

Track-by-track progress

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

Track 1: Payroll Department Realignment (reorganize current Payroll staff into separate Payroll Services and University Workforce Operations teams)

- Announced realignment of **I-9 administrative responsibilities** to Faculty and Staff Immigration Services, including a **new compliance-focused position** to be shared with Employee and Labor Relations. Advertising will begin shortly.
- Finalized job descriptions for **two two-year term positions**: a payroll and data analyst in Payroll Services and an HR specialist in University Workforce Operations. Advertising will begin shortly.
- Reviewed **work assignments** and realigned general **office operations**. Finalizing **org charts**.
- Continued to analyze **workplace culture** and change management.
- Reviewed the **Payroll website** and established a plan to realign content for each office.

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)

- Developing current and future **high-level process flows** for system rewrite and service model redesign.

System rewrite:

- Completed **campus survey** on current roles, systems, and processes for initiating personnel transactions. Results will inform new processes (Informational Flow Committee).
- Completed **draft workbook** for termination requirements with Information Management. Meeting weekly on project flow and system design.

Service redesign:

- Reviewing current transaction data and identifying **assessment criteria** to develop current-process baselines and metrics to establish and evaluate the updated service model (Metrics Committee).
- Assessing current training methodologies, resources, time requirements, obstacles, and other considerations for **new training program** for content/transaction experts (Pre-Training Committee).

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

- Continued **issue tracking**—data collection ongoing for 12-14 months.
- Meeting with functional leaders to start building **knowledge database**.
- Reviewing **timeline and deliverables** to assess progress and overall directions.

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

- Completed **cost estimate** and continued working on **construction plans** with Facilities Management and architects. Expecting release for bids this summer.
- Consulted with fire safety experts on door between Talent Acquisition and Payroll to provide a more **open and collaborative workplace**.
- Planning discussions about **signage and aesthetic details**.

