

# Shared Services Executive Committee

## Minutes 11-09-2017

**November 9th, 2017**

2:30 – 3:30 pm

McArthur Room, 10<sup>th</sup> Floor, DOA

**Attendees:**

DOA – Cate Zeuske	DNR – Ed Eberle
DOA – Stacey Rolston	DOC – Cathy Jess – phone
DATCP – Keeley Moll – absent	DOR – Pat Lashore
DCF – Lisa Marks	DOT – Bob Seitz
DFI – Jay Risch – absent	DSPS – Eric Esser
DHS – Tom Engels	DWD – Chris Hagerup – absent

\*\*Nicole Rute, Tom Sandine

- I Meeting was called to order. Role taken.
- II A motion was made by Bob Seitz, seconded by Ed Eberle, to approve the minutes from the 8/17/2017 meeting. Members approved the motion on a voice vote.
- III Committee Membership Changes  
Eric Esser presented an update to the SSEC membership. Keeley Moll will be replacing Sandy Chalmers for DATCP. Chis Hagerup will be replacing David Anderson.
- IV Committee and Project Work Update  
Stacey Rolston presented update.

a) Review Communication Method for HR Community

A draft newsletter was shared with committee. HR Steering team is also reviewing to provide feedback. There would be an opportunity for HR staff to subscribe to this newsletter. First news letter would go out in November or December and would become more frequent as July 1, 2018 approaches. A communication is needed to inform staff of workgroups being established to assist with development of processes as they relate to shared services.

The initial newsletter would include the 1-year structure. A draft structure was presented to committee. The division would be divided into regions with considerations to agency size, geographic location and agency functions.

Discussion from committee on having an open forum for comments available in addition to the newsletter. A mailbox was suggested as an option. The newsletter could include a section to address common questions that are submitted to the mailbox.

b) Service Level Agreement (SLA) & Metrics

A draft SLA was provided to the committee. This draft was the result of input by the subcommittee and the HR Directors group. Discussion of whether statutory authority language should be included in the SLA and if so where it should be located. The SLA would include Rate Setting/Financial Process, Open Records, HR Services Delivery, Performance Metrics, SLA Management, SLA Complaint Resolution. The authority each party to the SLA has would be articulated by the service type.

c) Logistics

This information is being looked at by legal staff for the agencies. There was an initial meeting with DET to discuss security and how profiles may be set up. Exploring the possibility of having multiple profiles for users with one mailbox.

d) Rate setting

The goal of rate setting and establishing services offered are based on what would provide the best efficiency and effectiveness.

V Executive Order Update

Cate Zeuske presented update. The goal of an executive order would be to keep powers in place. A draft document will be ready to share soon. The goal is to have something by the end of the year with an effective date early January 2018.

VI Next Steps

- Next meeting is scheduled for Thursday, December 7th from 2:30 – 3:30 pm.

VII A motion was made by Bob Seitz, seconded by Ed Eberle, to adjourn.  
Meeting adjourned.