

Track-by-track progress

HR 2020 began as five interdependent tracks. Since the project's inception in late 2018, most work on one track (Payroll Department Realignment) has been completed. In fall 2019, the fifth track, Welcome Center Construction, was merged into Track 4: HR Service Delivery Redesign (see additional details below).

The following reports summarize progress on all tracks during October-November 2019 (updated timelines are shown on the next page):

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

- Completed implementation in fall 2019. Will **assess status** and initial results in early 2020.

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)

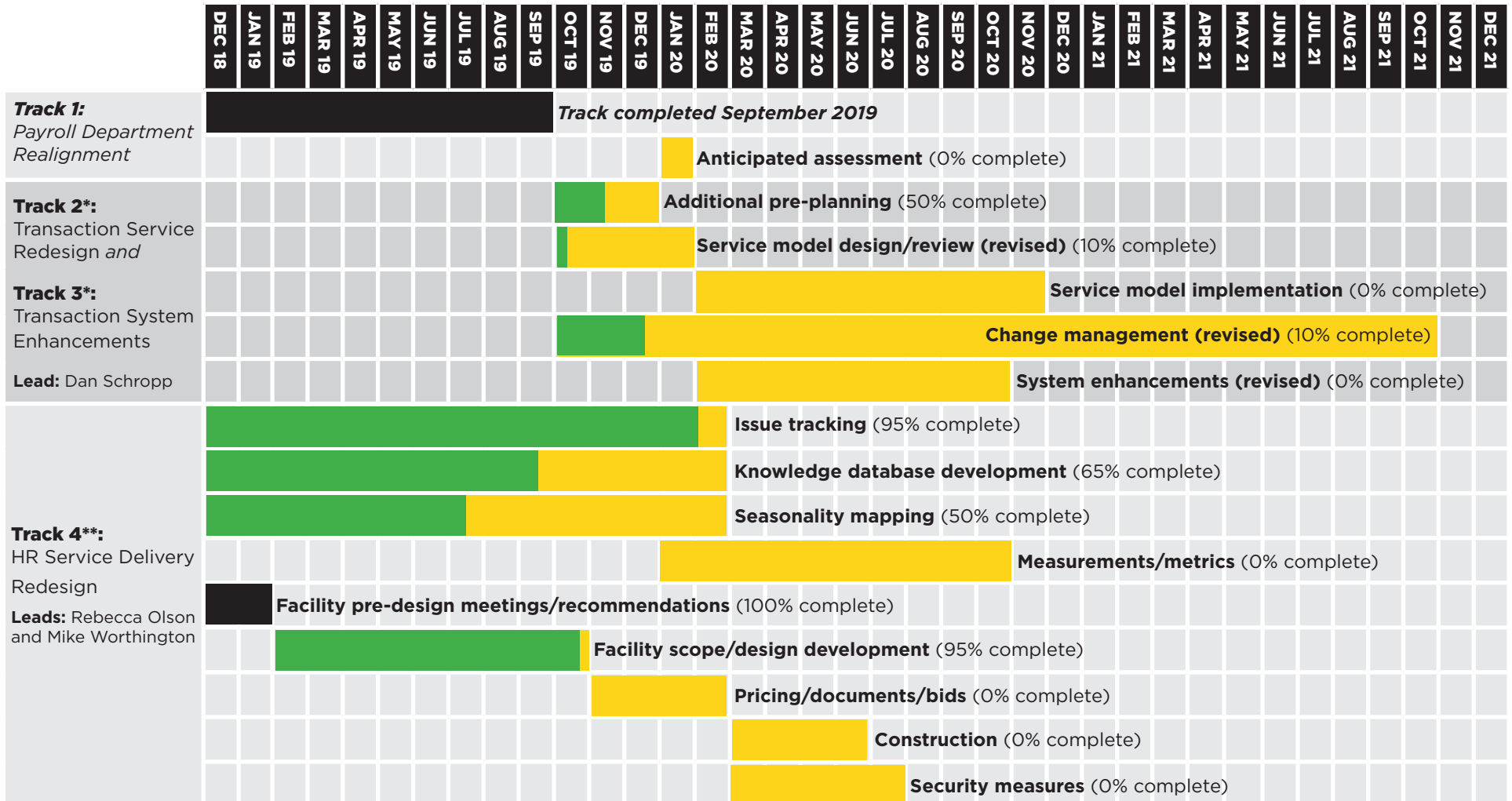
- Completed first two **meetings with functional team** to develop the Hub's purpose, guiding principles, and goals,
- Reevaluating plans for **potential service model pilots** pending new direction for the Hub focus.
- Continued work on **full process evaluation, volume data collection, and final roadmap planning** for 2020.

Track 4: HR Service Delivery Redesign (establish a central hub for reception and questions about HR services, and renovate USB space to accommodate a new welcome center and enhance building security)

- **Combined Tracks 4 and 5** for an integrated approach to redesigning HR service delivery.
- Creating a **hybrid model for service delivery** that will address both phone traffic and walk-in reception.
- Continued progress on **knowledge database** development while continuing **issue tracking** for units that have not completed the process.
- Finalizing **building construction timeline**, with an estimated start date of Spring Break 2020 and estimated completion in June 2020.
- Expecting to finalize **architectural drawings** by mid December, with the project slated to go to bid immediately after drawings are completed.

HR2020

TIMELINES
December 2019



*Track components and timelines revised to reflect updated project focus; **Previous Track 5 integrated into Track 4



University
Human Resources

Be kind. Be clear. Get results.
hr.uiowa.edu