



Administrative Excellence
UNIVERSITY OF WISCONSIN-MADISON
Shaping our Future

Weekly Wrap-Up
Executive Summary
April 26, 2013

Three people attended the session, in addition to project members. Alice Gustafson, Administrative Process Redesign (APR) Director, provided a summary of activities and updates on the Administrative Excellence (AE) projects, including:

- Strategic Purchasing – The AE team continued their work to prepare this project for transition to the business owner, Purchasing Services. Templates are being drafted to facilitate the process, including a control plan for measurement and monitoring of product quality and purchase data, draft charters for Standards Teams to provide the ongoing tracking and adjustments in the appropriate areas, and draft templates for ongoing customer communications. Alice noted that the Computer Bundles sub-team was reviewing data from Apple as an initial step in learning more about purchasing trends. Finally, Alice mentioned that the Maintenance, Repair and Operations (MRO) sub-team will be holding their second meeting in the coming week.
- Instructional Space – It was intended that this project would report-out to the Steering Committee this week, however the meeting was canceled, so there is no substantive update to provide at this time.
- Enterprise IT Decision Making – Future State – As part of the ongoing socialization of this project's outcomes, the team presented their final report this week to the Leadership Council. The work was very well received and the team was encouraged to move forward with running case studies through the model. A campus forum will be held at 10am on Friday, May 10th at Union South to give everyone on campus an opportunity to hear the team's report.
- Data Center Aggregation (DCA) – The Campus Services sub-team's draft deliverable of baseline service levels has been reviewed by those who participated in the process, and will be finalized within the next few weeks. The Facilities sub-team has forwarded their draft recommended minimum standards for campus data centers to the Executive Committee for review. Alice also reported that today the team met with Tim Norris from the UW-Madison Budget Office, who provided information on cost-savings related to utilities.
- Email & Calendaring – This week the Provost and CIO approved a recommendation to enable IMAP and POP protocols with the Office 365 implementation. The Technical Advisory Group (TAG) focused their meeting this week on options for migrating calendar data, noting that in some cases a manual transfer may be the most efficient method. Finally, Alice mentioned that the work with migration partners continues, with the technical team having sent out 65 census surveys and receiving 26 completed surveys to date.

Alice also reminded attendees of the ongoing work of Administrative Process Redesign (APR), highlighting two items:

- Lean Six Sigma (LSS) Class – Alice reported that APR is currently hosting a 4-day class in Lean Six Sigma, and that with this cohort of 35 participants, the total number of individuals on campus trained in LSS via APR is now over 600. Alice noted that anyone interested in participating in this training in the future is encouraged to contact her directly.
- Travel Expense Reimbursement – Alice noted that APR has been working with Business Services to create a new front-end, guided-entry tool to the travel expense reimbursement system. The goal of the project is to improve the customer experience with travel reimbursement and help reduce delays at the approval stage, and that the team plans to test the new tool over the summer.

One question was posed from an attendee regarding the migration of calendar data, and whether it had been decided that the process would be manual. Dan Koetke, APR team member, clarified that at this point the team is still in the idea stage regarding final solutions, and that they are gathering and evaluating options. Dan stated that the only certainty is that not all data can be migrated from all systems with 100% accuracy, so options are being explored. The attendees suggested that the tech team consider providing a data capture tool to assist with manual calendar migrations.