

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>.

