

IOWA STATE UNIVERSITY

Finance ISD Update Professional and Scientific Council

October 3, 2019

Feedback

- How are we getting it?
 - Campus
 - Listening sessions
 - Informal/formal feedback
 - ISD Advisory
 - Workcyte Steering
 - Other
 - What are we doing with it?
 - How can we improve the feedback process?

Feedback

- How are we getting it?
 - Specialists
 - Meetings
 - By Tree
 - By Role
 - I-on-I (FM, AFM)
- What are we doing with it?
- How can we improve this process?

Operations/Logistics

- Finance ISD Specialists
 - Training and development
 - Customer service
 - Technical skills
 - Systems
 - Beyond systems
- Support
 - Flexing specialists
 - Collaborating with CCMs

Where are we going?

- How will we know if we are succeeding?

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- How will we know if we are succeeding?
 - Campus perceives ISD Finance as:
 - Easy to find and work with (Customer Service)
 - Timely in response (Customer Service)
 - Expert in their role (Technical)
 - Critical resource and partner in my operations (Customer Service + Technical)
 - ISD specialists
 - Employment satisfaction
 - Career path development and achievement



Q&A

