

OPERATIONAL ROADMAP

July 2022-June 2023

Operational Excellence

Topic	Description	Responsible	Status
Organizational Effectiveness	Implement technology solutions and process changes that enhance overall efficiency	Cheryl Reardon and OE director	
Compliance	Develop guidelines for granting access to HR data/ systems; review ADA referral program for compliance with current legal requirements	Jan Waterhouse	
P&S Policy Review	Implement P&S policy changes	Jan Waterhouse	Planning
Immigration Services Unit Review	Conduct peer review of immigration services	Jan Waterhouse and Randall Ney	Implementation
FSA Vendor Implementation	Identify outside vendor for Flexible Spending Account administration; implement system	Joni Troester and Rebecca Olson	(status)
Org-Level HR Transaction Hub Redesign	Complete hub implementation	Dan Schropp	(status)
UWO Centralized Training	Complete University Workforce Operations training modules; develop hub transactional community	Dan Schropp	(status)

Strategic Staffing

Topic	Description	Responsible	Status
Organizational Effectiveness	Onboard new OE leader and staff; align organizational structure and services; explore automation	Cheryl Reardon and OE director	(status)
Administrative Services	Continue UHR service-delivery redesign; optimize Welcome Center; explore administrative core; identify surge capacity for distributed structure	Cheryl Reardon	(status)

Data-Informed Decisions

Topic	Description	Responsible	Status
KPIs and Dashboards	Review current dashboards for enhanced utilization and specificity; develop new dashboards that align with HR strategy	Joni Troester and Mike Kaplan	(status)

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Diversity, Equity & Inclusion

Topic	Description	Responsible	Status
DEI HR	Develop framework and processes for equity review of HR policies; conduct equity review for hiring and compensation policies	Jan Waterhouse	(status)

Benefits Design

Topic	Description	Responsible	Status
Pharmacy Benefits Manager	Explore future-state pharmacy benefit management structure for self-funded health plans	Joni Troester and Rebecca Olson	(status)

Future of Work Campus Implementation

Topic	Description	Responsible	Status
Comprehensive Implementation and Evaluation	Implement recommendations from Future of Work initiative; focus on Work Arrangement Application and documentation, risk mitigation and compliance, supervisor training, communication, and evaluation	Diana Kremzar and Joni Troester	(status)

HR Pipeline

Topic	Description	Responsible	Status
HR Talent Pipeline	Implement senior-level bootcamp; develop strategy for entry-level positions; develop support structure distributed function	Sharon Beck	(status)