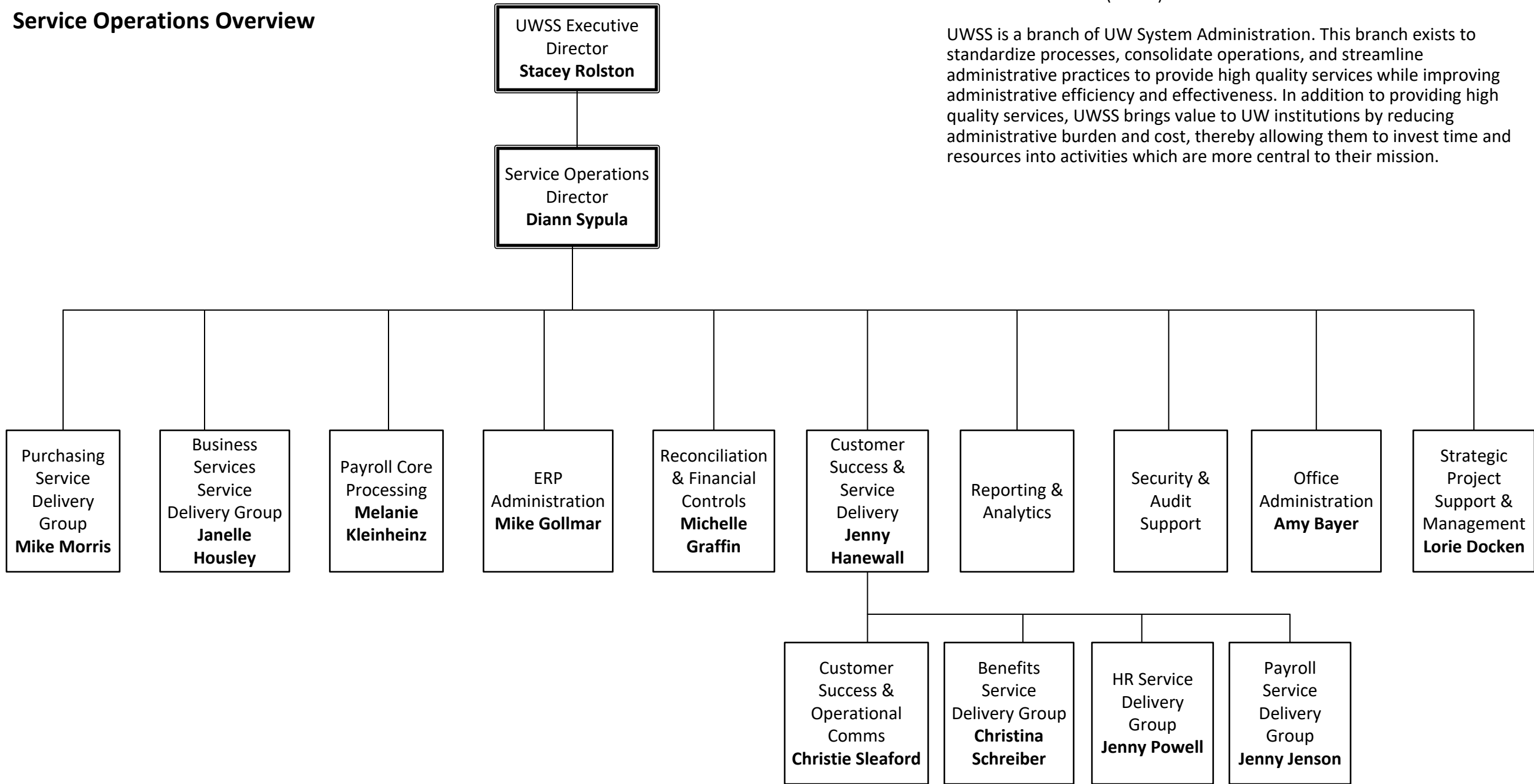# UW-Shared Services
Service Operations Overview

UW-Shared Services (UWSS) Overview:

UWSS is a branch of UW System Administration. This branch exists to standardize processes, consolidate operations, and streamline administrative practices to provide high quality services while improving administrative efficiency and effectiveness. In addition to providing high quality services, UWSS brings value to UW institutions by reducing administrative burden and cost, thereby allowing them to invest time and resources into activities which are more central to their mission.

UWSS Executive Director
Stacey Rolston

Service Operations Director
Diann Sypula

- Purchasing Service Delivery Group
Mike Morris
- Business Services Service Delivery Group
Janelle Housley
- Payroll Core Processing
Melanie Kleinheinz
- ERP Administration
Mike Gollmar
- Reconciliation & Financial Controls
Michelle Graffin
- Customer Success & Service Delivery
Jenny Hanewall
  - Customer Success & Operational Comms
Christie Sleaford
  - Benefits Service Delivery Group
Christina Schreiber
  - HR Service Delivery Group
Jenny Powell
  - Payroll Service Delivery Group
Jenny Jenson
- Reporting & Analytics
- Security & Audit Support
- Office Administration
Amy Bayer
- Strategic Project Support & Management
Lorie Docken
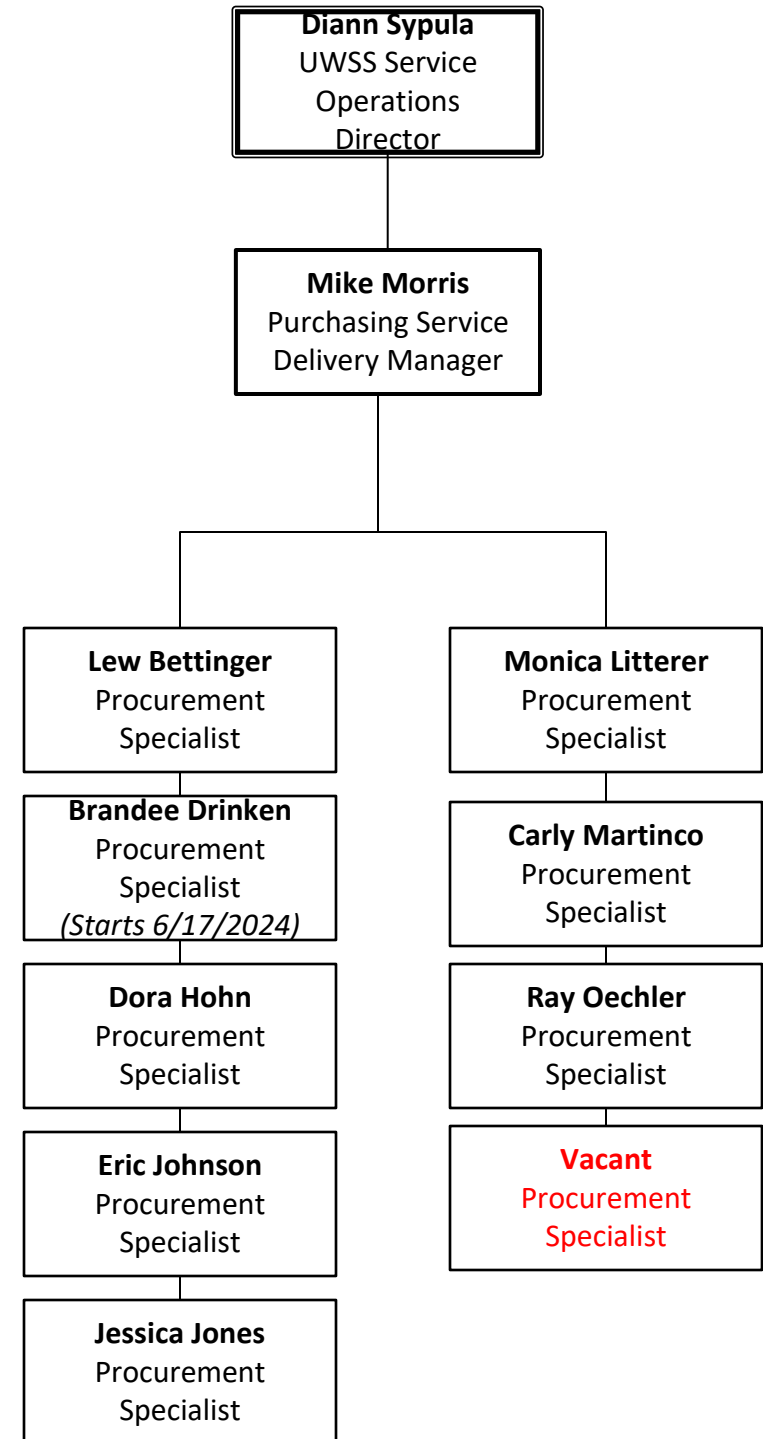
June 2024

