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.
TIMELINES
September 2019

Track 1: Payroll Department Realignment
Track completed September 2019
- Anticipated assessment (0% complete)
- Pre-planning (100% complete)

Track 2: Transaction Service Redesign and
- Service model design/reviews (70% complete)
- Service model implementation (0% complete)
- Change management (12% complete)
- System implementation (phased) (18% complete)

Track 3: Transaction System Enhancements
- Functional implementation (phased) (12% complete)

Lead: Dan Schropp
- Retroactive accounting/special compensation (10% complete)

Track 4: HR Service Delivery Redesign
- Issue tracking (90% complete)
- Knowledge database development (36% complete)
- Seasonality mapping (36% complete)
- Measurements/metrics (0% complete)

Lead: Rebecca Olson
- Pre-design meetings/recommendations (100% complete)
- Pricing/documents/bids (0% complete)
- Construction (0% complete)
- Security measures (0% complete)

Track 5: Welcome Center Construction
- Scope/design development (65% complete)

Lead: Cheryl Reardon

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