ISD Service Teams Transition Guidelines

Implementing the Improved Service Delivery (ISD) service team concept requires decisions about space, furniture, phones, computers and associated items as the teams are established. The cost of supplies, phones and data jacks will be estimated as service teams are created. Some costs are one-time as part of the transition; others are on-going. The mechanism for funding these costs will be addressed in a separate document.

The Institutional Effectiveness Leadership Team (IELT) has asked centers/departments/colleges (hereinafter referred to as ‘Units’) to collaborate and support this institutional transition by providing staff who move to the new service teams with the physical resources—space, furniture, computers, etc.—needed to be productive and successful. In some instances, staff may remain in the same or nearby space when they move to a service team. In other instances, staff may move to a different space. In both situations, the Units that house ISD staff members are asked to support the transition.

The guidelines below have been developed to operationalize the transition in the spirit of collaboration.

**Location**

An important element of the transition is the location of ISD service team members. The following characteristics will support the success of the individual specialists and the ISD teams.

**Guidance:**
- Work space with geographic proximity to the Units.
- When possible, space embedded in the Units they serve.
- Work space is easily accessible for Unit staff to find.
- HR service team members need private work space or ready access to a private work space to conduct sensitive/confidential discussions in person or over the phone.
- Large service teams may consider co-locating team members in a common location with a high degree of geographic proximity to the faculty and staff they serve.

**Requirements:**
- Individual service team members should not be the first point of contact (i.e. the front desk) to answer walk-in questions from Unit staff.
- Faculty and staff that walk in to meet with an ISD specialist should be directed to the service team member’s work space.

**Initial Transition**

**Guidance:**
- **Furniture** should be provided to ISD team members by the Unit that will house them that is comparable to that provided other staff members with similar sorts of tasks and responsibilities. In some instances,
the team member will remain in or near the space they currently occupy. In other situations, the team member may move to another location on campus. When the team member moves elsewhere, consider whether furniture currently used by the staff member can and should be moved to the new location.

- The standard for an individual office is 120 square feet.
- **Computer** and **phone** equipment currently used by the staff member will continue to be used by them. Alternative equipment of comparable configuration and quality can be supplied by the Unit if a computer or phone needs to stay with the Unit.

**Requirements:**

- The **space** occupied by the ISD team members will remain in the inventory of the Unit in which the team member is housed. The standard for an open-office/cubicle environment for P&S staff is 75 square feet.
- An initial set of **office supplies** will be provided by the Unit housing the ISD team member.

**On-going relationship**

- Access to incidental **printing and scanning** will be provided by the Unit that houses the new ISD team member. When an individual print job exceeds 100 pages (approximately $1.00 on a networked high-end printer) or involves color printing, central print services will be used.
- The cost of maintenance, repair and replacement of **computer** equipment is the responsibility of the new service team.
- The monthly cost and replacement of university-owned **phone** equipment is the responsibility of the new service team. Reimbursement for personal cell phones will follow institutional policy and the expense will be the responsibility of the service team.
- On-going **office supply** needs, including postage and travel expenses connected with their roles, will be provided by the service team.
- Requests, approvals and expenses for **training** and **professional development** will be the responsibility of the service team.
- ISD services teams will receive **IT support** through central ITS.

If you have any additional questions or need clarification on the ISD Service Teams Transition Guidelines, please contact [ISD_Transition@iastate.edu](mailto:ISD_Transition@iastate.edu)