UW-Shared Services
Service Operations

Purchasing Service Delivery

Purchasing Service Delivery

Services range from on-demand assistance to staff augmentation including full, ongoing Procurement support.

- Contract Review and Signature
  - Review, edit, negotiate terms and conditions and sign contracts with vendors on behalf of the institution

- Request for Bid (RFB) and Request for Proposal (RFP)
  - Provide advice on appropriate method of solicitation, work with institution Subject Matter Experts (SME) to develop requirements, and facilitate the review, rating, and choice of the submitted proposals

- Other Procurement Services
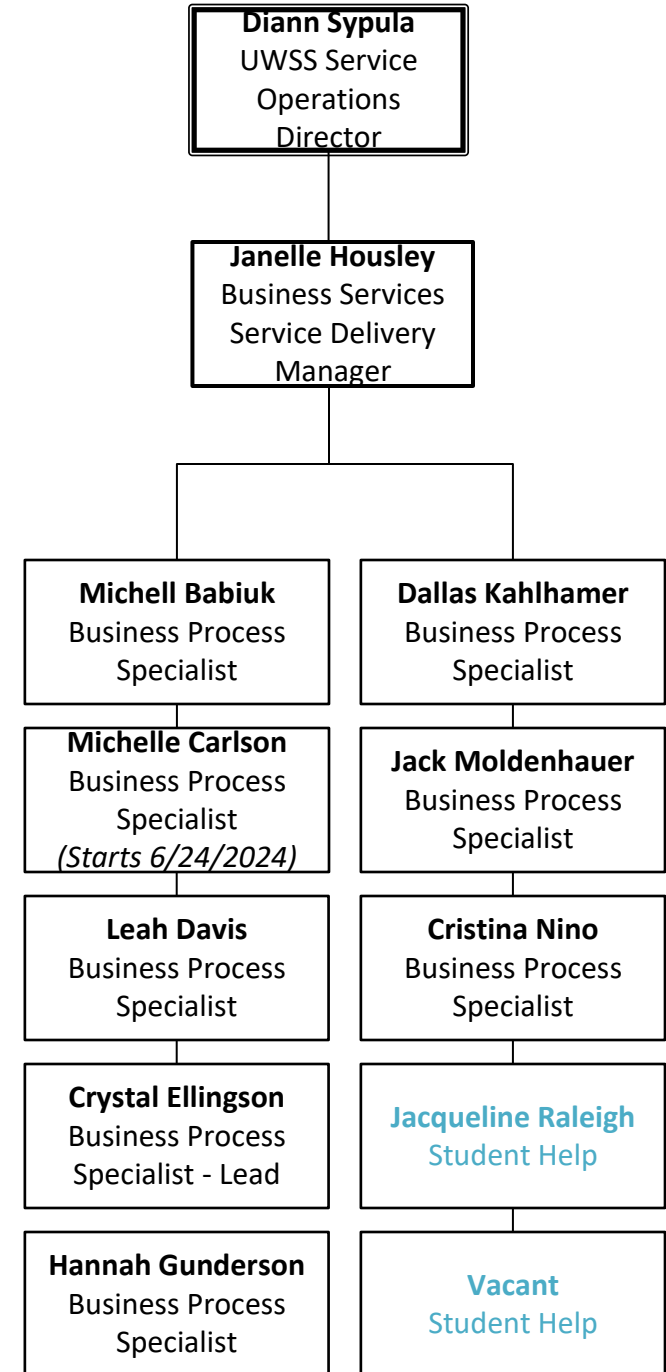 - ShopUW+ support
  - Purchase order approval and dispatch

Diann Sypula
UWSS Service Operations Director

Mike Morris
Purchasing Service Delivery Manager

Lew Bettinger
Procurement Specialist

Brandee Drinken
Procurement Specialist
(Starts 6/17/2024)

Dora Hohn
Procurement Specialist

Eric Johnson
Procurement Specialist

Jessica Jones
Procurement Specialist

Monica Litterer
Procurement Specialist

Carly Martinco
Procurement Specialist

Ray Oechler
Procurement Specialist

Vacant
Procurement Specialist

UW-Shared Services
Service Operations

Business Services Service Delivery

Business Services Service Delivery

- Travel Expense Reports
  - Audit travel expense reports for accuracy and compliance with IRS regulations, State statutes and UW System policies prior to reimbursement
  - Work one-on-one with Travelers to offer guidance
  - Provide campus-level reporting

