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.
### Track 1: Payroll Department
**Realignment**
- Realignment plan (0% complete)
- Team composition (0% complete)
- New departments (0% complete)
- Change management and implementation (0% complete)

**Lead:** Terri Hein

### Track 2: Transaction Service
**Redesign**
- Pre-planning (40% complete)
- Service model design and reviews (0% complete)
- Pilot group implementation (0% complete)
- Phased campus implementation (0% complete)

**Lead:** Dan Schropp

### Track 3: Transaction System
**Enhancements**
- Pre-planning (40% complete)
- System design, development, and testing (0% complete)
- Phased campus implementation (0% complete)

**Lead:** Dan Schropp

### Track 4: HR Service Delivery
**Redesign**
- Issue tracking (0% complete)
- Knowledge database development (0% complete)
- Seasonality mapping (0% complete)
- Measurements and metrics (0% complete)
- Issue/case management software (0% complete)

**Lead:** Rebecca Olson

### Track 5: Welcome Center
**Construction**
- Initial meeting with Facilities Management (100% complete)
- Recommendations on construction needs (0% complete)
- Input, ideas, and finalized drawings (0% complete)
- Construction bids (0% complete)
- Construction (0% complete)
- Security measures (0% complete)

**Lead:** Libby Washburn

*All dates tentative*