The **HR 2020** project provides a vision for expanding strategic payroll and accounting functions, advancing HR transaction processes and systems, and enhancing HR service delivery initiation.

Case for change

Like other recent UHR initiatives, this project aims to **streamline operations** and **develop HR professionals as strategic partners** to university leaders and units across campus.

The project also advances these priorities:

- Enhancing the **employee experience** for UHR staff, other HR pros, and UI staff/faculty as a whole
- Improving **accuracy** and reducing error rates, especially in transactional work
- Improving **compliance** with increasingly complex requirements
- Distributing **workloads** fairly and efficiently, including through strategic use of technology
- Improving **workplace safety** through renovations to the University Services Building

Five parallel tracks

The project is organized in five tracks that are interdependent on one another:

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

Drawing on findings from a **2018 external review**, Tracks 1, 2, and 3 will organize the existing Payroll department into two teams: **Payroll Services** and **HR Transactions**.

Track 1 will enhance the Payroll Services group's emphasis on **strategic accounting**, including **regulatory compliance**, **data analytics**, and **internal controls**.

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

Track 2, led by the HR Transactions group, will develop a trained network of **transactional experts**. This shift will **reduce errors**, improve **data consistency**, and **support automation**.

Track 3: Transaction System Enhancements
Enhance IT systems that support HR transaction services

Track 3 will include developing **new tools** to support the new service model and **improving the overall user experience**. Current tools have been in place for 16 years and are due for enhancement.

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

Tracks 4 and 5 aim to offer **more effective models for fielding questions** about payroll, transactions, benefits, and other HR services. Together, these tracks will **reduce duplication** and **enhance overall service**.

Track 4 will create a **one-stop welcome/help center** for employees, retirees, and students. Welcome center staff will **address most questions directly**, **triage and track complex issues**, and develop **new employee-service tools.**

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

Track 5 will provide **physical facilities** for the welcome center and UHR reception. Renovations will **enhance building security** and **reclaim underutilized space**.

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HR2020

Timeline months: DEC 18 | JAN 19 | FEB 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 | OCT 20 | NOV 20 | DEC 20

Track 1: Payroll Department Realignment
Lead: Terri Hein

- Realignment plan (0% complete) — DEC 18 to JAN 19
- Team composition (0% complete) — JAN 19 to MAR 19
- New departments (0% complete) — MAR 19 to APR 19
- Change management and implementation (0% complete) — APR 19 to JUN 19

Track 2: Transaction Service Redesign
Lead: Dan Schropp

- Pre-planning (40% complete) — DEC 18 to JAN 19
- Service model design and reviews (0% complete) — FEB 19 to NOV 19
- Pilot group implementation (0% complete) — DEC 19 to MAR 20
- Phased campus implementation (0% complete) — MAR 20 to SEP 20

Track 3: Transaction System Enhancements
Lead: Dan Schropp

- Pre-planning (40% complete) — DEC 18 to JAN 19
- System design, development, and testing (0% complete) — FEB 19 to DEC 19
- Phased campus implementation (0% complete) — DEC 19 to DEC 20

Track 4: HR Service Delivery Redesign
Lead: Rebecca Olson

- Issue tracking (0% complete) — DEC 18 to DEC 19
- Knowledge database development (0% complete) — DEC 18 to DEC 19
- Seasonality mapping (0% complete) — DEC 18 to DEC 19
- Measurements and metrics (0% complete) — JAN 19 to DEC 19
- Issue/case management software (0% complete) — JAN 19 to FEB 20

Track 5: Welcome Center Construction
Lead: Libby Washburn
(All dates tentative)

- Initial meeting with Facilities Management (100% complete) — DEC 18
- Recommendations on construction needs (0% complete) — JAN 19 to FEB 19
- Input, ideas, and finalized drawings (0% complete) — FEB 19 to MAR 19
- Construction bids (0% complete) — MAR 19 to APR 19
- Construction (0% complete) — APR 19 to AUG 20
- Security measures (0% complete) — SEP 19 to AUG 20

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