Charter Document

Administrative Council (AC) for the University of Wisconsin-Madison

April 2008 – April 2009
Last Updated: January 22, 2009
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1 **Purpose of this Charter Document**
This charter defines the shared direction, guiding principles, membership, roles and responsibilities, and decision criteria for the Administrative Council (AC).

It is expected that this document will be reviewed/updated annually. In addition, the document will be updated whenever there are updates in the AC membership.

2 **Authorization of the Administrative Council**
The following individual has authorized the AC and will serve as the Executive Sponsor. This charter will be reviewed annually and may be extended, revised, or terminated.

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Darrell Bazzell</td>
<td>Vice Chancellor for Administration (VCA)</td>
<td>Executive Sponsor</td>
</tr>
</tbody>
</table>

3 **Background and Historical Information**
April 2006: The Administrative Advisory Committee was renamed the Administrative Council to reflect a shared commitment for leadership in transforming administrative structures, systems, and processes to advance the campus mission and strategic direction.

April 2005: Darrell Bazzell formed the Administrative Advisory Committee (AAC) on April 2005. The purpose of the AAC was to provide support, insight, advice, analysis, expertise, and leadership in administrative projects and issues.

4 **Mission of the Administrative Council**
The mission of the Administrative Council is:

To provide leadership in innovating and simplifying administrative structures, systems, and processes to enhance service, value, and efficiency to students, staff, and faculty.
5 Guiding Principles

The following guiding principles will be used by the Administrative Council:

a. Communicate, collaborate, consult, and build consensus among partners and stakeholders

b. Simplify, streamline, and standardize campus administrative systems, processes, policies, and procedures

c. Ensure administrative systems, processes, policies, and procedures are cost-effective and meet service, quality, compliance, timeliness, and support needs of stakeholders

d. Measure progress toward goals through the use of baseline and ongoing metrics coupled with benchmarking of other universities

e. Assess technology solutions for value-added, impact, and appropriateness for both the short-term and long-term.

f. Align and deploy resources based on best practices, efficiency, and effectiveness

g. Integrate training, education, and skill-building into systems and processes

h. Focus on efforts that offer the best balance of anticipated results, value to campus, and the likelihood of success
6 Roles and Responsibilities

This section outlines the roles of the AC and identifies the members, the partners, the key stakeholders, and other resources.

6.1 Roles for the Administrative Council

The roles of the AC will vary, depending on the project and the situation. The AC will use the following list to identify their appropriate role(s) and actions for all new projects and whenever situations arise that may require a change in roles.

a. An **advisory role** to the Vice Chancellor for Administration and the Deans
b. A **catalyst role** for proactive change (process, systems, culture)
c. An **expert role** on administrative services, processes, and systems
d. A **support role** for designing and implementing changes
e. A **leadership / oversight role** for specific projects, initiatives, and activities
f. A **decision-making role** for specific administrative system / process changes
g. A **communication role** for identifying communication needs, developing communication plans and ensuring the desired communication occurs
h. An **awareness role** to remain abreast of emerging trends, campus issues, and existing processes

6.2 Members of the Administrative Council

<table>
<thead>
<tr>
<th>Name</th>
<th>Roles / Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Darrell Bazzell</td>
<td>Executive Sponsor/Dean’s Council</td>
</tr>
<tr>
<td>Melissa Amos-Landgraf</td>
<td>Representing the School of Business</td>
</tr>
<tr>
<td>Linda Dicks</td>
<td>Representing the School of Human Ecology</td>
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<tr>
<td>Jo Beth Dudley</td>
<td>Representing the School of Veterinary Medicine</td>
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<tr>
<td>Adam Whitehorse</td>
<td>Representing the College of Engineering</td>
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<tr>
<td>Tim Gossens</td>
<td>Representing the School of Pharmacy</td>
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<tr>
<td>Laura Ingram</td>
<td>Representing the Division of Continuing Studies</td>
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<tr>
<td>Paul Jelle</td>
<td>Representing the College of Agricultural and Life Sciences</td>
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<tr>
<td>Jim Knickmeyer</td>
<td>Representing the Graduate School</td>
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<tr>
<td>Ron Kraemer</td>
<td>Representing the Division of Information Technology/CIO</td>
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<tr>
<td>Beth Walsh</td>
<td>Representing the School of Education</td>
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<tr>
<td>Don Miner</td>
<td>Representing Business Services</td>
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<tr>
<td>Kim Moreland</td>
<td>Representing Research and Sponsored Programs</td>
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<tr>
<td>Ken Mount</td>
<td>Representing the Medical School</td>
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<tr>
<td>Tim Norris</td>
<td>Representing the Budget Office</td>
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<tr>
<td>Bethany Pluymers</td>
<td>Representing the Law School</td>
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<tr>
<td>Carla Raatz</td>
<td>Representing the Office of Human Resources</td>
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<tr>
<td>Anne Gunther</td>
<td>Representing the College of Letters and Science</td>
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<tr>
<td>Hope Simon</td>
<td>Representing the Nelson Institute for Environmental Studies</td>
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<tr>
<td>Bobby Burrow</td>
<td>Ex Officio Member Representing AIMS</td>
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<tr>
<td>Alice Gustafson</td>
<td>Ex Officio Member Representing the Administrative Process Redesign Project</td>
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<tr>
<td>Dwan Schuck</td>
<td>Ex Officio Member Representing UW System</td>
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<tr>
<td>Lisa Walters/George Watson</td>
<td>Support Services for the Administrative Council</td>
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</tbody>
</table>
There is an expectation that the following units be represented at each AC meeting. If the AC member is not available, an appropriate alternate should be designated to attend.

