December 21, 2018

As we move forward with Improved Service Delivery (ISD) at Iowa State, our commitment to you remains: transparency, collaboration, and frequent communication. With winter break upon us, we thank you for staying engaged in the ISD process. **Position descriptions for the Finance and Human Resources ISD roles are available below** and on the ISD webpage. Your feedback has been essential to this process, and a special thank you to the dozens of employees who helped critique and refine the PDs:

<table>
<thead>
<tr>
<th>Finance ISD Position Descriptions*</th>
<th>Human Resources ISD Position Descriptions</th>
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<tbody>
<tr>
<td>Finance Specialist I</td>
<td>HR Coordinator</td>
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<tr>
<td>Finance Specialist II</td>
<td>HR Partner</td>
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<tr>
<td>Assistant Finance Manager (for larger Service Teams)</td>
<td>Staff Recruiting Specialist</td>
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<tr>
<td>Procurement and Expense Specialist</td>
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<tr>
<td>Grants Finance Specialist</td>
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*Note, the Finance position descriptions capture the breadth of responsibilities of the respective roles. An employee who qualifies for one of these roles will be assigned a reasonable workload with some combination of the listed job duties that align with their knowledge, skill set, and anticipated new knowledge and skills gained through training provided by the university (e.g., accrual accounting and Workday training).

As you review the positions, please keep in mind the key concept of Service Teams. The eleven Service Teams each will consist of multiple employees in the various ISD roles all working together to address challenges, find creative solutions, and provide critical financial or human resources services for the area(s) of campus they support.

**Workday terms and FAQs**
The position descriptions also reflect the new language of Workday, including terms like “Business Process,” “Worktag,” and “Cost Center.” You can find definitions for these and other terms on the WorkCyte website. Additionally, the ISD FAQ is updated with several Finance-specific questions and answers, including “What is a Cost Center Manager?”

**What should you do?**
If you are at all interested in an ISD role, please plan to attend the Job Showcase, scheduled for 9 a.m. – 4 p.m., Tuesday, Jan. 8, in the Memorial Union. To prepare, please review the position descriptions and FAQs for additional information; think about your skills and interests and what you might like to do; make a list of questions to ask at
the Job Showcase; review the Employee Interest Survey (to be released before the Showcase); attend the Job Showcase to learn why being part of a Service Team may be an exciting opportunity and great fit for you; and complete the Employee Interest Survey by Jan. 18.

What can you expect at the Job Showcase?
- Short presentations every 20 minutes about the ISD positions
- HR and Finance representatives will be available to answer your questions
- More information about the Employee Interest Survey
- Information about Workday functions related to ISD positions
- Support services

Coming in January
- The Employee Interest Survey will be available for review ahead of the Job Showcase, and open for completion from Jan. 9 – 18.
- The types of roles needed for each Service Team [e.g., Team Aspen, which serves the President’s units, will likely not need a Grants Finance Specialist; however Team Pine, which serves CALS and ISU Extension, will need several Grants Finance Specialists]
- The size of each Service Team [i.e., the number of people needed in each of the roles]

Transition information
Earlier this week, we told you about Transition Teams. They’ll be deployed the week of Jan. 21 to guide the transition at a local level. We now have a timeline that lays out how campus will move through the ISD transition over the next six months, and a Transition FAQ with sections for both employees and supervisors.

Questions?
We’re here to help! We know you will continue to have questions as we move through the ISD transition. Please email us: ISD_transition@iastate.edu. We’ll direct your questions to an appropriate expert (HR, Finance, Transition, etc.) who will contact you with an answer in a timely manner.

Again, thank you for your engagement, feedback, and patience. We hope you take some time for well-deserved rest and relaxation over winter break. We wish you an enjoyable holiday and look forward to continuing to work with you to make this a positive transformation for ISU in 2019.