

Shared Services Executive Committee

Minutes 5-24-2018

May 24th, 2018

2:30 – 3:30 pm

McArthur Room, 10th Floor, DOA

Attendees:

DOA – Steve Michels	DOC – Cathy Jess – Absent
DOA – Stacey Rolston	DOR – Eileen O’Neill
DATCP – Keeley Moll	DOT – Bob Seitz – Absent
DCF – Lisa Marks	DSPS – Eric Esser
DFI – Jim Podewils	DVA – Tom Rhatican
DHS – Tom Engels	DWD – Chris Hagerup
DNR – Ed Eberle - Absent	

**Nicole Rute, Tom Sandine

- I Meeting was called to order. Role taken.
- II A motion was made by Chris Hagerup, seconded by Keeley Moll, to approve the minutes from the 4/26/2018 meeting. Members approved the motion on a voice vote.
- III Committee and Project Work Update – Stacey Rolston presented updates
 - a) Logistics - No updates
 - b) Rate setting – discussed in conjunction with SLAs

Stacey has been joining the finance groups to address any issues or concerns budget staff may have. There is early modeling happening to determine how Shared Services costs may increase or decrease. DPM and DOA Budget are looking at the operating budget to determine whether it is realistic and to work through the costs for supplies and services.

- c) Service Level Agreement (SLA) & Metrics

The final drafts of the SLAs are expected to be ready soon. The legal services information is being finalized with the workgroup. A reference to Customer Servicer added and DPM is looking at also adding a few survey processes to better measure this. In addition to the annual survey, there would be reviews completed for different transactions (example: DWD currently has one for recruitments) and also including a general customer service survey link to email signatures (similar to agencies such as DNR and DATCP). DPM is gathering feedback for the delegation agreements at the end of SLA. These will be specific to each agency and Secretary. DPM is also adding information about the hours of operation and alternative schedules to the SLAs.

d) Process Workgroups

Overall the workgroups have been slowing down. DPM is prioritizing and working through the timeline of implementation. Rather than rolling out all policies and processes at the same time, updated will be implemented by topic area. The legal services workgroup has been continuing to meet and work through the differential of legal services between agency attorneys and DOA attorneys.

A meeting will be held on May 31st with agencies who receive federal funding. Will look at how things will actually work with staff reporting time (i.e. task reporting where necessary).

e) Timeline

The effective date for the position transfers in the system and completing the transactions is July 8th. DPM has met with the STAR team to go through the tasks that need to happen

FAQs will be sent to HR staff soon. There is an all HR meeting on June 14th to provide more information to staff.

DPM is also looking at accelerating the development for Regions 3 and 4. There is a varying degree of skill levels within HR management and it is important to balance this out across the enterprise.

IV Next Steps

- Next meeting is scheduled for Thursday, June 7th from 2:30 – 4:00 pm at DOA

V A motion was made by Jim Podewils, seconded by Eric Esser, to adjourn. Meeting adjourned.