

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 Transaction 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.

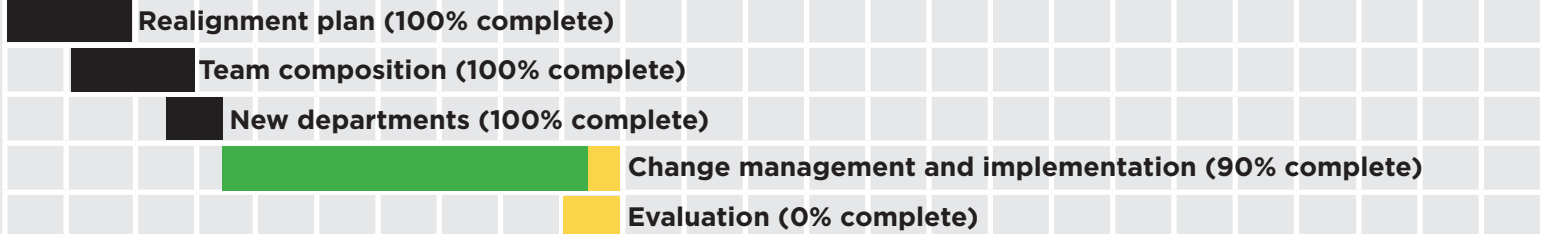
HR2020

TIMELINES
August 2019

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
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Track 1:

Payroll Department
Realignment
Lead: Terri Hein



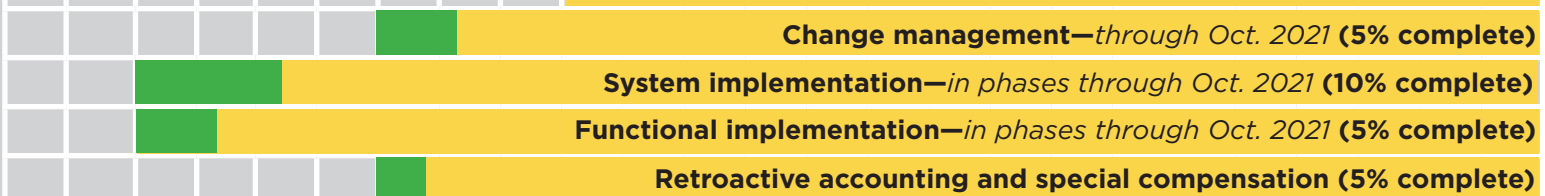
Track 2:

Transaction Service
Redesign and



Track 3:

Transaction System
Enhancements
Lead: Dan Schropp



Track 4:

HR Service Delivery
Redesign
Lead: Rebecca Olson



Track 5:

Welcome Center
Construction
Lead: Cheryl Reardon
(All dates tentative)

