



LinkUW

October 2025 Town Hall

LinkUW Team

October 22, 2025



Overview of LinkUW

VC Cramer and Project Sponsors



Why are we building LinkUW

Increase consistency and continuity

Streamline processes

Simplify service experiences

Create a common way of delivering services

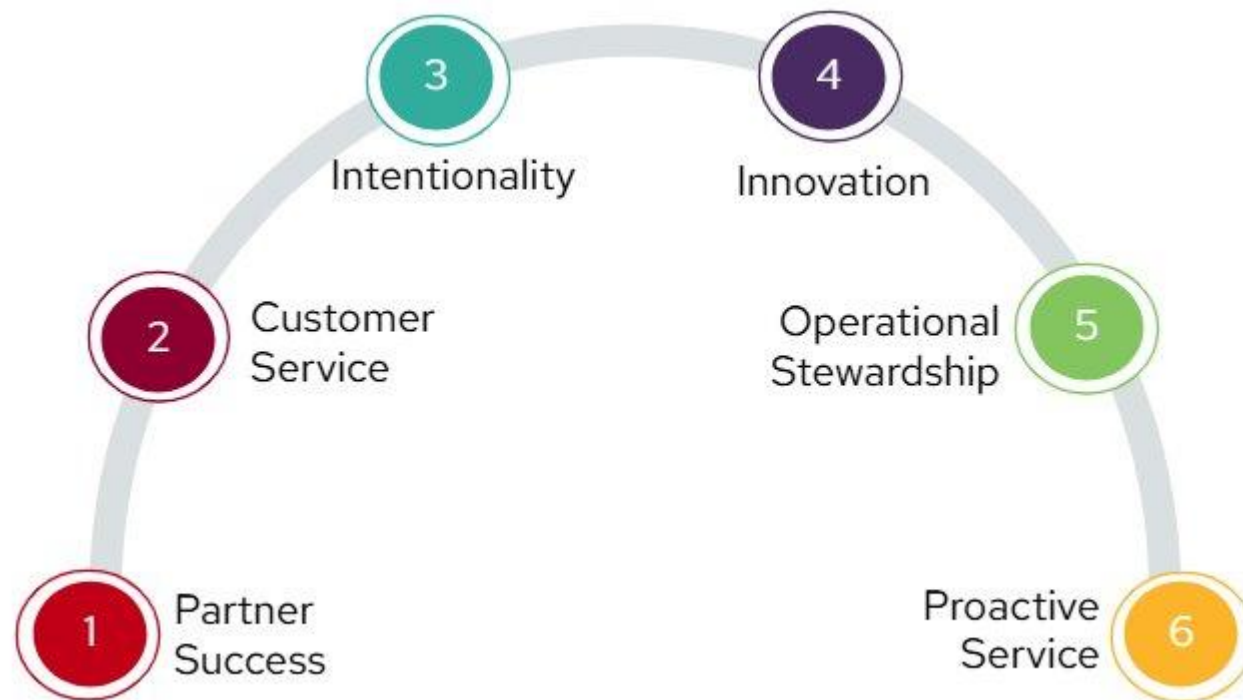
Provide equitable service quality across the university

Mitigate risk and increase compliance



Principles for LinkUW

Mission: LinkUW will deliver timely and customer-centered support that enables school, college, and division partners to focus on advancing the university's mission.



LinkUW Guiding Principles



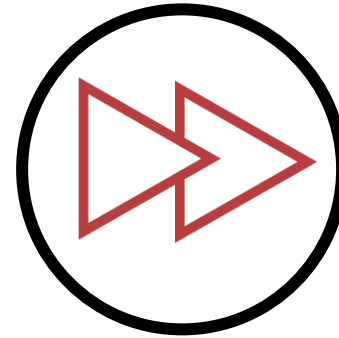
LinkUW will...



**Perform high-volume
or time-bound
operational services**



**Provide customer-
focused support
and quality service**



**Transform the
way
administrative
work gets done**



**Track metrics to
ensure efficiency
and quality**



Intended benefits of LinkUW

Employees

Career progression

Training and professional
development

Community connections

Learning from other
experts

Unit

Service continuity

Consistent service quality

Continuous process
improvements

Institutional

Compliance

Risk mitigation/security





Units Participating and Services provided by LinkUW

Kristen Hendrickson





LinkUW Phase 1 Participating Units

LinkUW Phase 1 Units – Finance

- Chazen Museum of Art
- Data, Academic Planning & Institutional Research (DAPIR)
- Division of the Arts
- Division of Teaching & Learning
- Facilities Planning & Management
- Global Health Institute
- Graduate School
- Office of the Chancellor
- Office of Legal Affairs
- Office of the Provost
- Office of the Secretary of the Academic Staff
- Office of the Secretary of Faculty
- Office of Strategic Consulting
- Office of the VC for Strategic Communications
- Office of the VC for University Relations
- Officer Education
- School of Pharmacy
- Nelson Institute
- University Housing
- University of Wisconsin Press
- Workday and Enterprise Solutions Team (WEST)

