HR2020

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.**





TIMELINES

May 2019

	SEP 19 AUG 19 JUL 19 MAY 19 MAR 19 FEB 19 JAN 19 JAN 19	DEC 20 NOV 20 OCT 20 SEP 20 JUL 20 JUL 20 MAY 20 MAR 20 FEB 20 JAN 20 DEC 19 NOV 19
Track 1: Payroll Department Realignment Lead: Terri Hein	Realignment plan (100% complete)	
	Team composition (95% complete	e)
	New departments (95% complete	te)
	Change manageme	ent and implementation (20% complete)
Track 2:	Pre-planning (100% complete)	
Transaction Service Redesign Lead: Dan Schropp	Se	ervice model design and reviews (20% complete)
		Pilot group implementation (0% complete)
	Phased campus implementa	ation (0% complete)
Track 3: Transaction System	Pre-planning (100% complete)	System design, development, and testing (10% complete
Enhancements		Phased campus implementation (0% complete
Lead: Dan Schropp		sue tracking (40% complete)
Track 4: HR Service Delivery	Knowledge database development (15% complete) Seasonality mapping (5% complete)	
Redesign		
Lead: Rebecca Olson		Measurements and metrics (0% complete)
	Initial meeting with Facilities Management	
Track 5: Welcome Center	Recommendations on construction nee	
		d drawings (75% complete)
Construction		ds (0% complete)
Lead: Libby Washburn	Construction bio	
(All dates tentative)		Construction (0% complete)
		Security measures (0% complete)

