HR2020

Track-by-track progress

HR 2020 is organized into five interdependent tracks. The following reports summarize progress during February and March 2019 (see next page for overall timelines):

Track 1: Payroll Department Realignment (reorganize current Payroll staff into separate teams responsible for payroll and HR transactions)

- Focused on **defining staff needs** for specific functions
- Secured temporary funding from Finance and Operations
- Refined org charts for payroll and HR transaction teams
- Drafted job descriptions for **new temporary positions**
- Developed proposals for transitioning select functions
- Worked on **separating budget lines** for new teams

Track 2: Transaction Service Redesign (streamline the current service-delivery model to encourage specialization and reduce errors) and

Track 3: Transaction System Enhancements (enhance IT systems that support HR transaction services)

- Finalized guiding principles
- Established **four additional subcommittees** dedicated to information flow, metrics, pre-training, and retro accounting with charters and deliverables for each
- Continued development of requirements workbook

Track 4: HR Service Delivery Redesign (establish a central hub for reception and questions about payroll, HR transactions, benefits, and other HR services)

- Launched issue tracking for all UHR units
- Initiated knowledge database development

Track 5: Welcome Center Construction (renovate USB space to accommodate the new welcome center and enhance building security)

- Completed initial technical committee tasks and delivered specs to project architect
- Received preliminary architectural drawings
- Exploring iPad check-in options

Communication and change management

University Human Resources leaders introduced HR 2020 with team meetings, listening posts, presentations to campus stakeholders, and open calls for participation that yielded 60-plus volunteers. Additional communication and change management initiatives have included:

- Small-group change management interviews to identify common questions and concerns
- Establishing **advisory committees** to share ideas and provide feedback to project, department, and unit leads charged with making decisions about specific directions
- Ongoing **updates to UHR units** emphasizing overall project rationale, timing, and goals

Find more information about HR 2020 at https://hr.uiowa.edu/administrative-services/hr-2020.



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TIMELINES

April 2019

| | DEC 18 | FEB 19 JAN 19 | MAR 19 | APR 19 | MAY 19 | JUN 19 | JUL 19 | AUG 19 | SEP 19 | OCT 19 | NOV 19 | DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JUL 20 | AUG 20 | SEP 20 | ОСТ 20 | NOV 20 | DEC 20 |
|--|--|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------------|--------|--------|--------|
| Track 1: | | Rea | lignn | nent | plan | (100 | % cc | mpl | ete) | | | | | | | | | | | | | | | |
| Payroll Department | Team composition (95% complete) | | | | | | | | | | | | | | | | | | | | | | | |
| Realignment | | | N | ew d | epart | tmen | ts (7 | 5% c | omp | lete | | | | | | | | | | | | | | |
| Lead: Terri Hein | | | | | | Ch | ange | e mai | nage | emen | t and | d imp | olem | enta | tion | (0% (| com | olete |) | | | | | |
| Track 2: | | Pre | -plan | ning | (100 | % co | mple | ete) | | | | | | | | | | | | | | | | |
| Transaction Service | Service model design and reviews (15% complete) | | | | | | | | | | | | | | | | | | | | | | | |
| Redesign | | | | | | | | | | | | | | | Pilo | t gro | up ir | nple | men | tatio | n (09 | % coi | nple | te) |
| Lead: Dan Schropp | Phased campus implementation (0% complete) | | | | | | | | | | | | | | | | | | | | | | | |
| Track 3: | | Pre | -plan | ning | (100 | % со | mple | ete) | | | | | | | | | | | | | | | | |
| Transaction System Enhancements | System design, development, and testing (6% complete | | | | | | | | | | | | | | | ete) | | | | | | | | |
| Lead: Dan Schropp | Phased campus implementation (0% complete | | | | | | | | | | | | | | | ete) | | | | | | | | |
| | | | | | | | | | | Issu | e tra | cking | g (35 | % сс | mple | ete) | | | | 1 | | | | |
| Track 4: | Knowledge database development (30% complete) | | | | | | | | | | | | | | | | | | | | | | | |
| HR Service Delivery Redesign | | | | | | | | | | | Seas | ona | lity n | napp | ing (| 30% | com | plet | e) | | | | | |
| Lead: Rebecca Olson | Measurements and metrics (25% complete) | | | | | | | | | | | | | | | | | | | | | | | |
| | Issue/case management software (20% complete) | | | | | | | | | | | | | | | > | | | | | | | | |
| | Ir | nitial m | eetin | g wit | th Fa | ciliti | es Ma | anag | eme | nt (1 | 00% | com | plet | e) | | _ | | | | | | | | |
| Track 5: | | | omm | - | | | | - | | | | | - | |) | | | | | | | | | |
| Welcome Center | | | | | Inpu | | | | | | | | | | | te) | | | | | | | | |
| Construction | | | | | | - | truc | | | | | - | | | | -, | | | | | | | | |
| Lead: Libby Washburn (All dates tentative) | | | | | | 30.10 | | | | | | | • | strug | tion | (0% | com | plete | e) | | | | | |
| (An dates tentative) | | | | | | | | | | | | | 5011 | our de | | | | - | | s (0) | % co i | mplo | ta) | |

