health</td>
<td>College of Letters &amp; Science</td>
<td>School of Information Studies</td>
</tr>
<tr>
<td>Helen Bader School of Social Welfare</td>
<td>Graduate School</td>
<td>Division of Academic Affairs</td>
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<tr>
<td>Division of Finance &amp; Administrative Affairs</td>
<td>Office of Research</td>
<td>Division of General Education Administration</td>
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<td>UWM Libraries</td>
<td>Division of Student Affairs</td>
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ISS Project – Transition Phase Project Structure

Advisory Committee

Executive / Project Sponsors
- Johannes Britz
- Robin Van Harpen

Implementation Readiness Team

Executive Steering Team

ISS Leadership Team

Project Manager

Business Process Management Team

Change Management / Communication Team

FAA Reorganization Teams

Core Transition Teams
- Budget / Finance Team
- IT Transition Team
- Process Improvement Team Leads
- Training Team
- Unit and Functional Transition Teams

ISS Organizational Website / SharePoint Team

Service Excellence & Accountability Team

Prototype Hub Construction

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Implementation Readiness Team

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FAA Reorganization Teams

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Prototype Hub Construction
ISS Project – Next Phase

Hub 2 Planning

– Consider Context Changes
– Identify Hub 2 Supported Units
– Hub 2 Implementation

Next Phase for IT

– Complete Design of Shared Systems and IT Standards
– Apply New Shared IT Standards to Existing Systems
– Expansion for Hub 2 Client Areas and IT Staff
For More Information

• Current UWM Shared Services website:
  – https://uwm.edu/shared-services/

• Current ISS project website:
  – http://uwm.edu/issp-integrated-support-services