



# **HR Redesign Senior Advisory Group Meeting**

**October 16, 2007**

**John Duhamel HR Redesign Transition  
Manager**

# Overview of Today's Meeting

- Lunch and Introductions
- Objectives
  - Review Process Redesign Methodology
  - Review a rough draft organizational structure
  - Discuss possibility of early transitions
  - Review the HR Customer Survey
  - Discuss the External Review comments
- Present ideas for next meeting

## Process Redesign Methodology

- Perform 1<sup>st</sup> and maybe 2<sup>nd</sup> Process Redesign
- Conduct Redesign Training Concurrently
- Start with Student Recruitment Redesign
- If time permits – Job Change/Job Forms Redesign
- November 12<sup>th</sup> – 16<sup>th</sup>, 2007; Room 212A Butrovich
- 30 hours of training expected

## Process Redesign Participants

➤ The following people are recommended for the Student Recruitment Redesign (they have not been invited yet):

- Jeanine Senechal (Team Lead)
- Jennifer Youngberg
- Earlina Bowden
- Bridget Thimsen
- Shelly Wade
- Lissette Richmond
- Yvonne McHenry
- Vickie Gilligan
- Pauline Thomas
- Patty Duveau
- Julie Larweth
- Kate Leahy
- Sabrina Holt
- Kay Bullock
- Sheri Billiot
- Susan Herman

# Organizational Structure Discussion

## Assumptions and/or Previous Decisions:

- Centralize transactional services
- Decentralize Customer Service
- Utilize a Consultant Delivery type Service to Customer
- Form a single HR unit for the Fairbanks based activities
- Build a structure that fosters career growth in HR

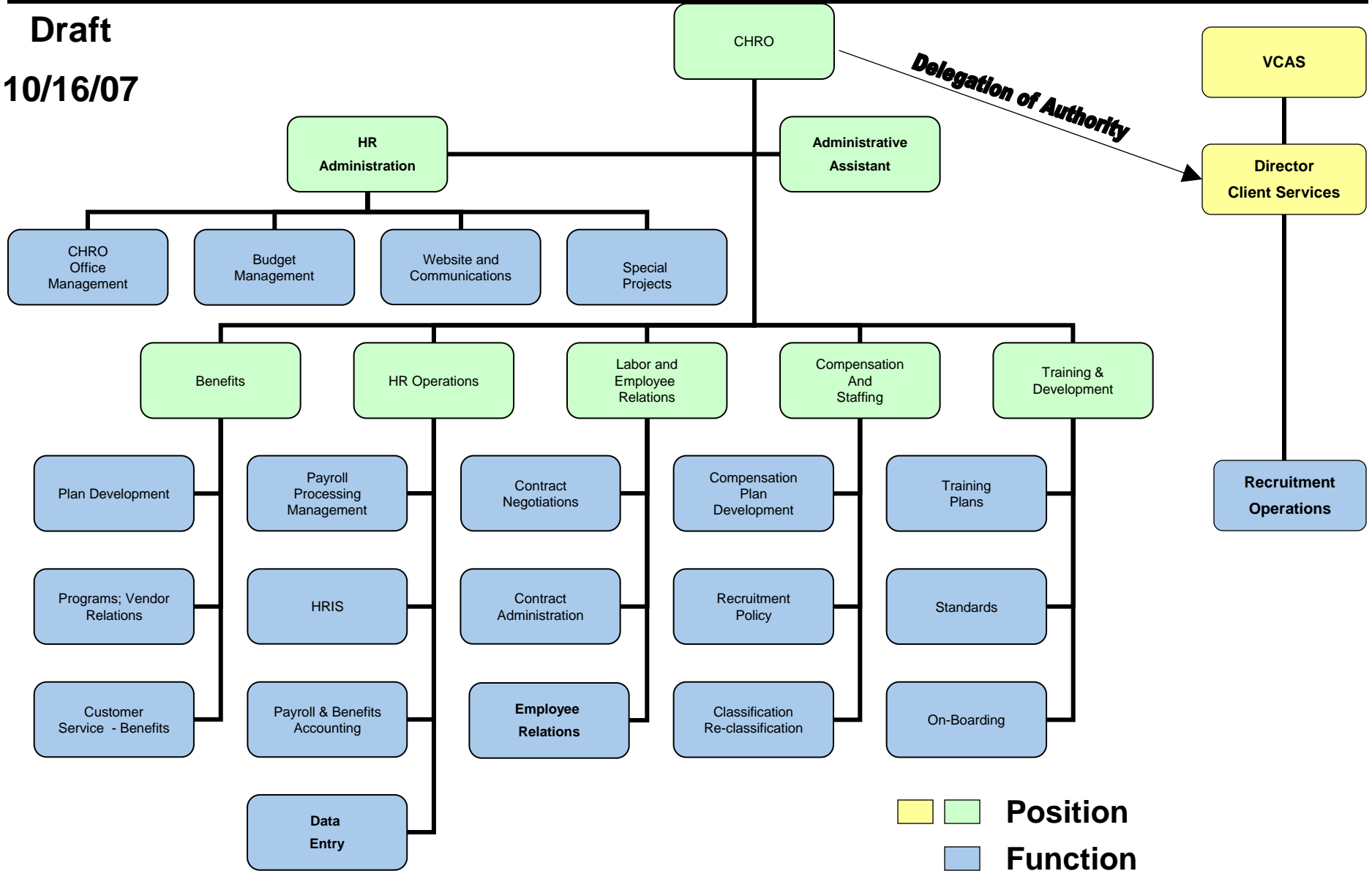
# Organizational Structure

The following slides are draft organizational structures:

