

SFS Operations and Governance Structure

The Shared Financial System (SFS) of the University of Wisconsin System is operated by the UW System Administration's Office of Financial Administration in partnership with the UW-Madison's Division of Information Technology (DoIT) and has a governance structure that represents the interests of all UW System institutions. Click on this link for a diagrammatic representation of the [SFS governance and organization structure](#). The top portion of the diagram (culminating with the SFS Leadership Team) constitutes the **governance** structure and the lower portion of the diagram (beginning with the SFS Managers Group) represents the **operational** structure.

Operations

Responsibility for daily operations and for project planning and execution rests with the **SFS Managers Group**, working with the support of the **SFS Project Management Office** and **four Support Teams** organized around the constituent software modules that collectively comprise the Shared Financial System.

Governance

The managers of the SFS Managers Group represent a subset of the **SFS Leadership Team**, which includes additional campus, DoIT, and UW System Administration staff representing the major stakeholder communities. The SFS Leadership Team is counseled by **an SFS Advisory Committee** made up of one representative from each UW System institution.

The **SFS Executive Committee** is the oversight body that decides major unresolved issues escalated by the Leadership Team and that represents resource need to the UW System's **Common Systems Review Group**. The four permanent members of the SFS Executive Committee also serve as members of the executive oversight group for the other major common administrative systems and as members of the Common Systems Review Group. Ultimate executive sponsorship responsibility for SFS, along with all the UW System's common administrative systems, rests with the UW System's **Executive Senior Vice President**.

The responsibilities and membership of all of the above named operational and governance groups are listed on the three pages that follow.

The SFS governance and operational structure described above works in concert with the administrative project management structure established by the UW-Madison, not only because of the influence UW-Madison necessarily brings to bear in project prioritization and design but because of mutual reliance on UW-Madison's Division of Information Technology as technical service provider.

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SFS Executive Committee

Responsibilities:

- Approve long-range strategies
- Approve major business process changes related to financial administration
- Review issues that may have a broad implication across the related modules (e.g., Commitment Control, Grants, Projects)
- Review and approve the annual budget
- Make decisions on unresolved issues escalated by the SFS Leadership Team
- Represent resource needs and necessary funding to the Common Systems Review Group

Membership:

- UW System Vice President of Finance, Chair (Debbie Durcan)
- UW System CIO (Ed Meachen)
- UW-Madison Vice Chancellor for Administration (Darrell Bazzell)
- UW-Madison CIO or designee (Jack Duwe)
- Two Chief Business Officers named by the VP of Finance:
 - o Tom Sonnleitner, UW-Oshkosh
 - o Rob Cramer, UW-Platteville

Ex Officio:

UW System Associate Vice President Financial Administration (Glen Nelson)
UW System Assistant Vice President Administrative Services (Ruth Anderson)
UW System OLIT Project Director (Lorie Docken)
UW-Madison Assistant Vice Chancellor Business Services (Don Miner)
UW System Director of SFS Operations (Dwan Schuck)
UW-Madison DoIT Director of Applications Development (Diane Mann)

SFS Operations and Governance Structure

SFS Leadership Team

Responsibilities:

- Review ongoing operations and projects' status, budget, resources, timelines, issues, and risks
- Address and resolve all issues and risks in a timely manner
- Provide guidance and advice to the SFS Project Manager
- Review any new functionality or changes to business processes requested by the Advisory Committee and provide guidance for the analysis of the associated recommendations
- Review and approve any significant changes to the functionality of SFS
- Allocate resources as needed
- Liaison to Executive Committee

Membership:

- UW System Associate Vice President Financial Admin., Co-Chair (Glen Nelson)
- UW-Madison DoIT Director of Applications Development, Co-Chair (Diane Mann)
- UW System Assistant Vice President Administrative Services (Ruth Anderson)
- UW System Director of SFS Operations (Dwan Schuck)
- UW System Controller (Jeff Arnold)
- UW-Madison DoIT Assistant Director of Financial Applications (Carol Block)
- UW-Madison Controller (Al Benzschawel)
- UW-Madison Director of Research and Sponsored Programs (Kim Moreland)
- Controller named by Vice President of Finance (Laurie Grigg, UW Colleges)
- Purchasing Director named by Vice President of Finance (Tom Weiss, UW-River Falls)

Ex Officio:

UW System OLIT Project Director (Lorie Docken)

UW-Madison DoIT Technical Project Manager (Katie Chase)

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SFS Advisory Committee

Responsibilities:

- Advise the SFS Leadership Team and the SFS Executive Committee with input and recommendations for the ongoing effectiveness of the SFS System including, but not limited to, best business practices, identification and prioritization of proposed functionality changes, and service level expectations
- Review status reports on ongoing operations and projects and advise of impact to campuses or on other initiatives underway
- Ensure communication of SFS status among Controllers, Purchasing Directors, CBOs, CIOs, and other campus stakeholders
- Establish focus groups or other sources of input as needed
- Work with campus leadership on the resolution of any issues that impact campuses
- Work collaboratively with advisory committees for other closely related common systems (e.g., UWS Service Center, Student Administration System) to promote improvements across systems and identify the impact of any change within one system to another system to resolve competing priorities and requests
- Defer resource acquisition issues to the SFS Executive Committee

