

PROGRESS REPORT

Working Group Name: One Stop Human Resources Service Center

Working Group #: 31

Chair: Damon Slaydon

Date: February 25, 2022

Update on Actions Taken Since Last Report:

- 2/3/22 Hosted one central kick-off meeting via Zoom to introduce the HR leadership team and give a high-level assessment of all HROE chapters in the accepted MGT recommendations.
- 2/9/22 High-level areas of focus identified for working group at the first meeting. Members were assigned homework to review/socialize the lists of anticipated services, of questions to survey employees and leaders, and to respond to a proposed organizational structure.
- 2/23/22 Review and discussion of working group's most important/frequent responses to the homework. Members were assigned homework to:
- Socialize and gather input from constituents about what is the optimal balance of employees self-servicing, and face to face customer support by an HR professional?
 - What avenues do customers currently utilize to engage with their HR Liaison that we need to continue to foster/support?
 - Are there any suggestions for technology or communication avenues that should be explored/paved to enhance our delivery of services?

Next Major Issue to be Addressed:

- Finalize the catalog of anticipated services to be delivered
- Finalize the proposed organizational structure
- Begin to gather information (from the survey) to solidify the staffing methodology & transitional strategies
 - Convening a cooperative focus group with Finance WG#26 to issue a combined survey to employees and leaders to gauge business and HR duties/responsibilities for proper sorting and work assignments. This will allow us to get more detail, as well as ask the employees what they think and want.
- Customer access/ Service delivery model
- Accountability measures

Problems or Barriers Encountered and Solutions Identified:

Current Workday configuration will not work for the proposed organizational structure. HROE has a strong partnership with the Workday Services team at the System and our partners have identified a solution that will allow for the implementation of the hub concept, where access may be managed at our member level, and in-box items can be filtered simply.

Clarifying perceptions of centralized deployed workforce as opposed to centralized one-stop location. Solutions accomplished through communication and establishing common theme.

Deliverables Completed:

None to report

Timeline for Completion of Remaining Deliverables:

2/28/22 - Finalize high level organizational structure

3/31/22 - Finalize the draft of anticipated services to be delivered

3/31/22 - Finalize the proposed organizational structure with specific service units

4/1/22 - Finalize the staffing methodology & transitional strategies

4/30/22 - Identify individuals to transition from various units to HROE structure

5/31/22 - Customer access/ Service delivery model

6/30/22 - Accountability measures