Weekly Update on Transition of Cooperative Extension to UW-Madison

Prepared for ad hoc Governance Committee

(MEGIC – Madison Extension Governance Integration Committee)

February 14, 2018

*General Background*

Just for general purposes, here is a very broad overview of Cooperative Extension, including Auxiliary Services, e.g., Conference Centers and Mail Services and BAMI (public television and radio).

COOP provides a wide range of county-based programming, addressing subjects as varied as youth and family, agriculture, natural resources, community development, health, personal finance and nutrition. Over 200 positions in COOP are co-funded by COOP and county governments throughout Wisconsin. Some state-wide programs administered through COOP include 4-H (130,000+ youth members, 15,000 adult volunteers), Food Wise (educational component of federal SNAP nutrition assistance), Master Gardener (4,000 volunteers), and the Wisconsin Geological and Natural History Survey. Across a total of 25 volunteer-supported programs, COOP engages with 31,000+ adult volunteers. Significant educational ‘contacts’ occur annually through these programs, as reflected in the following data from 2016:

Program Contacts

Agricultural and Natural Resources 269,202

Community, Natural Resources and Economic Development 124,575

Family Living 532,132

Wisconsin Geological and Natural History Survey 15,755

4-H and Youth Development 354,608

 Total 1,296,272

COOP currently is organized into five academic departments: (1) 4-H Youth Development, (2) Family Living, (3) Community, Natural Resources and Economic Development, (4) Agricultural and Natural Resource Extension, and (5) Wisconsin Geological and Natural History Survey. Planning is underway to consolidate these departments into a smaller number, possibly two.

COOP has an annual budget of approximately $70 Million, broken down as follows:

Extension Program Support $30,387,314

Utilities 40,877

Utilities -- Energy Initiatives 1,905

Auxiliary Enterprises 513,120

Extension Non-Credit Programs 770,400

Non-Federal Grants and Contracts 11,962,744

General Operations 678,633

Smith-Lever Funds 12,958,131

Federal Projects 9,367,096

Federal Indirects 689,465

Endowment Trust Fund Income 2,000

Discovery Farms 249,800

Integrated Agriculture 130,000

Gifts 16,640

Minority and Disadvantaged Progams 23,281

 Total $68,241,436

COOP presently is undergoing a third year of significant internal reorganization, which brought numerous changes to internal organization and the contracts/fees charged to counties. Overall, COOP has in excess of 700 FTE.

Conference Centers and Mailing Services has an overall budget of approximately $7.5 Million.

*Current Transition Efforts*

**Note: the efforts noted here are intended to provide a current status report. MEGIC will be kept continuously informed of all developments in relation to these and other efforts as they develop.**

*As previously shared with all governance groups, the transition effort is being led by a Steering Team chaired by Casey Nagy. Heidi Zoerb serves as deputy chair. The ST meets weekly, and has 14 members. The ST has convened working groups in the following areas, charged initially with identifying the major issues/challenges to be addressed in transitioning COOP and Auxiliary Services: Communications, HR, IT, Finance, Facilities, Auxiliary Services and Volunteer Management. Each working group is chaired by a member of the ST. Given the centrality of Financial and HR issues to much of the transition, the co-chairs of the Finance and HR working groups also have begun attending the weekly ST meetings.*

*From December 15-Jan 15, the working groups concentrated on issue identification. As noted in additional detail below, they now will be collaborating in a strategic planning exercise that is expected to take 6-8 weeks, after which point specific action on the myriad issues confronting the transition will begin.*

