HR2020

Track-by-track progress

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

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

- Transitioned to new Payroll Services/University Workforce Operations structure as of July 1.
- Introduced new structure, staffing, and roles and **communications to colleagues and campus stakeholders**.
- Will **close and review** project track in September.

Track 2: Transaction Service Redesign (streamline the current transactions/operations service-delivery model to encourage specialization and reduce errors) **and**

Track 3: Transaction System Enhancements (enhance IT systems that support personnel transactions/ operations)

- Planning **service redesign pilot project** with Finance and Operations to begin in September 2019.
- Developing **hub service designs** with campus focus group input on tasks, skills, structures, data, and other factors.
- Developing a customer service support model.
- Hired a two-year term HR specialist who will provide additional support for service redesign.
- Defining Transation System user roles and permissions.
- Redesigning **Transaction System forms** on a form-by-form basis, with current focus on a revised termination form.

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

- Completed issue tracking for first four UHR units and proceeded to knowledge database development.
- Planning for second phase of track: vision, staffing, and processes.
- Merging service delivery plans with **construction timeline** developed for Track 5.
- Evaluating feasibility of **service delivery pilot** prior to welcome center construction.

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

- Reviewed **preliminary designs** with architects and will share next revision with Track 5 work group in September.
- Refining security features for welcome center and other facilities.
- Developing **staffing options** in conjunction with Track 4.





TIMELINES

August 2019

	DEC 20 NOV 20 OCT 20 SEP 20 JUL 20 JUL 20 JUN 20 APR 20 APR 20 FEB 20 JUN 19 OCT 19 SEP 19 JUL 19 JUN 19 APR 19 JUN 10 JUN 10 JU
Track 1: Payroll Department Realignment Lead: Terri Hein	Realignment plan (100% complete)
	Team composition (100% complete)
	New departments (100% complete)
	Change management and implementation (90% complete)
	Evaluation (0% complete)
Track 2: Transaction Service Redesign <i>and</i>	Pre-planning (100% complete)
	Service model design and reviews (70% complete)
	Service model implementation (0% complete)
Track 3: Transaction System Enhancements	
	Change management—through Oct. 2021 (5% complete)
	System implementation—in phases through Oct. 2021 (10% complete)
Lead: Dan Schropp	Functional implementation—in phases through Oct. 2021 (5% complete)
	Retroactive accounting and special compensation (5% complete)
Track 4:	Issue tracking (60% complete)
HR Service Delivery	Knowledge database development (25% complete)
Redesign Lead: Rebecca Olson	Seasonality mapping (20% complete)
Lead. Rebecca Oison	Measurements and metrics (0% complete)
Track 5:	Pre-design meetings and recommendations (100% complete)
Welcome Center	Scope and design development (80% complete)
Construction	Pricing, documents, and bids (0% complete)
Lead: Cheryl Reardon	Construction (0% complete)
(All dates tentative)	Security measures (0% complete)
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