Membership:

- One representative from each UW institution nominated by the Chief Business Officer, with the membership to be balanced by the Vice President of Finance to assure adequate representation of procurement officers and controllers:
 - o Jeff Arnold, UW System Controller (Co-chair)
 - o Lori Voss, UW System Director of Procurement (Co-chair)
 - o Don Miner, UW-Madison
 - o Ryan Liebert, UW-Milwaukee
 - o Jackie Kriesel, UW-Eau Claire
 - o Kelly Franz, UW-Green Bay
 - o Sharon Radtke, UW-LaCrosse
 - o Shawn Kelly, UW-Oshkosh
 - o Robert Fink, UW-Parkside
 - o Tom Stodola, UW-Platteville
 - o Tom Weiss, UW-River Falls
 - o Katie Schroth, UW-Stevens Point
 - o Marilyn Mars, UW-Stout
 - o Jill Laughlin, UW-Superior
 - o Mike Hirschfield, UW-Whitewater
 - o Laurie Grigg, UW Colleges
 - o Rhonda Loger/Mark Dorn, UW Extension

Ex Officio:

UW System Director of SFS Operations (Dwan Schuck)
UW System Associate Vice President Financial Admin. (Glen Nelson)
UW System Assistant Vice President Admin. Services (Ruth Anderson)
UW System OLIT Project Director (Lorie Docken)
UW System CIO or designee (Ed Meachen)
UW-Madison CIO or designee (Jack Duwe)

SFS Operations and Governance Structure

SFS Managers Group

Responsibilities:

As the senior managers with direct responsibility for SFS production support and for the implementation of changes approved and prioritized through the governance structure, the specific responsibilities of the SFS managers group when working as a collective include:

- Assuring that the functionality of SFS currently in production performs according to customer expectations.
- Monitoring the status of fixes to production problems and the status of development projects.
- Assuring the security of data within SFS.
- Working with the Leadership Team to establish change priorities and ensuring that those priorities are endorsed by the Executive Committee.
- Ensuring that the change management process is consistently followed and that all development work undertaken is either clearly necessary to respond to production demands or else accords with the development priorities appropriately established through the governance process.
- Working through the SFS Project Management Office and Support Teams to analyze the impact, cost, and time required to implement requested changes where the business case has been demonstrated and where the requested change has been endorsed as a priority either by appropriate level of management (for production issues) or by the SFS Advisory Committee (for extended functionality).
- Assuring that best management practices are followed in project planning and implementation.
- Developing the SFS operating budget and operating within the approved budget.

Membership:

- UW System Associate Vice President Financial Admin (Glen Nelson)
- UW System Director of SFS Operations (Dwan Schuck)
- UW-Madison DoIT Director of Applications Development (Diane Mann)
- UW-Madison DoIT Assistant Director of Fin. Applications (Carol Block)
- UW-Madison DoIT Technical Project Manager (Katie Chase)

Ex Officio:

- UW-Madison DoIT (Tom Scott)
- UW System OLIT Project Director (Lorie Docken)

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SFS Project Management Office

Responsibilities:

Working under the direction of the SFS Managers group and with the insight provided by direct interaction with SFS users, the SFS Project Management Office consists of the line staff and middle managers responsible for SFS production support and for the implementation of changes approved and prioritized through the governance structure. Specific responsibilities of this group working as a collective include:

- Facilitate the coordination of work on production support issues that overlap more than one SFS Support Team's area of responsibility or that falls between defined teams.
- Build a shared understanding regarding the interoperability of the various components of the Shared Financial System (modules, bolts-ons, interfaces, and related functionalities).
- Provide a coordinated source of expertise to advise the SFS Managers Group on the impact of proposed changes to the system and the effort and cost to effectuate those changes.

Membership:

The SFS Project Management Office consists of all the staff within UWSA SFS Operations Team, key members of the DoIT technical staff, and the functional leads for Grants and Travel from UW-Madison.

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SFS Support Teams

Responsibilities:

- Review and prioritize queued production problems. (Most production problems will be handled as they occur. If the problem takes a significant time to resolve or the queue includes more issues than can be resolved immediately, the team will work together to prioritize the issues.)
- Communicate prioritizations about problem resolutions to user communities, management, and governance structures.
- Advise change manager regarding submitted change requests.
- Propose changes and submit to change management system.
 - Review security requests and new roles/permission lists.
 - Review, determine, and submit configuration changes to change process.
 - Develop and submit proposals for enhancements.
- Review patch and upgrade documentation; determine the impact of changes.
- Monitor UPK needs and changes.
- Monitor ongoing training needs and issues

Membership:

The following four support teams have been established to encompass particular modules within SFS and associated interfaces, bolt-ons, and related functionality:

- General Ledger, Commitment Control
- Accounts Payable, Purchasing, Travel, Asset Management
- Grants, Contracts, Projects, Accounts Receivable, Billing
- Reporting

Each team has one or more representatives from UWSA's SFS Operations Team, DoIT technical staff, and campus functional staff.