



INTEGRATED **SUPPORT SERVICES**

ISSP Guiding Principles

Guiding Principle 1: Service Excellence and Value Enhancement

ISSP will focus on how the business functions will provide service delivery excellence in support of UWM's teaching and research mission

Project Outcomes:

- Enhanced effectiveness of service, e.g. greater congruence between anticipated and actual outcomes, accuracy in business processing, etc.
- Enhanced efficiency of services, e.g. less time to complete processes, etc.
- Reduced risk of the functions via standardized compliance and security measures
- Enhanced ability for employees to partner with subject matter experts who possess appreciation and understanding of school/college or division needs to build integrated solutions
- Establishment of meaningful metrics to measure value added activities

Guiding Principle 2: Inclusiveness

ISSP will be inclusive in gathering perspectives, recognizing their value and engaging the existing governance bodies

Project Outcomes:

- Maximize and enhance information collection

Guiding Principle 3: Communication & Transparency

ISSP communication will be responsive, designed to reach the largest audience possible, to keep people informed and to provide opportunity for ongoing input.

Project Outcomes:

- Enhanced dissemination of information and better project results
- Accountability
- Role clarity and standardization of business processes

Guiding Principle 4: Staff Development

ISSP will focus on creating a structure with clearly defined benefits and opportunities for the staff responsible for service delivery

Project Outcomes:

- Role Clarity
- Appropriate alignment of salaries
- Identification of Career Paths
- Enhanced Professional Development Opportunities

Guiding Principle 5: Maintaining Out of Scope Services

ISSP will endeavor to preserve the level of support that units currently receive for services that are out of scope for this project.

Project Outcomes:

- Academic department administrators can focus attention on duties other than Human Resources, Finance & Accounting, Procurement and Information Technology

Guiding Principle 6: Implementation Planning

The ISSP Implementation Plan will be developed with careful consideration of the possible impact on individuals and on operating units, and will provide a transition period.

Project Outcomes:

- Maximize positive outcomes of re-organization

Guiding Principle 7: Coordination

ISSP will coordinate with unit level and other campus-wide planning efforts

Project Outcomes:

- Avoidance of redundancy
- Enhanced efficiencies