- Supplier Management Support
  - Provide new supplier administration to UW-Parkside
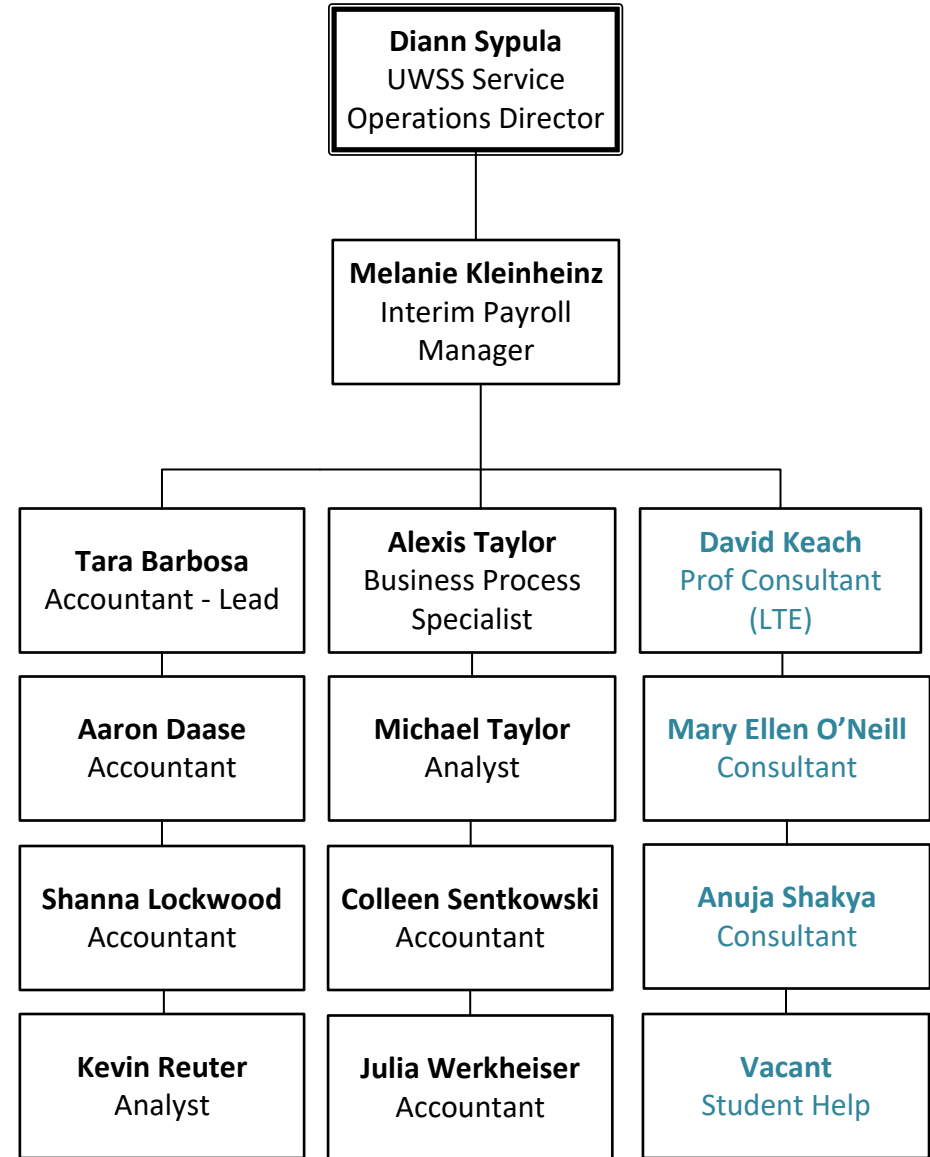
- Vehicle Usage Agreements

Diann Sypula
UWSS Service Operations Director

Janelle Housley
Business Services Service Delivery Manager

Michell Babiuk
Business Process Specialist

Dallas Kahlhamer
Business Process Specialist

Michelle Carlson
Business Process Specialist
(Starts 6/24/2024)

Jack Moldenhauer
Business Process Specialist

Leah Davis
Business Process Specialist

Cristina Nino
Business Process Specialist

Crystal Ellingson
Business Process Specialist - Lead

Jacqueline Raleigh
Student Help

Hannah Gunderson
Business Process Specialist

Vacant
Student Help

UW-Shared Services
Service Operations
Payroll Core Processing

Payroll Core Processing

- Deliver Biweekly payroll
  - Manage core payroll activity including time sheet processing and check/direct deposit/bank card issuance.

- Issue W2s

- Process W4s

- Foreign National Payroll
  - Gather data and monitor tax status for foreign national employees.
  - Manage Foreign Source Income processes and any required adjustments.
  - Issue 1042's

Diann Sypula
UWSS Service Operations Director

Melanie Kleinheinz
Interim Payroll Manager

Tara Barbosa
Accountant - Lead

Alexis Taylor
Business Process Specialist

David Keach
Prof Consultant (LTE)

Aaron Daase
Accountant

Michael Taylor
Analyst

Mary Ellen O'Neill
Consultant

Shanna Lockwood
Accountant

Colleen Sentkowski
Accountant

Anuja Shakya
Consultant

Kevin Reuter
Analyst

Julia Werkheiser
Accountant

Vacant
Student Help

# UW-Shared Services
Service Operations

ERP Administration

Benefits Core Processing
- Facilitate Annual Benefits Enrollment
  - Manage overall event including system updates for plan changes, communications with employees, and coordination with UWSA's policy team and ETF
- Core Benefits Administration Processing
  - Support system processes related to eligibility, plan adjustments and rate changes, and employee enrollment
  - Coordinate with vendors to manage employees flexible / health spending accounts
- Summer Prepay
  - Manage the health premium deduction / payment process for 9-month employees
- WRS
  - Support business processes, data validation and reporting related to WRS and interactions with ETF

