

INTEGRATED SUPPORT SERVICES

Organization Chart
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Van Harpen
Vice Chancellor

Danielson
AVC - HR

Vacant
AVC - BFS

Beck
AVC - CIO

Vacant
ISS Director

Relationships with central office staff will be clearly defined and provide each hub with training and support

By developing a new ISS organization, separate from distinct central offices, greater attention and focus can be paid to customer service and functional area integration points.

ISS 1
Manager

HR
Supervisor

Finance
Supervisor

HR
Team

Finance
Team

Procurement
Supervisor/Team

Hub 1

ISS 2
Manager

HR
Supervisor

Finance
Supervisor

HR
Team

Finance
Team

Procurement
Supervisor/Team

Hub 2

ISS 3
Manager

HR
Supervisor

Finance
Supervisor

HR
Team

Finance
Team

Procurement
Supervisor/Team

Hub 3

Units are aligned with dedicated ISS Hub support staff

ISS IT
Manager

Help
Desk

Mediated Space
Support

Desktop
Support

IT Support
Infrastructure

IT Purchase Advising &
Inventory Mgmt

Quality
Assurance

Help Desk
Team

Mediated Space
Support Team

Hub 1
Coordination

Hub 2
Coordination

Hub 3
Coordination

Support Infrastructure
Team

PAIM
Team

Quality Assurance
Team

Client-focused IT Support Services – Transactional in Nature, Coordinated in Delivery