December 14, 2018

It is the most common Improved Service Delivery (ISD) question – *What is a unit?*

“Unit” confusion
The term “unit” has caused a lot of confusion, including assumptions that the university is reorganizing or merging into units. This is not the case, and so we are no longer using “unit” in relation to ISD. Divisions, colleges, departments, centers, and offices remain as-is, but they may be supported by the same ISD “Service Team.”

**ISD Service Teams**
University Human Resources, in close collaboration with the Division of Finance and administrative leadership, has developed ISD Service Team assignments. This plan has been endorsed by the Senior Vice Presidents and approved by President Wintersteen.

The attached document outlines the plan, listing by division the major administrative departments, colleges, offices, and dually administered academic departments followed by the name of their Service Team. These Service Teams will consist of a yet-to-be-determined number of HR and Finance functional specialists.

This approach better reflects the university’s organizational reporting structure and honors the unique needs of the area(s) the team supports. There is no significance to the Service Teams being named after trees. This was simply a way to delineate the teams without using hierarchical letters or numbers. You can also find the Service Team assignments listed alphabetically by Team name here. For additional information about Service Teams, please refer to the ISD FAQ.

**Size of Service Teams**
The next step is for HR and Finance to work with administrative leadership to determine the size (i.e. number of functional specialists) of each Service Team. This will be finalized in early January.

**Position descriptions and transition information – coming next week**
Position descriptions for the functional specialist roles are being finalized and will be released next week. Thank you very much to the 60+ frontline finance, procurement/expense, and grants staff who participated in a two-hour work session to critique and refine the PDs. Additionally, more information about the transition plan will be released next week.

**Job Showcase – save the date for January 8**
The Job Showcase – where staff and supervisors can learn more about the specialist roles – has been scheduled for Jan. 8. Additional details are covered in Inside Iowa State and on the ISD site. We encourage any employee who is at all interested to attend to learn more about these roles and why an ISD Service Team may be a good fit for them.
AVP Positions
Finalist Forums are scheduled next week for the Associate Vice President for Finance and Support Services and the Associate Vice President for Human Resources Service and Strategy. Dates, times, and locations are on the ISD site.

Your Feedback
As always, your feedback is welcome and encouraged through the online form.