ERP & Time Administration
- Routine maintenance - release management
  - Apply security and compliance related updates as well as implementation of new and improved functionality
- Interfaces
  - Support appropriate data sharing with other UW and third party applications
- New functionality
  - Use new functionality as appropriate to improve business processes and end user experience
- Batch processing
  - Maintain and monitor scheduled batch processes assuring timely completion
- Performance
  - Monitor system performance and work with technical support to assure reasonable performance
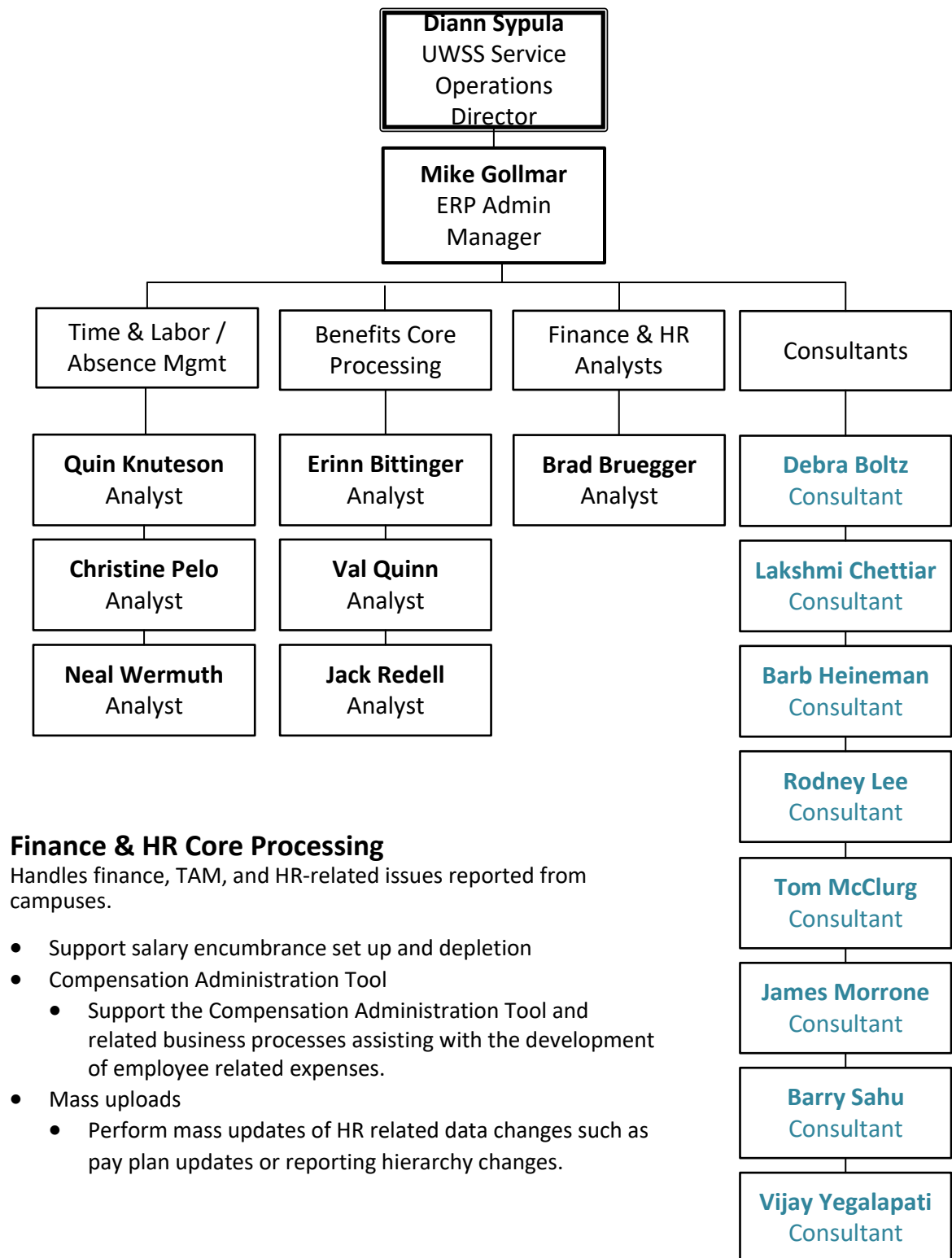
Finance & HR Core Processing
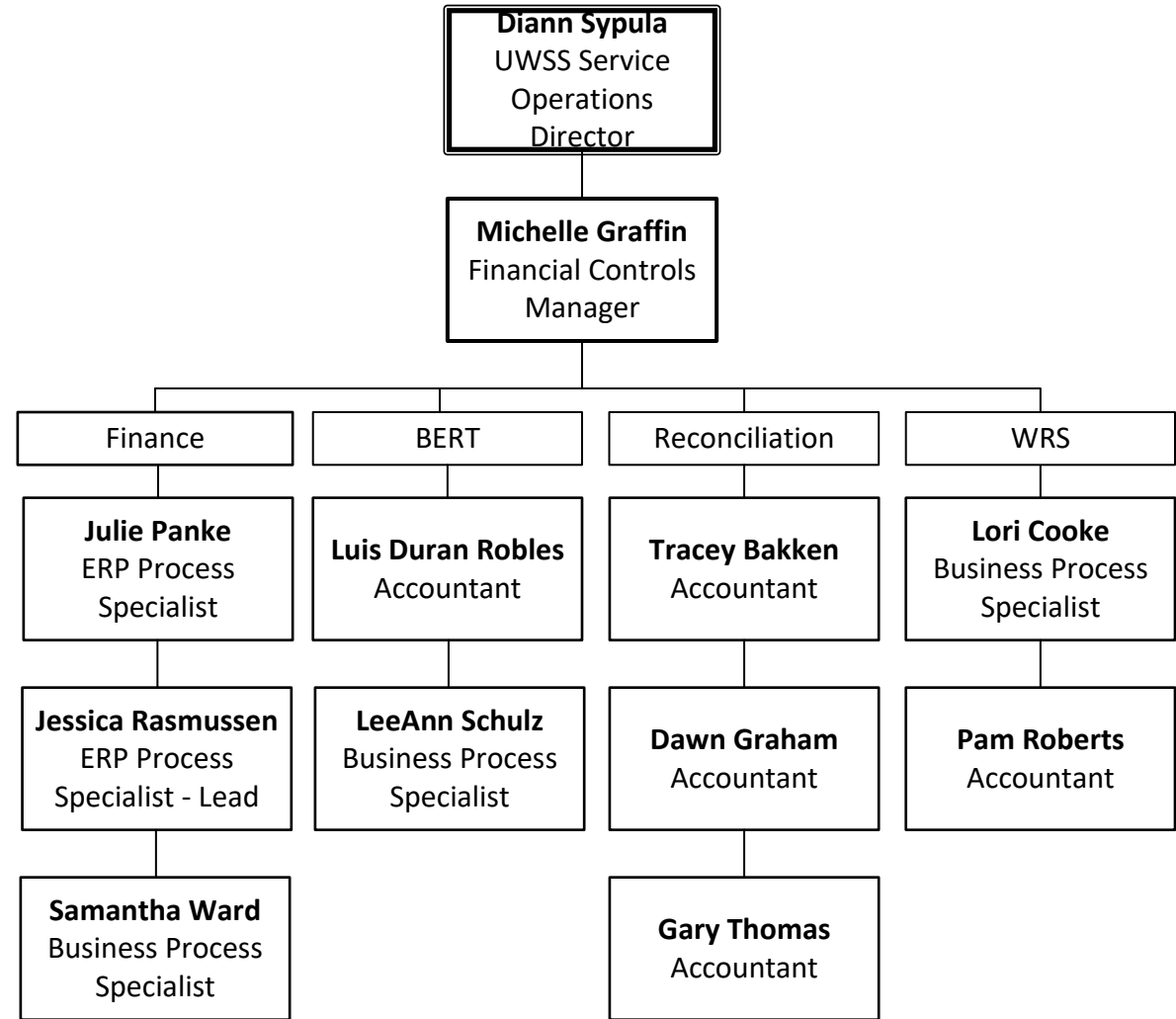Handles finance, TAM, and HR-related issues reported from campuses.

- Support salary encumbrance set up and depletion
- Compensation Administration Tool
  - Support the Compensation Administration Tool and related business processes assisting with the development of employee related expenses.
- Mass uploads
  - Perform mass updates of HR related data changes such as pay plan updates or reporting hierarchy changes.

Diann Sypula
UWSS Service Operations Director

Mike Gollmar
ERP Admin Manager

Time & Labor / Absence Mgmt	Benefits Core Processing	Finance & HR Analysts	Consultants
Quin Knuteson Analyst	**Erinn Bittinger** Analyst	**Brad Bruegger** Analyst	**Debra Boltz** Consultant
Christine Pelo Analyst	**Val Quinn** Analyst		**Lakshmi Chettiar** Consultant
Neal Wermuth Analyst	**Jack Redell** Analyst		**Barb Heineman** Consultant
			Rodney Lee Consultant
			Tom McClurg Consultant
			James Morrone Consultant
			Barry Sahu Consultant
			Vijay Yegalapati Consultant

UW-Shared Services
Service Operations

Reconciliation & Financial Controls

Reconciliation & Financial Controls

- Prints and distributes vendor checks created by employees' voluntary deductions.

