PROGRESS REPORT

Working Group Name: Liaison Network Centralization

Working Group #: 33

Chair: Damon Slaydon

Date: February 25, 2022

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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 operational duties, 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 share feedback about What's the best way to keep the non-BCS employees involved/engaged throughout implementation, and beyond?
- To prepare a list of known best practices related to the anticipated services. Also make note of those processes that are currently NOT performing optimally.
- What are some unique services that you think we should offer that are not on the list, and how could we go consider adding them?

Next Major Issue to be Addressed:

- 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.
- Communication plan
- Identifying practices that are best, and those that are unique
- Location of personnel
- Technology
- Training (see WG#32)

Problems or Barriers Encountered and Solutions Identified:

Members have repeatedly shared concerns for HR staff being physically relocated away from the departments that currently employ them; strong sense that HR employees need to be embedded with the units they service.
- Challenging to get across the idea of the organizational structure as a reporting relationship and NOT a representation of physical location. We will continue to message that working together doesn't mean being located together.
- Some units on campus are already centralized so if we're going to embed the HR staff into the units they're assigned to service, then these units will need to allocate space for this. Damon will speak with Stephen Franklin about the best means to identify spaces that may be potentially needed.

Deliverables Completed:

None to report

Timeline for Completion of Remaining Deliverables:

3/9/22 - Finalize the communication plan
3/31/22 - Finalize the draft of anticipated services to be delivered
3/31/22 - Identify processing practices that are best for adoption and provide information to WG#32
3/31/22 - Finalize the proposed organizational structure with specific service units
4/1/22 - Finalize the staffing methodology & transitional strategies
4/30/22 - Finalize the list of technology and space needs
4/30/22 - Identify individuals to transition from various units to HROE structure
5/31/22 - Customer access/ Service delivery model
6/1/22 - Training & job shadowing begins for HR Service Hub professionals