

Human Resource Administrative Review Status Report for April 2014, Issued May 2014

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Executive Summary

The HR Administrative review incorporates three major components: A collaborative HR governance structure, a move to strategic HR, and a change to the HR service delivery model for optimum service delivery. The expectations set within the Phase 1 Project Plan have been met. The few items left incomplete will be incorporated into the Phase II plan and re-evaluated for relevance and effectiveness to ensure that all activities support the overall goals of the Administrative Review.

Savings Target for FY '15 – To be established

Accomplishment for March:

- Call center telephony system went live on April 9th. The data for April showed that 50% of the calls into the EBC were routed directly to the vendor. This has the potential of a lower headcount need to support the incoming calls
- Continuing work on the incident management software. The decision was made to go with the in-house solution, Service Desk. We are configuring the system in April and May. The system will be refined and tested through June. We anticipate a go live date of July 1, 2014. This option has allowed us to save \$125,000 from the original amount of investment outlined in the HR Administrative Review.
- HR Project Manager identified with a start date of 6/2/14.
- Director of Compensation and Benefits posted, search committee formed, and interviews are under way.
- Retirement processing team is currently defining the scope of the project. Anticipate the project will be kicked off in June.
- The HR Leadership Team vision was created and approved by the HR Leadership Team.

Expectations for April:

- Continue to review and update the Administrative Review – Establishing goals, priorities, and savings.
- Finalize HR Strategy
- Kick-off of the Retirement Processing Project
- Kick-off of the Leave of Absence Scoping team