*Other current and continuing efforts include the following:*

* Casey and Heidi are working with institutional leadership to refine objectives for July 1, 2018 transition deadline, centering on transfer of institutional authority, transfer of institutional leadership from COOP to UW-Madison, and resolution of operational questions for COOP beyond July 1, 2018 (e.g., will current COOP policies and procedures remain in effect while transition planning progresses). There currently is discussion on how best to effectuate these changes, whether pursuant to enabling language from the Board of Regents or via a less formal route.
* The ST and working groups are moving forward with efforts to transition Auxiliary Services (COOP Conference Centers and Mailing Services) completely by July 1, 2018 - - which will afford a model applicable to the larger, longer-term transition of COOP with regard to managing the complex intersections existing among HR, IT, Finance and other issues. A similar approach may be adopted if BAMI (public television and radio) ends up being transferred to UW-Madison, i.e., pursuing an expedited transition independent of COOP, although completion of a transition (if applicable) by July 1, 2018 would be unlikely given the time available. It is expected that a final decision on BAMI will be made in the next 7-10 days.
* Institutional leadership, communications working group and Casey/Heidi continue to engage in outreach with various stakeholder groups (e.g., annual meeting of county executives, UW-Madison and COOP Deans with interest in COOP activities, meetings with agricultural groups, legislative staffers, UW and COOP governance groups; in addition, transition website is now on-line and will be continuously updated with current information).
* The ST has begun a comprehensive strategic planning exercise with all of the working groups in HR, Communications, IT, Facilities, Auxiliary Services, Finance and Volunteer Management, with the objective of outlining an integrated, methodical approach toward resolving the myriad issues associated with the transition of COOP. As noted above, MEGIC will be kept informed at all phases of this planning exercise. Moreover, it is expected that MEGIC will participate collaboratively in deciding how and where to integrate governance into the overall plan.
* As transition planning progresses, institutional leadership at COOP is adopting a closer consultative relationship with UW-Madison, such that major decisions on staffing, programming, etc. are undertaken in a progressively collaborative fashion. Any decisions that require governance participation will be handled accordingly.

Given the pendency of the strategic planning exercise, and the expectation that it will bring much greater definition not only to the issues that need to be addressed but the strategy that will be followed in addressing them - - including the participation of governance - - I believe it may be useful to provide some background information on the issue-identification efforts of the working groups. To that end, I will include in each weekly report a summary of the issue identification reported by one of the working groups - - this will avoid overwhelming anyone with a superabundance of detail, and also will allow for thoughtful review and comment on elements/issues that appear to be of interest.

For purposes of this weekly report, I will summarize the findings of the IT Working Group.

Issues

* Application Software Support: creating an inventory of all existing custom and vendor applications, describing attributes for each application, identifying host sites for each application, identifying host support for each application, identifying staff involved
* Collaboration: migrating Office 365 account, inter-employee chat systems, disposition of on-premise Sharepoint environments, merging google apps for EDU services
* Database Support: support/maintain database tables
* Email: resolve whether county email correspondence will continue, determine whether Mailman program will transition to UW-Madison
* Facilities: Pyle Center signage project/ongoing support
* Help Desk: transitioning UW Colleges/Extension Knowledgebase site information, identifying new remote support tools, transitioning ticket functions, developing new statistical reporting system, transitioning help desk functions, transitioning Contact Center Chat function
* Identity and Access Management: arranging for active directory management and support, replacing UWEX registry and DIR functionality, Shibboleth management and support, active directory management for ECC
* Integration: navigating/re-populating UW System Shared Services
* Network Management and Support: transitioning CES, UWEX.EDU domains, DNS Management, arranging WAN/LAN firewall support
* Printing (office-based): LAN support, printer mapping, maintaining network connectivity, MAC support
* Projects: VoIP Project, reconciling divergences in VoIP e911 dial plan
* Purchasing: IT infrastructure support and maintenance, workstation support, contract management, software licensing
* Security: implementation of UW System Security Policies and other institutional safeguards
* Server Management and Support: maintain virtual/physical servers for institutional infrastructure services, Patch management, backups, hardware support and maintenance
* Teaching and Learning: LMS
* Web Support: ECC/Auxiliaries Bulk Mail Drupal Site support, Websites hosted at Pyle Center, Websites supported by KnownHost
* Workstation Management and Support: multiple county office support, hardware maintenance and support, effecting disability accommodations, software installation and support

*Issues most directly interfacing with other working groups (examples):*

* Effect of transition on pending travel expense reports
* Impact on SFS workflow if involved employee transitions before completion of the workflow process
* New employee provisioning - - whose process?
* Time tracking/reporting systems
* Impact on common services applications (HRS, SFS, etc)
* Technical issues with accounting and billing systems
* Resource support (personnel and otherwise) for these functions and applications