- Calculates and organizes benefits and WRS contributions to make sure everything is consistent and paid for.
  - Main interaction point with EFT relating to WRS
  - Handles periodic data transfers and reporting to ETF

- Reconciles benefit premium payments to vendors compared to HRS activity
  - Initiates needed corrections and manages any needed employee collections

Diann Sypula
UWSS Service Operations Director

Michelle Graffin
Financial Controls Manager

Finance

Julie Panke
ERP Process Specialist

Jessica Rasmussen
ERP Process Specialist - Lead

Samantha Ward
Business Process Specialist

BERT

Luis Duran Robles
Accountant

LeeAnn Schulz
Business Process Specialist

Reconciliation

Tracey Bakken
Accountant

Dawn Graham
Accountant

Gary Thomas
Accountant

WRS

Lori Cooke
Business Process Specialist
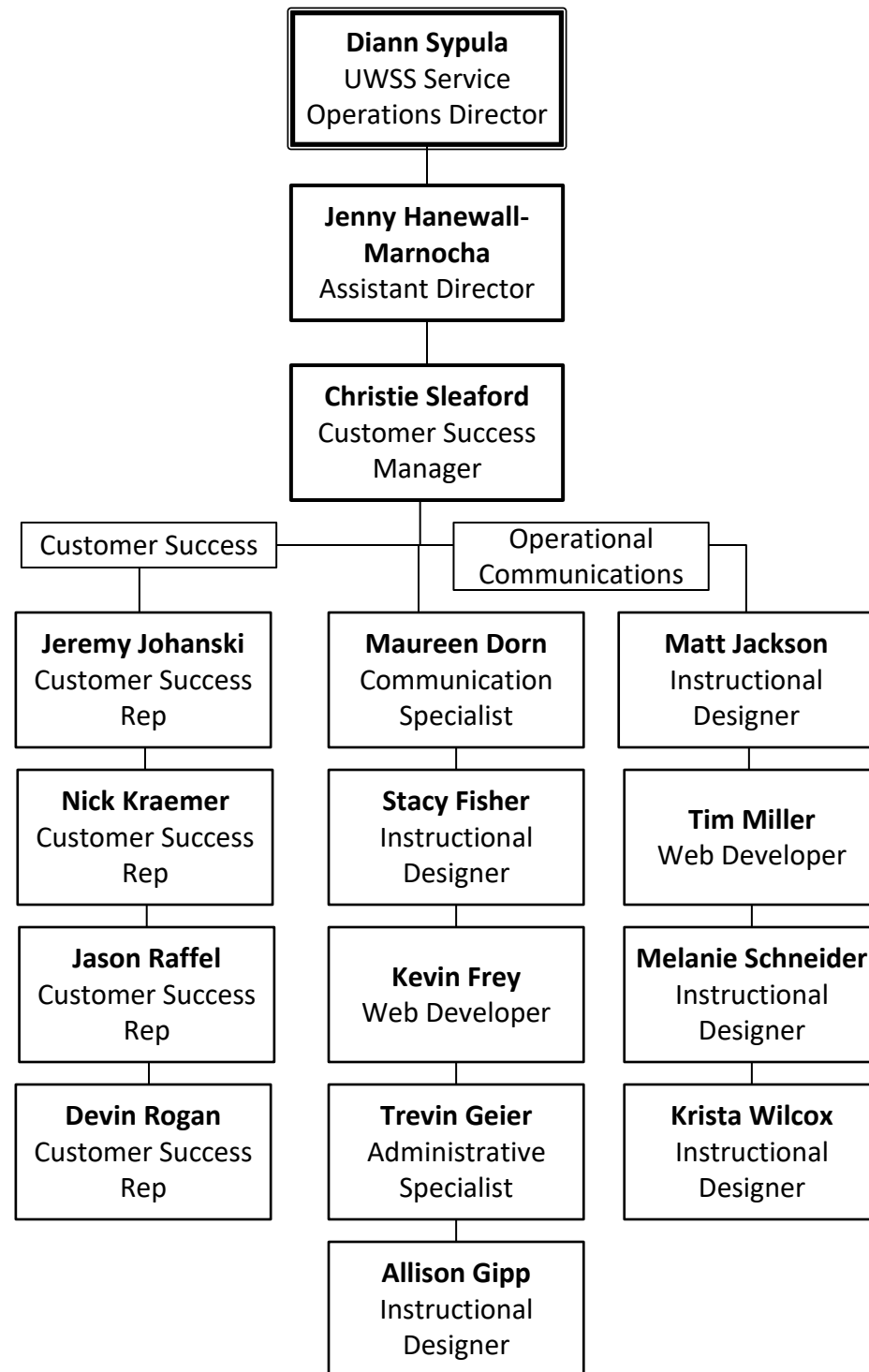
Pam Roberts
Accountant

UW-Shared Services
Service Operations
Customer Success & Service Delivery

Customer Success & Operational Communications

- Frontline Customer Support
  - Basic help on system usage, process flows, through assistance with more complex policy questions and issue resolution
  - Provide online self-service tools for employees and HR/Payroll/Benefit professionals at the institutions including, training videos, tip sheets, knowledge base documents and FAQs

- Customer Communications
  - Facilitate routine sessions to communicate upcoming events, due dates, process changes, etc.
  - Deliver communications to employees and HR/Payroll/Benefit professionals confirming completion of certain transactions, announcing upcoming events, etc.

- Change management for new processes and functionality
  - Support the change management process for major and minor projects resulting in new functionality or new business processes

