

## Track-by-track progress

HR 2020 is organized into five interdependent tracks. The following reports summarize progress during August-September 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)

- Completing **cross-training**, with remaining responsibilities to be transferred between Payroll and Workforce Operations throughout the fall.
- Preparing to transfer **I-9 responsibilities** to Faculty and Staff Immigration Services pending new hire.
- Will **assess status** and results after approximately six months.

**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** with Finance and Operations with anticipated start date early 2020.
- Completed redesign of **termination form**.
- Next will redesign **leave of absence** or **change of status** forms (status changes account for about 30 percent of transactions).
- Defining Transaction System user **roles and permissions**—some established, others new—on form-by-form basis.
- Balancing rollout of service model with progress on system redesigns for **process and training efficiency**.

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

- Analyzing **issue tracking data** and developing summary report.
- Continuing **knowledge database development** for first units to complete issue tracking.
- Developing draft **staffing models** for front-line support and reception.
- Planning **second-phase focus** on additional support for more complex questions and issues.
- Preparing for **service delivery pilot** in early 2020, prior to welcome center construction.

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

- Finalizing **architectural drawings** and sharing with Track 5 work group and other UHR staff.
- Anticipating start of **construction** around Spring Break, with demolition complete by end of June.
- Continuing conversation about **operational requirements** in conjunction with Track 4.

# HR2020

**TIMELINES**  
September 2019