LinkUW Phase 1 Units – HR

- *Administration Innovation and Planning (AIP)*
- *Administrative Transformation Program*
- *Division of Business Services*
- *Division of Extension*
- *Division of Teaching and Learning*
- Facilities Planning & Management
- *International Division*
- *Madison Budget Office*
- *Nelson Institute*
- *Office of Human Resources*
- *Office of the Vice Chancellor for Finance and Administration*
- University Housing
- Workday and Enterprise Solutions Team (WEST)
- *Wisconsin Public Media*

**currently supported by ASU*



Services LinkUW Provides

Human Resources Services

Benefits

- Open Enrollment Outreach & Monitoring
- New Hire Set-up & Facilitate Benefit Changes
- Facilitate Retirement Counseling

Payroll

- Time & Absence
- Payroll Validation
- Leave Corrections

Audits (other than Payroll)

- Audit Leave
- Monitor reports for Position of Trust

Finance Services

Buying and Receiving Goods and Services

- P-card
- Travel & Expense
- Purchasing
- Payments

Policy and Procedure Support

- General support
- Event Support

Non-salary cost transfers





Meet the LinkUW Managers

Kristen Hendrickson





Managers of LinkUW

Nicole Mootz - HR



Tegan Maier - Finance



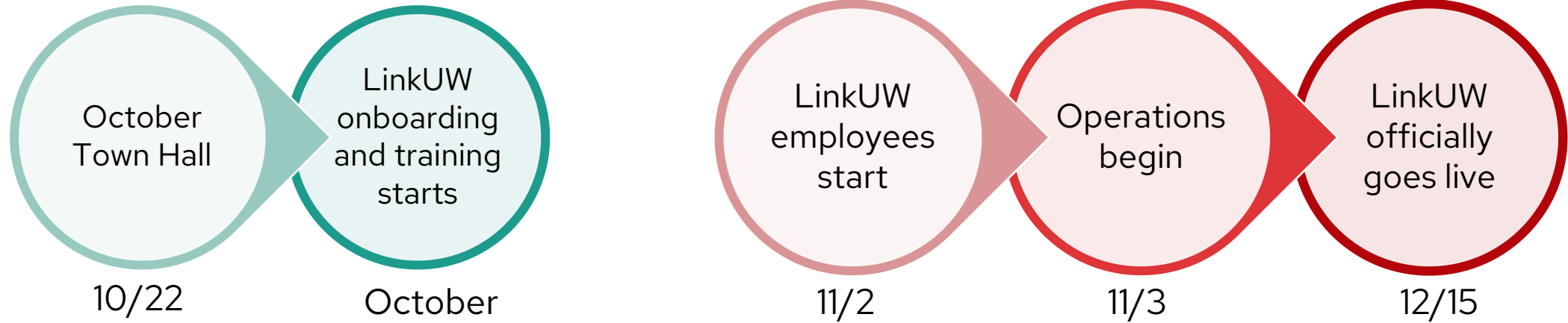


What's Next

Alisha Arnold



Timeline to go live



Communication + engagement with stakeholders and campus

Regular communication with units, townhalls with units, shared gov. updates, broad campus communications



How to request services

LinkUW Request Form

Business Process Impacted *

Select...

Select...

Reporting Division *
Please select the division that represents your home unit

Select...

Request Summary *
e.g. email subject line

Request Detail *
Please do not include any restricted data

Normal text ▾

B *I* ...

≡ ▾

▾

ABC

Attachment

Drop files to attach or [browse](#)

Alternate Email
Alternate email if creating request for someone else

Submit

Cancel

Email LinkUW

Provide the following information:

- Email Subject Line: Your Request Summary
- Email Body
 - Your reporting division
 - What service you need help with (HR or finance)
 - More details on your specific request

Phone

To reach LinkUW by phone, the number is:
262-8100.

Standard Office Hours

Listed on the next slide



Website and Email

Website: linkuw.wisc.edu

Email: help.linkuw@wisc.edu

Standard Office Hours

HR: Tuesdays and Thursdays from 8 a.m. to 4:30 p.m.

Finance: Tuesdays from 8 a.m. to 4:30 p.m.



LinkUW

Your Connection to Expert Service