Diann Sypula
UWSS Service Operations Director

Jenny Hanewall-Marnocha
Assistant Director

Christie Sleaford
Customer Success Manager

Customer Success

Operational Communications

Jeremy Johanski
Customer Success Rep

Maureen Dorn
Communication Specialist

Matt Jackson
Instructional Designer

Nick Kraemer
Customer Success Rep

Stacy Fisher
Instructional Designer

Tim Miller
Web Developer

Jason Raffel
Customer Success Rep

Kevin Frey
Web Developer

Melanie Schneider
Instructional Designer

Devin Rogan
Customer Success Rep

Trevin Geier
Administrative Specialist

Krista Wilcox
Instructional Designer

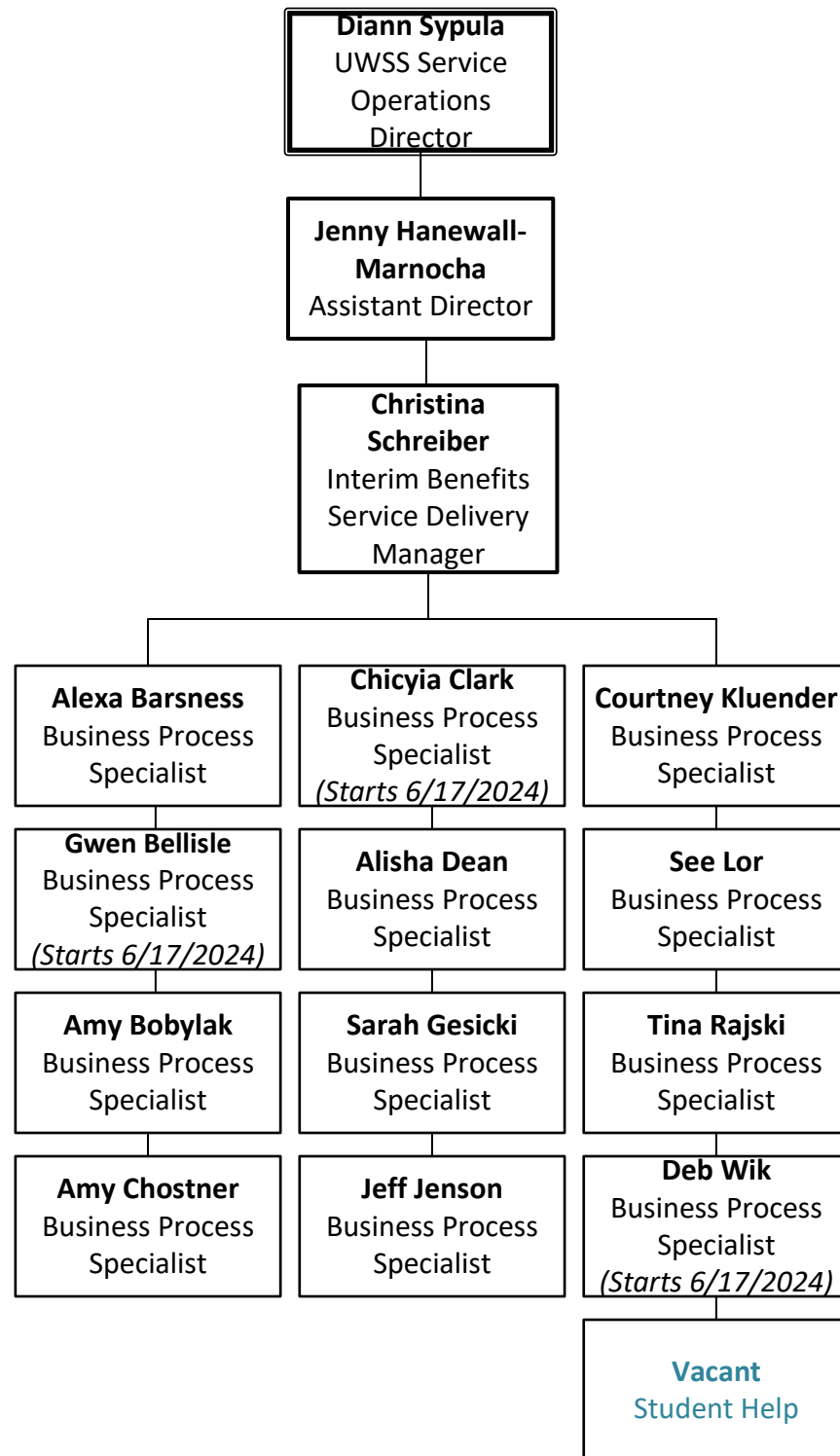**Allison Gipp**
Instructional Designer

UW-Shared Services
Service Operations
Customer Success & Service Delivery

Benefits Service Delivery

- Application Entry (excluding Madison and Milwaukee)
  - Process paper benefit applications when required by ETF and/or providers

- Sick Leave Certification to ETF (Employee Trust Fund)
  - Certify sick leave data for retiring employees and submit to ETF for further processing

- New Hire Data Review
  - Validate data for newly hired employees between HRS and ETF's system and make any needed updates to assure consistency

- COBRA
  - COBRA notification and applicable benefit data is sent to all terminating employees in accordance with State and Federal regulations

- Benefits Billing
  - In certain circumstances, employees are billed for their insurance premiums rather than taking payroll deductions. For example, an employee on an unpaid leave of absence

- Job Date Updates for Benefit Eligibility

- Plan Discrepancies
  - Coverage mismatches, plan mismatches, etc.

Diann Sypula
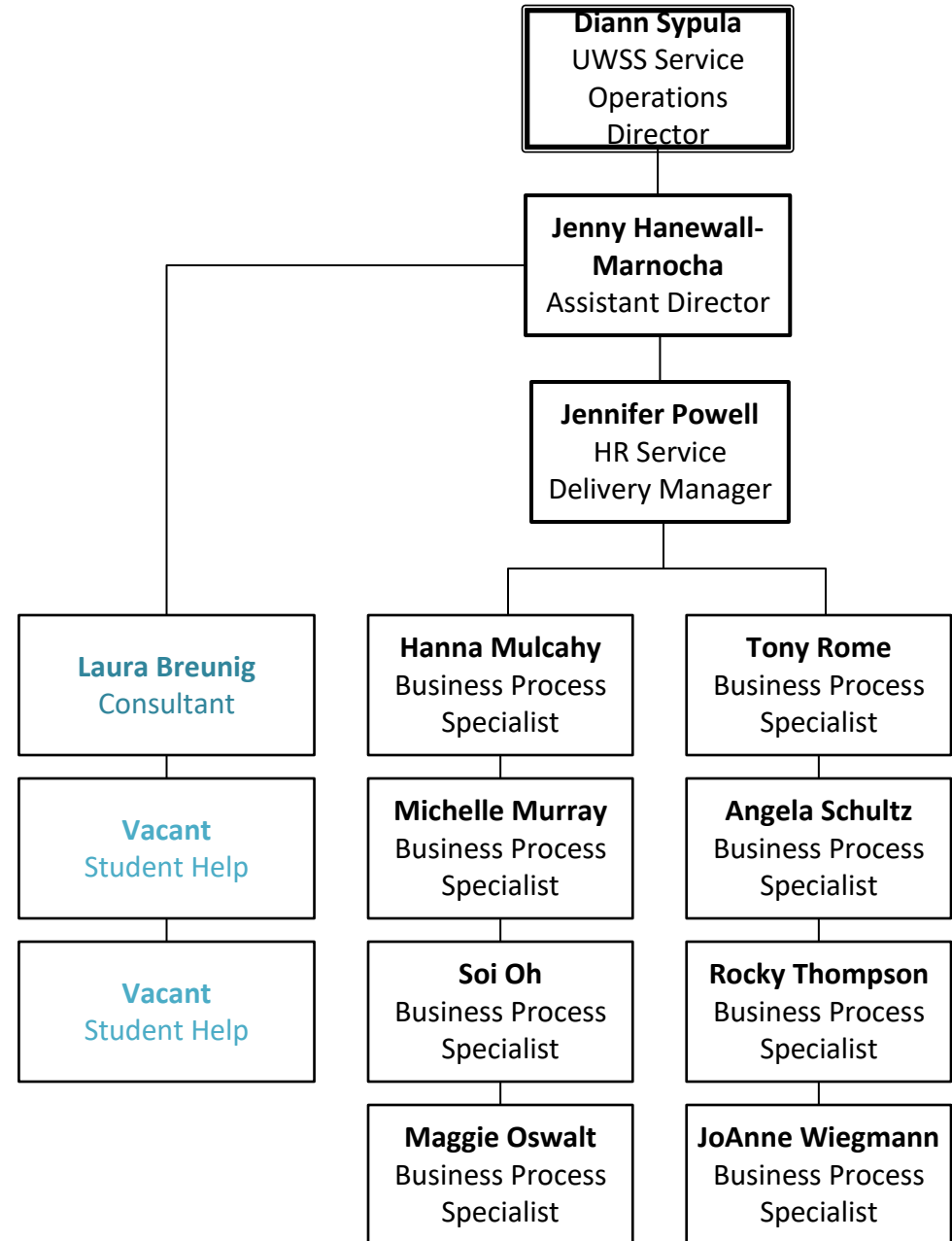UWSS Service Operations Director

