IOWA | University Human Resources

OPERATIONAL ROADMAP
July 2022-June 2023 *(updated March 2023)*

Operational Excellence

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

Strategic Staffing

Topic	Description	Responsible	Status
Organizational Effectiveness	Onboard new OE leader and staff; align organizational structure and services; explore automation	Cheryl Reardon and Rachel Napoli	
Administrative Services	Continue UHR service-delivery redesign; optimize Welcome Center; explore administrative core; identify surge capacity for distributed structure; streamline I-9 processing	Cheryl Reardon	
Administrative Core	Explore administrative core options	Cheryl Reardon	

Data-Informed Decisions

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

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Diversity, Equity & Inclusion

Topic	Description	Responsible	% Complete
DEI HR	Develop framework and processes for equity review of HR policies	Jan Waterhouse	

Benefits Design

Topic	Description	Responsible	% Complete
Pharmacy Benefits Manager	Explore future-state pharmacy benefit management structure for self-funded health plans	Joni Troester and Rebecca Olson	
Adoption Assistance Pilot	Introduce partial reimbursement for adoption expenses	Joni Troester and Rebecca Olson	

Future of Work Campus Implementation

Topic	Description	Responsible	% Complete
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	

HR Pipeline

Topic	Description	Responsible	% Complete
Senior HR Leadership Bootcamp	Introduce development program for campus Senior HR professionals	Sharon Beck	
HR Generalist Bootcamp	Introduce development program for new/developing HR professionals	Sharon Beck	
Support Structure	Provide networking, training, etc., for distributed HR functions	Sharon Beck	