HR2020

Project launch and overall progress

University Human Resources leaders launched the HR 2020 project in December 2018 and in recent weeks have:

- Introduced the project to teams from units most directly involved (e.g., Payroll and Benefits)
- Held listening posts for colleagues throughout UHR
- Presented overviews to campus audiences (HR pros, business officers, etc.)
- Issued calls for project-committee volunteers and additional feedback
- Established committee memberships—more than 60 people volunteered for roles
- Created a **project website** (<u>hr.uiowa.edu/administrative-services/hr-2020</u>) for background and updates

HR 2020 tracks will be supported by:

- Advisory committees that share ideas, provide feedback, and assist with track-specific needs
- **Technical committees** responsible for analyzing data, making recommendations, implementing solutions, and evaluating results
- **Subcommittees** established by track leads as needed to assist with development, testing, training, review, research, and setting general directions

In addition, two **support teams** will focus on marketing/logo design and IT user testing for all five tracks. Find committee charges and rosters on the project website.

Track-by-track progress

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

- Held **technical committee meetings** to document deliverables, review and segregate functional responsibilities and associated tasks, document staffing needs, and review key areas of responsibility
- Sent invites to **advisory committee members** and began documenting deliverables

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)

- Identified, finalized, and notified **technical and advisory committee members** working on both tracks
- Established additional subcommittees for each track
- Drafted initial version of **requirements workbook** for system design/development
- Identified track deliverables and began developing guiding principles

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

- Operationalized issue tracking with UHR offices
- Began notifying technical and advisory committee members and establishing dates for kick-off meetings

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

- Finalized technical committee membership, charged committee, and held initial meetings
- Developed track guiding principles and requirements





TIMELINES

January 2019

	DEC 20 NOV 20 OCT 20 SEP 20 AUG 20 JUL 20 JUL 20 MAY 20 MAY 20 MAY 20 JUL 19 JUL 19 JU
Track 1: Payroll Department Realignment	Realignment plan (25% complete)
	Team composition (0% complete)
	New departments (0% complete)
Lead: Terri Hein	Change management and implementation (0% complete)
Track 2:	Pre-planning (50% complete)
Transaction Service	Service model design and reviews (0% complete)
Redesign	Pilot group implementation (0% complete)
Lead: Dan Schropp	Phased campus implementation (0% complete)
Track 3: Transaction System Enhancements Lead: Dan Schropp	Pre-planning (50% complete)
	System design, development, and testing (0% complete)
	Phased campus implementation (0% complete)
	Issue tracking (0% complete)
Track 4:	Knowledge database development (0% complete)
HR Service Delivery Redesign	Seasonality mapping (0% complete)
Lead: Rebecca Olson	Measurements and metrics (0% complete)
	Issue/case management software (0% complete)
	Initial meeting with Facilities Management (100% complete)
Track 5: Welcome Center Construction	Recommendations on construction needs (0% complete)
	Input, ideas, and finalized drawings (0% complete)
Lead: Libby Washburn	Construction bids (0% complete)
(All dates tentative)	Construction (0% complete)
	Security measures (0% complete)

