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.
## HR 2020 Timelines

### Track 1: Payroll Department Realignment
- **Realignment plan**: 100% complete
- **Team composition**: 100% complete
- **New departments**: 100% complete
- **Change management and implementation**: 90% complete
- **Pre-planning**: 100% complete
- **Service model design and reviews**: 70% complete
- **System implementation**: 10% complete
- **Retroactive accounting and special compensation**: 5% complete
- **Issue tracking**: 60% complete
- **Knowledge database development**: 25% complete
- **Seasonality mapping**: 20% complete
- **Measurements and metrics**: 0% complete
- **Pre-design meetings and recommendations**: 100% complete
- **Scope and design development**: 80% complete
- **Pricing, documents, and bids**: 0% complete
- **Construction**: 0% complete
- **Security measures**: 0% complete

### Track 2: Transaction Service Redesign
- **Pre-planning**: 100% complete
- **Service model design and reviews**: 70% complete
- **Service model implementation**: 0% complete
- **Change management**: through Oct. 2021 (5% complete)
- **System implementation**: in phases through Oct. 2021 (10% complete)
- **Functional implementation**: in phases through Oct. 2021 (5% complete)
- **Retroactive accounting and special compensation**: 5% complete
- **Issue tracking**: 60% complete
- **Knowledge database development**: 25% complete
- **Seasonality mapping**: 20% complete
- **Measurements and metrics**: 0% complete

### Track 3: Transaction System Enhancements
- **Pre-planning**: 100% complete
- **Service model design and reviews**: 70% complete
- **Service model implementation**: 0% complete
- **Change management**: through Oct. 2021 (5% complete)
- **System implementation**: in phases through Oct. 2021 (10% complete)
- **Functional implementation**: in phases through Oct. 2021 (5% complete)
- **Retroactive accounting and special compensation**: 5% complete
- **Issue tracking**: 60% complete
- **Knowledge database development**: 25% complete
- **Seasonality mapping**: 20% complete
- **Measurements and metrics**: 0% complete

### Track 4: HR Service Delivery Redesign
- **Pre-planning**: 100% complete
- **Service model design and reviews**: 70% complete
- **Service model implementation**: 0% complete
- **Change management**: through Oct. 2021 (5% complete)
- **System implementation**: in phases through Oct. 2021 (10% complete)
- **Functional implementation**: in phases through Oct. 2021 (5% complete)
- **Retroactive accounting and special compensation**: 5% complete
- **Issue tracking**: 60% complete
- **Knowledge database development**: 25% complete
- **Seasonality mapping**: 20% complete
- **Measurements and metrics**: 0% complete

### Track 5: Welcome Center Construction
- **Pre-planning**: 100% complete
- **Service model design and reviews**: 70% complete
- **Service model implementation**: 0% complete
- **Change management**: through Oct. 2021 (5% complete)
- **System implementation**: in phases through Oct. 2021 (10% complete)
- **Functional implementation**: in phases through Oct. 2021 (5% complete)
- **Retroactive accounting and special compensation**: 5% complete
- **Issue tracking**: 60% complete
- **Knowledge database development**: 25% complete
- **Seasonality mapping**: 20% complete
- **Measurements and metrics**: 0% complete

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