

IOWA STATE UNIVERSITY

SERVICE DELIVERY

In July 2019, Improved Service Delivery officially launched to enhance Iowa State University's Finance and Human Resources operations by building upon our culture of service, fostering increased collaboration, and ultimately advancing ISU's mission.

Dedicated specialists transitioned to Service Delivery teams. Expert supervisors manage these teams and ensure access to regular, consistent training and updated technology and systems (e.g., Workday), and cultivate a collaborative team-based approach to providing consistent, high-quality, customer-focused Finance and Human Resources services.

FIR

Serving the College of Human Sciences and the Office of the Vice President for Research

FINANCE

For your **Finance Service Delivery** questions or comments, please use the Finance email address:

finance_delivery@iastate.edu

HUMAN RESOURCES

For your **Human Resources Service Delivery** questions or comments, please use the HR email address:

hr_delivery@iastate.edu

Finance Manager

Kyle Brieese brieese@iastate.edu

Assistant Finance Managers

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HR Coordinators

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Note: Once all office locations and phone numbers are assigned and finalized, complete contact information, as well as team assignments and responsibilities, will be posted on the Finance and University Human Resources web pages as a permanent resource.