

Shared Services Executive Committee

Minutes 8-17-2017

August 17th, 2017

2:30 – 4:00 pm

McArthur Room, 10th Floor, DOA

Attendees:

DOA – Cate Zeuske	DNR – Doug Haag
DOA – Stacey Rolston	DOC – Cathy Jess
DATCP – Sandy Chalmers	DOR – Eileen O’Neill
DCF – Lisa Marks – phone	DOT – Bob Seitz
DFI – Jay Risch	DSPS – Eric Esser
DHS – Tom Engels	DWD – David Anderson

**Nicole Rute, Tom Sandine

- I Meeting was called to order. Role taken.
- II A motion was made by David Anderson, seconded by Bob Seitz, to approve the minutes from the 7/6/2017 meeting.
- III Update from DPM
Stacey Rolston presented update.

DPM is working with the HR Advisory Council on structure, SLAs and logistics. Next Step – Proposal on 1-year and 3-year structure will be presented. Upcoming timeline as follows:
July – October:

- Executive Order regarding SSEC – need to let things evolve before formalizing
- SLAs

September – December:

- Setting Billing Rates
- Begin agency preparations
 - Inside DPM – repositioning BMRS staff
 - Delegation and monitoring
 - DHS (September), DOT (October), DOC (October/November) – pull in outside HR functions

January – June:

- Modifications of statutes
- Hill Farms – DOT pick up Hill Farms agencies currently attached to DOA – Ready by January 2018
 - WERC and Hearings & Appeals being looked at

By July 1, 2018

- DPM assume supervisory responsibility and created central services for agencies that don't have on-site services.
- DOT pick up other attached agencies located at Hill Farms

IV Structure

Stacey Rolston presented update. The subcommittee will finish soon and be disbanded. Working on the structure from the top down. It is critical to be looking at the structure with the focus on where the value of shared services can be realized through centralization and bringing HR services closer to home for some agencies. Since HR staff will be DPM employees, decisions can be made quicker. During the first year, a shift will be made in DPM's structure. Looking at where changes can happen by year 3 to provide a regional structure within DPM.

V Subcommittee on Service Level Agreements (SLAs)

David Anderson presented update. Subcommittee has been meeting regularly. A draft likely available by September. Next meeting is August 30th. Working through definitions. SLA subcommittee will likely need to continue to provide annual review of SLAs and disagreement resolution.

Considerations:

- Agency SLA Administrator – identified by agency secretary
- Scope – Agreement and consensus reached
- Legal Services – clearly establishing lines
- Rate Setting/Billing – Defining process but not setting rates
- Still to discuss – Performance metrics

VI Other Business

Agreement that a review of the charter and by-laws for the SSEC are needed. David Anderson will draft edits and bring to next meeting.

Survey – Stacey Rolston discussed a possible survey to provide DPM with a cost of operation awareness. Currently looking at other states for internal billing and rate setting. A survey could be used to look at how services are provided and how costs are billed within each agency – IT, Budget, etc.

VII Next Steps

- DPM will begin working on draft communications.
- Next meeting is tentatively scheduled for Thursday, September 14th from 2:30 – 4:00 pm.

VIII A motion was made by Tom Engels, seconded by Bob Seitz to adjourn.
Meeting adjourned.