Jenny Hanewall-Marnocha
Assistant Director

Christina Schreiber
Interim Benefits Service Delivery Manager

Alexa Barsness
Business Process Specialist

Chicyia Clark
Business Process Specialist
(Starts 6/17/2024)

Courtney Kluender
Business Process Specialist

Gwen Bellisle
Business Process Specialist
(Starts 6/17/2024)

Alisha Dean
Business Process Specialist

See Lor
Business Process Specialist

Amy Bobylak
Business Process Specialist

Sarah Gesicki
Business Process Specialist

Tina Rajski
Business Process Specialist

Amy Chostner
Business Process Specialist

Jeff Jenson
Business Process Specialist

Deb Wik
Business Process Specialist
(Starts 6/17/2024)

Vacant
Student Help

Human Resources Service Delivery

- Campus Support
  - Criminal background check administration (for all but UW-Madison)
  - Sexual harassment reference check administration
  - Mandatory employee training

- Troubleshooting
  - Remote Work & Telecommuting Agreements
  - Performance Management
  - TAM/Finance

- Service Delivery
  - Outside Activity Reporting for all but UW-Madison and UW-Milwaukee
  - SUP Lump Sum processing

Diann Sypula
UWSS Service Operations Director

Jenny Hanewall-Marnocha
Assistant Director

Jennifer Powell
HR Service Delivery Manager

Laura Breunig
Consultant

Vacant
Student Help

Vacant
Student Help

Hanna Mulcahy
Business Process Specialist

Michelle Murray
Business Process Specialist

Soi Oh
Business Process Specialist

Maggie Oswalt
Business Process Specialist

Tony Rome
Business Process Specialist

Angela Schultz
Business Process Specialist

Rocky Thompson
Business Process Specialist

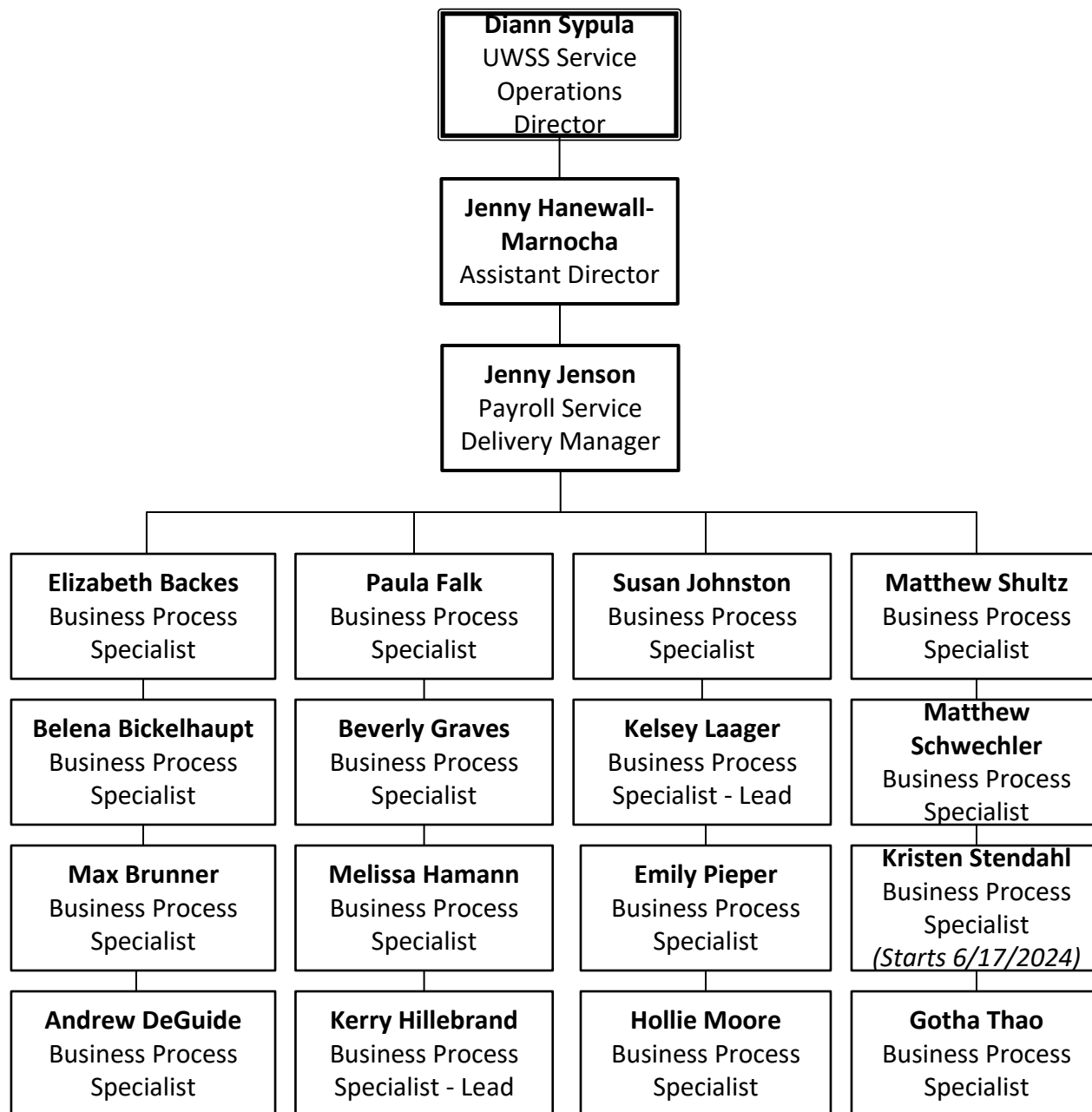**JoAnne Wiegmann**
Business Process Specialist

UW-Shared Services
Service Operations

Customer Success & Service Delivery

Payroll Service Delivery

- Time and Absence reports
  - Monitor and correct anomalies in time and absence reports in preparation for the bi-weekly payroll processes
  - Review final timesheets and leave payouts for terminating employees, make any needed adjustments

- Garnishments
  - Initiate and process garnishments per legal requirements
  - Provide employees with periodic communications related to balances and other updates as may be needed

- Payroll Corrections
  - Assist employees and HR professionals at the campuses in reviewing paychecks when concerns arise
  - Facilitate any needed corrections

Diann Sypula
UWSS Service Operations Director

Jenny Hanewall-Marnocha
Assistant Director

Jenny Jenson
Payroll Service Delivery Manager

Elizabeth Backes
Business Process Specialist

Paula Falk
Business Process Specialist

Susan Johnston
Business Process Specialist

Matthew Shultz
Business Process Specialist

Belena Bickelhaupt
Business Process Specialist

Beverly Graves
Business Process Specialist

Kelsey Laager
Business Process Specialist - Lead

Matthew Schwechler
Business Process Specialist

Max Brunner
Business Process Specialist

Melissa Hamann
Business Process Specialist

Emily Pieper
Business Process Specialist

Kristen Stendahl
Business Process Specialist
(Starts 6/17/2024)

