

# Shared Services Executive Committee

## Minutes 6-7-2018

**June 7th, 2018**

2:30 – 3:30 pm

McArthur Room, 10<sup>th</sup> 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 - phone	DSPS – Eric Esser
DFI – Jim Podewils	DVA – Tom Rhatican
DHS – Tom Engels	DWD – Chris Hagerup
DNR – Ed Eberle	

\*\*Nicole Rute

- 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 5/24/2018 meeting. Members approved the motion on a voice vote.
- III Committee and Project Work Update – Stacey Rolston presented updates

a) Logistics -

P-Cards for DPM staff have been reviewed and the overall number will be reduced within the agency HR staff.

Technology – A new DPM SharePoint site is almost complete. This will allow DPM agency HR staff and agency IT staff to collaborate when needed (example – investigations regarding computer usage). It will also allow DPM agency staff to collaborate with each other while being on different networks. It will provide a central depository for HR records. HR will control the access to the site. Kelli Kaalele will provide a demo of the site.

Fleet – DPM staff at an agency will use the agencies fleet cars and the agency will bill DPM. This will assist DPM in determining what the true overall cost is for HR for future budgeting purposes.

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. There will be no HR hires the pay period of June 24<sup>th</sup>. FAQs have been sent to HR staff. There will be a page on the DPM site to provide staff with this and continuing information.

b) Rate setting –

i. Assessment Models

DOA Budget provided 3 draft assessment models. The first is a regional model based on the current model for DOA supported agencies where the amount for the HR staff is split based on the number of FTE at each agency. The second model is to split HR staff into general management staff and agency specific staff. This would be assigning an individual to particular agency and services would not be provided by staff assigned to another agency even in the case of a vacancy. The third model is a collapse of all DPM HR staff and splitting based on FTE for all agencies, regardless of the region.

Currently, a model for rates based on transactions has not been looked at. DPM has requested the SSEC to provide their preference to which model should be adopted. There was general favor for Model 1 but members will discuss with those absent and respond directly to DPM.

Regardless of the model chosen, it has been determined that Shared Services assessments will follow the normal schedule and be sent in December. Drafts will be sent earlier to assist agencies in their budget planning.

ii. Using federal funding to pay assessments

Meetings were held last week with agencies that have federal funding. Task reporting will be used in an optional capacity for staff. There will be a default for the employee but they will have the option to task report when needed to assist other agencies.

iii. Lapse Discussion –

DPM is continuing to hold vacancies where possible to assist in meeting the required lapse. As positions become vacant, an analysis of where the position should be located and the level to be filled at are being completed. The goal is to streamline processes where possible and therefore reduce costs of the positions required.

c) Service Level Agreement (SLA) & Metrics

The final SLAs are on track. Language from the Department of Justice is forthcoming regarding settlement agreements and will be added once received. Meeting expected to be ready soon. The legal services information is being finalized with the workgroup. A reference to Customer Service 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.

DPM is also working on the tracking and reporting of the metrics that are established in the SLAs

d) June 14<sup>th</sup> HRSS Conference

A conference is being held for all HR and Payroll staff, including non-shared services agencies. The workgroups will report out. The timeline will be discussed, along with the organization charts. Staff will be provided information on upcoming classifications changes that are being worked on. There will be an opportunity for the regional staff to breakout and have discussions.

e) Agency Scheduled Meetings

Meetings will be held with agencies June 20<sup>th</sup>-26<sup>th</sup>. These are currently being scheduled. During the meeting, DPM and the agency will review SLA, determine any MOUs needed, and discuss time exception reporting. A demo of the DPM SharePoint site can also be provided if there is interest.

IV Next Steps

- Next meeting is scheduled for Thursday, June 21st from 2:30 – 4:00 pm at DOA

V A motion was made by Jim Podewils, seconded by Chris Hagerup, to adjourn. Meeting adjourned.