



Administrative Excellence
UNIVERSITY OF WISCONSIN-MADISON
Shaping our Future

**Weekly Wrap-Up
Executive Summary
April 12, 2013**

Approximately 14 people attended the session. Alice Gustafson, Administrative Process Redesign (APR) Director, provided a short review of activities and updates from the various Administrative Excellence (AE) projects, including:

- Strategic Purchasing – In lieu of meeting this week, the core team is focused on completing individual assignments for the project. The Purchasing Services staff is developing web pages to integrate the concepts of strategic purchasing into their site. The team is also working on establishing ongoing purchasing and quality metrics. Finally, the Maintenance, Repair and Operations (MRO) committee will hold their kick-off meeting on April 18.
- Instructional Space – The Inventory and Space Utilization teams have completed their final reports and will be making presentations to the AE Advisory Committee on April 18 and the AE Steering Committee on April 22.
- Enterprise IT Decision Making – Future State – The committee is focused on socializing the project recommendations, including presentations to MTAG and ITC during the week of April 15. A campus forum will be planned for later this spring. Alice noted that the committee's presentation and the project business plan are available on the AE website, and that the overall plan is to begin operationalizing the recommendations in June.
- Data Center Aggregation (DCA) – Alice noted that the DCA website has been updated to include draft work products from the Campus Services sub-team, and that the team is currently seeking any comments or additional input before finalizing their work. Alice also clarified that the Campus Services and Facilities sub-team deliverables will not reflect final products, but rather will feed into the Organization & Governance sub-team's work as they develop a working operational model.
- Email & Calendaring – Much of this week was spent with the project management team focused on migration planning. A review of a recommendation for the new email naming convention is underway, with the decision anticipated for the week of April 15. The project Technical Advisory Group (TAG) had a productive meeting on this recommendation, and will be working through the Support Model next.

At this time, Bruce Maas, CIO, joined the presentation with additional remarks on several projects:

- Email & Calendaring – Bruce relayed to the group that two faculty members recently joined the TAG, and that it was very helpful to have their engagement. He indicated that he asked the TAG to be the eyes and ears of campus leadership on the project, communicating any questions or concerns, while understanding that they have a role in the project and are expected to participate professionally.

- Enterprise IT Decision Making – Future State – Bruce indicated that this new model is very welcomed, as the current process has always been very informal and that campus cannot afford to continue in that manner. He stated that the campus must be focused on allocating resources to research and new models for teaching and learning, and while there will be a mechanism for fast-tracked decision making, the new, formalized vetting process will emphasize campus priorities.
- Data Center Aggregation (DCA) – Bruce requested that attendees and anyone from campus let him know if they had any concerns as the DCA project proceeds, and that he would be happy to talk through their questions personally.

Finally, several questions and comments were offered from attendees:

- Bruce was asked how many angry calls he has received due to poor communications around the projects. Bruce responded that the calls were few, but passionate, and that things had quieted down following the decision on domains being announced.
- A question was posed regarding the use of the word “socialize” to describe communication on some of the projects. Bruce and Alice both replied that it is simply a description of delivering information in a manner that allows campus to absorb and understand new programs before they are implemented.
- A comment was made that there is a distinct perception on campus that leadership has a fear of sharing information on new initiatives, and of receiving challenging feedback. Bruce indicated that in fact there is a strong desire to gather multiple perspectives, but that decisions require balancing campus input with many other considerations.