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
      • 1-on-1 (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?
Where are we going?

- 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