

# Monthly Updates

November 3, 2025

## Dear Colleagues,

Over the past several weeks, we’ve had the opportunity to meet directly with many of you through the staff and MPP information sessions, business process mapping workshops, and university conversations. These moments of connection remind us that the Network isn’t just a new structure; it’s a community we’re building together.

Your engagement and questions continue to shape this work. We appreciate the honesty and thoughtfulness you’ve brought to every discussion, and we remain committed to keeping our communications clear, consistent, and grounded.

## Current Highlights

- Information Sessions** – Thank you to everyone who participated in the October information sessions. Across all three universities, staff and MPPs from IT and Procurement and Accounts Payable shared thoughtful questions and insights about how the Network will operate.
- Organizational Models** – Draft organizational models for IT and Procurement and Accounts Payable are under final review. These models define reporting lines, service delivery structures, and the balance between shared operations and university-based support. Final organizational models will be shared in the coming weeks. To view the latest unit-level organizational models for IT and Procurement and Accounts Payable (without names), see the [FAQs](#).
- Network Support Center "Front Door"** – As part of the Network’s structure, we are developing the **Network Support Center** that will serve as a single front door for questions and requests related to IT and Procurement and Accounts Payable. Whether you’re resetting a password, tracking a purchase order, or processing a payment, the Network Support Center will connect you with the right team efficiently and transparently.

## A Day in the Life of a Network Employee

### What will it be like to work in the Network?

Picture this: you start your day connecting with colleagues across all three universities — Sonoma, San Francisco, and East Bay— collaborating in **Microsoft Teams**, solving issues together, and supporting campus partners through consistent processes and shared tools.

You might begin the morning with a quick virtual huddle to review open requests or upcoming priorities and determine how to route them.

The **Network Support Center** will serve as the single front door for questions and requests across IT, and Procurement and Accounts Payable — resolving most inquiries directly and routing only specialized issues to the appropriate Network teams.

Whether you work in **Procurement and Accounts Payable**, or **IT**, you'll collaborate with Network colleagues to process and reconcile payments through the **CSUBUY Procure-to-Pay** system, coordinate with peers to align vendor contracts, or troubleshoot a system access issue with teammates from another campus — ensuring consistent service and seamless operations across the region.

You'll still be a part of your home university community and see familiar faces and you'll also be part of a broader professional community, providing opportunities to share knowledge, build connections, and strengthen services together through integrated systems and approaches.

This model is designed to **enhance — not replace —** the relationships and expertise that make each university community strong.

As we move closer to launch, staff and managers will receive training, tools, and ongoing support to help navigate this new environment with confidence. The goal is to make daily work more efficient by reducing duplication, improving communication, and allowing teams to focus more time on serving partners across the universities.

## Looking Ahead Together

Last month, **61%** of respondents shared they’d like to hear **more detail about the Organizational Model for January 2026**. We’re glad to share that those models are now under review and expected to be finalized in the coming weeks. To view the latest unit-level organizational models for IT and Procurement and Accounts Payable (without names), see the [FAQs](#).

As we prepare for this transition together, we want to ensure future updates focus on the topics most important to you. Please take a moment to respond to this month’s **Quick Poll**:

### Which topic would be most helpful to learn more about before the January launch?

- What training and support will be available
- How daily work will be coordinated across campuses
- How the Network Support Center will function
- How performance measures and service quality will be tracked

[Click here](#) to vote — it takes less than 10 seconds.

Change of this scale takes time, collaboration, and trust. Thank you for staying engaged, sharing your feedback, and helping shape a Network that reflects the best of each university.

## In partnership,

### Jeff Wilson

Project Lead, San Francisco Bay Region Network  
Vice President, Administration and Finance and CFO  
San Francisco State University | Sonoma State University

### Karen R. Moranski

Vice President of Regional Network Transformation  
San Francisco Bay Region Network

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