Andrew DeGuide
Business Process Specialist

Kerry Hillebrand
Business Process Specialist - Lead

Hollie Moore
Business Process Specialist

Gotha Thao
Business Process Specialist
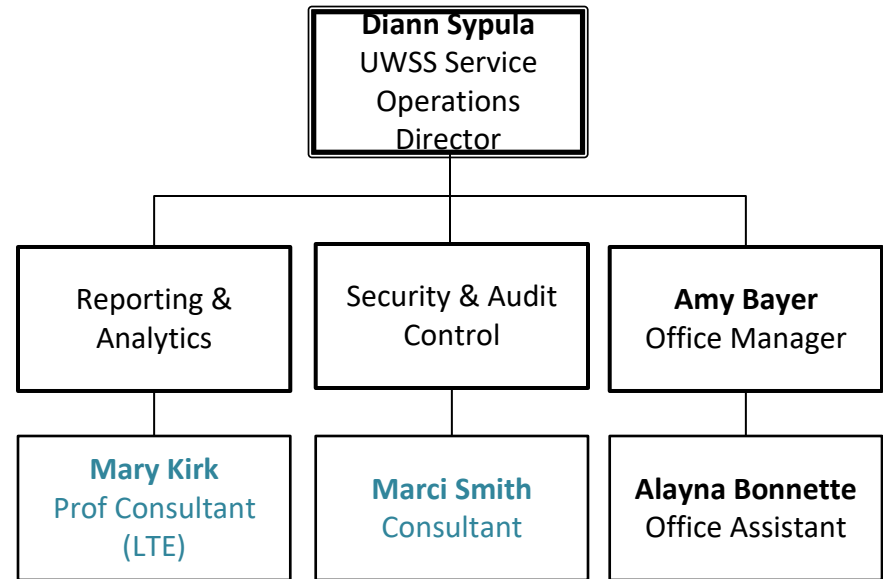
UW-Shared Services
Service Operations

Reporting & Analytics
Security & Audit Support

Office Administration

Reporting & Analytics

- Support OBIEE
  - Build standardized workforce related reports that are used across organization for research and analysis
  - Provide overall support for the tool including maintenance and upgrades, assistance with testing and migration of new reports to production, and access reviews

- Support warehouse for HRS data
  - Support data movement from HRS to EPM ensuring timely delivery of the data
  - Support existing data models as well as generating new models to meet evolving business requirements
  - Review access requests for appropriate usage and control of sensitive and private data

- Ad hoc workforce related data requests
  - Fulfill a wide spectrum of data requests, including freedom of information, legal discovery and data for large UW initiatives

Security & Audit Support

- Works closely with DoIT to ensure security, protect sensitive data, and set clear separation of duties (SOD).

- Security and access management
  - User Access Management: provisioning, deprovisioning and routine attestation
  - Review functionality and business processes assuring solid security and internal controls are in place
  - Coordinate with technical staff on infrastructure security monitoring and updates
  - Collaborate with our Cyber Security team and others as appropriate for incident management

Diann Sypula
UWSS Service Operations Director

- Reporting & Analytics
  - **Mary Kirk** Prof Consultant (LTE)
- Security & Audit Control
  - **Marci Smith** Consultant
- **Amy Bayer** Office Manager
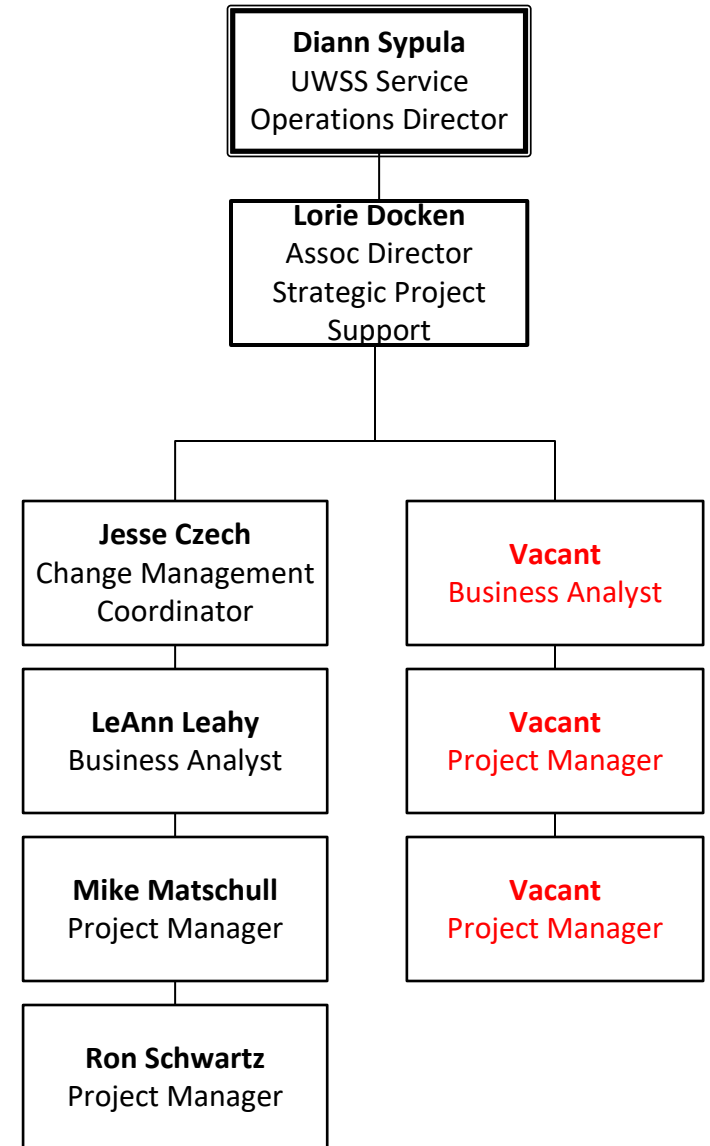 - **Alayna Bonnette** Office Assistant

Office Administration

- Responsible for general office administration, purchasing, room reservations, and incoming currency and mail management

- Assist with recruiting, onboarding, and offboarding of staff

- Process Public Service Loan Forgiveness paperwork and other verification of employment requests not available in The Work Number

UW-Shared Services
Service Operations

Strategic Project Support & Mgmt

Project Management Office

Works with experts from business operations teams to implement policies or changes into the HRS. Keeps track of deadlines and projects for smooth production of new features or changes (e.g., HRS 9.2 Upgrade).

Diann Sypula
UWSS Service Operations Director

Lorie Docken
Assoc Director Strategic Project Support

Jesse Czech
Change Management Coordinator

Vacant
Business Analyst

LeAnn Leahy
Business Analyst

Vacant
Project Manager

Mike Matschull
Project Manager

Vacant
Project Manager

Ron Schwartz
Project Manager

UW-Shared Services
Service Operations

ATP Project Reassignment

```
                        Temporary
                      Reassignment to
                        ATP Project
```

Andrew Bade	**Ramesh Godishala**	**Kate Ingram**	**Maria Lindquist**
Joanna Bauer	**Christine Greger**	**Colleen Kerl**	**Sheila Whitley**
Bindi Desai	**Zack Haak**	**Rhonda Langetieg**	**Paul Willing**
Tami Eberle	**Tina Howell**	**Ryan Leavitt**	