President Wintersteen, Interim SVP for Finance Pam Cain, and Interim Vice President for Human Resources Kristi Darr provided an update on Improved Service Delivery (ISD) at yesterday’s Professional and Scientific Council meeting. Here are some key takeaways:

**President Wintersteen**

- The transition to Improved Service Delivery is an evolving process and part of an ongoing cultural shift in how Iowa State University operates. Employee feedback continues to be essential in shaping this process.
- While job functions will change with ISD and Workday, we value our staff and their important contributions to ISU. We are committed to matching their talents and skills with the best role for them.

**Pam Cain – Finance model**

- Expressed appreciation for the feedback following the Nov. 27 Finance Town Hall. Acknowledged that the descriptions of jobs were too broad and too Workday-focused, which caused confusion.
- Working diligently to flesh out and refine position descriptions for each of the specialist roles in the Finance model.
- Asked P&S Council leadership to help identify a group of frontline staff – employees who perform finance, procurement, and/or grants work – to critique and refine position descriptions and help delineate work done by local units/Finance Services Teams/central offices. This group will meet Dec. 10.
- Job fair planning is underway, asked P&S Council leadership to help identify staff to assist with planning.

**Kristi Darr – Human Resources model**

- Finalizing position descriptions for specialist roles in the Human Resources model.
- Working with university leadership to define ISD units and staffing numbers.
- Job postings are online now for Finance Manager and Senior Human Resources Partner positions.
- Creating employee interest survey and refining transition plan.

**Key Dates**

- **Week of Dec. 10** – units will be announced.
- **Dec. 16** – guaranteed consideration date for Finance Manager and Senior Human Resources Partner positions.
- **Week of Dec. 17:**
  - On-campus candidate interviews for Associate Vice President positions in both Finance and Human Resources (Information forthcoming about campus engagement opportunities).
Position descriptions for Finance Specialist, Procurement/Expense Specialist, Grants Finance Specialist, Human Resources Partner, Human Resources Coordinator, and Staff Recruiting Specialist will be shared with campus via email and posted on ISD website.

Job Fair “save the date” will be announced.

Please continue to check the [ISD website](http://isdwebsite) for frequent updates and [send us your feedback](mailto:feedback@isdwebsite). Questions regarding unique, individual scenarios will continue to take time to sort through and answer, but please know that all of your comments are being read and your feedback is critical to informing this process. We will continue to answer functional questions via the [FAQ](http://faq) and/or directly to those who include contact information.

Sincerely,

Kristi Darr

Pam Cain

Sarah Nusser

Beate Schmittmann

Interim Vice President for Human Resources

Interim Senior Vice President for Finance and University Services

Co-chair Institutional Effectiveness Leadership Team (IELT)

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