

ABOUT

IMPROVED SERVICE DELIVERY

April 10, 2019

Staffing for [Improved Service Delivery](#) has officially concluded ahead of July 1 go-live. Ninety percent of the 182 positions have been filled in HR and Finance, a level sufficient for initial ISD implementation. See who is on the Service Team that will support your unit by clicking on the tree name below:

Aspen (President's units)	Juniper (Academic Administration, Business, Design, Graduate College, Library)
Birch (Liberal Arts and Sciences)	Pine (Agriculture and Life Sciences and Extension and Outreach)
Dogwood (Vet Med)	Redwood (Engineering)
Fir (Human Sciences and VPR)	Spruce (Dually administered academic departments)
Hickory (Student Affairs)	Sycamore (Operations and Finance)

Next steps in the transition process:

- Deadline April 15: Transition Teams work with impacted staff to complete [Responsibility Trackers](#).
- Deadline April 30: Transition Teams work with their units to draft transition plans. These plans will recommend how remaining responsibilities will be reassigned to maintain an employee's status and ensure colleges, departments, and offices have proper support.
- Now – May 31: Leadership decides on initial realignment of responsibilities. Impacted employees receive an [Individual Transition Plan](#) outlining any new responsibilities and corresponding training needs.
- May 1 – June 30: Transition Teams facilitate the transition of responsibilities

[Transition Teams](#) have been directed that this is a collaborative process and it is their responsibility to *make recommendations, not make final decisions*. Please see the [Transition Team Guidelines](#).

Still to come

- Senior and ISD leaders are working with Facilities Planning and Management (FPM) on **guidance regarding workspace, furniture, technology/equipment, and office supplies** for impacted staff – both those moving to ISD roles and impacted staff remaining with their department or unit. This guidance will be shared with Transition Teams in the coming days and posted on the [ISD website](#).

- Senior and ISD leaders are developing **team performance metrics for ISD** or key performance indicators (KPIs). These team-based metrics will be introduced to ISD staff during training, and will be shared more broadly with campus closer to July 1 go-live. **Please note** there will be a significant grace period following ISD go-live to allow time for staff to get acclimated in their new roles and to iron out any issues in our new processes. Initial metrics collected will be used to identify issues that need immediate attention, establish an institutional baseline, and support our commitment to continuous improvement.

ISD Fact Check

ISD Fact Check aims to confirm or dispel rumors by providing accurate, consistent, transparent information. Click on [ISD Fact Check](#) to get accurate information on the following as well as other issues:

Rumor: Many staff moving into ISD Service Teams will leave important responsibilities behind in the college, department, or unit that need to be picked up by other employees. There is concern that after ISD goes live July 1, there won't be anyone to support or train the employees who are taking over these duties.

Fact: While the goal is to transition non-ISD responsibilities to other employees and have them trained by July 1, we understand this may not be possible in all cases. ISD leadership understands and supports that staff moving into ISD roles may need to provide some assistance to their successors beyond July 1. If you have specific concerns or questions, please contact your Transition Team and ISD leadership ([Dwaine Heppler](#), associate vice president of human resources service and strategy and [Heather Paris](#), associate vice president for finance and support services).