- Business Services
- Division of Information Technology
- Office of Human Resources
- Research and Sponsored Programs

Others may be invited to attend based on specific topics and issues.

6.3 Partners, Stakeholders, and Resources
Partners are key individuals or groups who will work closely with the AC to accomplish the desired outcomes. Stakeholders are key individuals or group representatives who have a “stake” or interest in the outcomes. Resources are those who can provide insight and information useful to the efforts.

<table>
<thead>
<tr>
<th>Categories</th>
<th>Organization/Unit</th>
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</thead>
<tbody>
<tr>
<td>Partner</td>
<td>Administrative Process Redesign Project</td>
</tr>
<tr>
<td>Stakeholder</td>
<td>Dean’s Working Group</td>
</tr>
<tr>
<td>Stakeholder</td>
<td>Associate Deans, Directors, and Administrative Support Staff</td>
</tr>
<tr>
<td>Stakeholder</td>
<td>Students/Faculty/Administrators/Staff</td>
</tr>
<tr>
<td>Resource</td>
<td>Internal Audit</td>
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<tr>
<td>Resource</td>
<td>Office of Quality Improvement</td>
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7 Decision-Making Criteria for the Administrative Council
The following decision-making criteria will be applied in selecting projects and initiatives (See Appendix A – Decision-Making Matrix):

1. Alignment with AC’s Guiding Principles
2. Value-added to Campus / UW-System (i.e. ROI, Leveraging, etc.)
3. Level of Urgency / Importance (i.e. includes external mandates)
4. Campus (Organizational) Readiness
5. Ability to Secure (and Sustain) Required Funding / Resources
6. Level of Campus Control of the Process and Results
7. Feasibility of Success (i.e. assessment of the complexity, risk factors, etc.)
Note: See Appendix A: Project Selection Matrix for the Administrative Council. This decision matrix will be used to apply the criteria for new AC projects and to assess relative priority.

8 Project Management

Each project sponsored by the Administrative Council will have:

1. A designated member of the Administrative Council who will serve as the lead or primary contact person. A Steering Committee may also be used.

2. A project plan / project charter (sample topic areas are listed below):
   a. Name of the project
   b. Name of the project manager
   c. Name of the project/executive sponsor
   d. Identification of stakeholders and customers
   e. Description of the business need for the project
   f. Project goals
   g. Project description
   h. Project deliverables
   i. High-level functional requirements
   j. High-level milestones and timeline
   k. High-level roles and responsibilities
   l. High-level budget
   m. Communication strategy
   n. Risk assessment
   o. Change management and decision-making process
   p. Project approval / signoff

3. A process for status reporting that identifies
   a. Frequency of status reports
   b. Content of status reports
   c. Audience for status reports
   d. Mechanisms/tools to be used to create and communicate the reports
   e. Escalation process to be used to resolve issues

4. Additional expectations include
   a. Development of a rollout / implementation plan
   b. Development of a training plan
## Appendix A: Template - Project Selection Matrix for the Administrative Council

**Project Name:**

<table>
<thead>
<tr>
<th>Rating / Impact</th>
<th>Alignment with Administrative Guiding Principles</th>
<th>Value-added to Campus / UW-System</th>
<th>Level of Urgency / Importance</th>
<th>Campus Readiness</th>
<th>Ability to Secure Required Funding / Resources</th>
<th>Level of Control of Process and Results</th>
<th>Probability of Success</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>High</strong> (3 points)</td>
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<td><strong>Medium</strong> (2 points)</td>
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<td><strong>Low</strong> (1 point)</td>
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<td><strong>Not Applicable</strong> (0 points)</td>
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Appendix B: Administrative Project Management Structure

UW-Madison Administrative Project Management Structure

Executive Sponsor(s) -> Administrative Council

Project Steering Committee (n) -> Joint Steering Committee
Project Steering Committee (n) -> Joint Project Manager Committee

Project Team (n) (IT, User Co-Manager) -> Joint Steering Committee
Project Team (n) (IT, User Co-Manager) -> Joint Project Manager Committee

Current list of projects: Supply Chain, ATS, Eft-reporting, Graurs, LAST, and SFS

Executive Sponsors have ultimate responsibility for their projects by setting direction, approving funding, monitoring progress, and by making decisions and resolving issues as required.

The Administrative Council (AC) is responsible for ensuring that business practices and policies of administrative projects adhere to the AC’s Mission and Guiding Principles. The AC is led by the Vice Chancellor for Administration and is comprised of representatives from School & Colleges, Auxiliaries, Budget, Business Services, DoIT, OHR, and RSP.

Each Project Steering Committee is responsible for providing ongoing direction and guidance, resolving issues raised by the project team, monitoring progress, and ensuring desired results.

The Joint Steering Committee, comprised of Project Steering Committee members, is responsible for facilitating cross-project collaboration and coordination of business and technical issues (i.e. review/approve change requests, establish/modify priorities, clarify/resolve issues, and to engage Executive Sponsors as needed.)

Project Teams are responsible for attaining the approved goals and deliverables of the project.

The Joint Project Manager Committee, comprised of Project Managers and others, is responsible for cross-project coordination, collaboration, alignment, change management, issue resolution, and sharing of information best practices.

Last Update 9/7/06