- No decisions have been made as to the final version of the new organization. These draft organizational charts are offered for discussion and input on the strategic level of the new HR structure. The drafts were built by a small core group that involved HR leaders from SW, UAF and GI.

# UA HR Redesign, Showing Functional Responsibilities

**Draft**  
**10/16/07**



# UA HR Redesign showing Process Champions

Draft

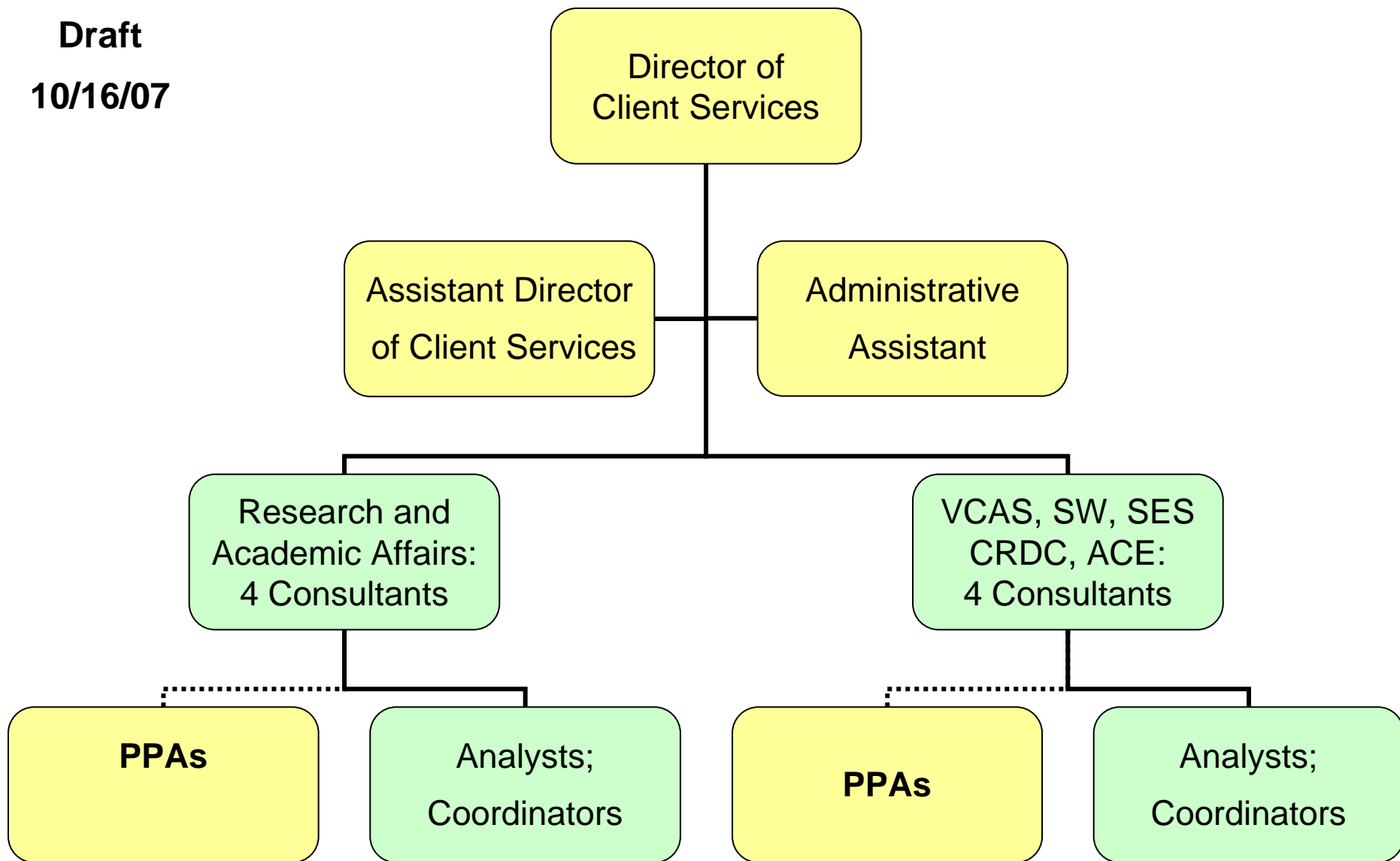
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 Key Process



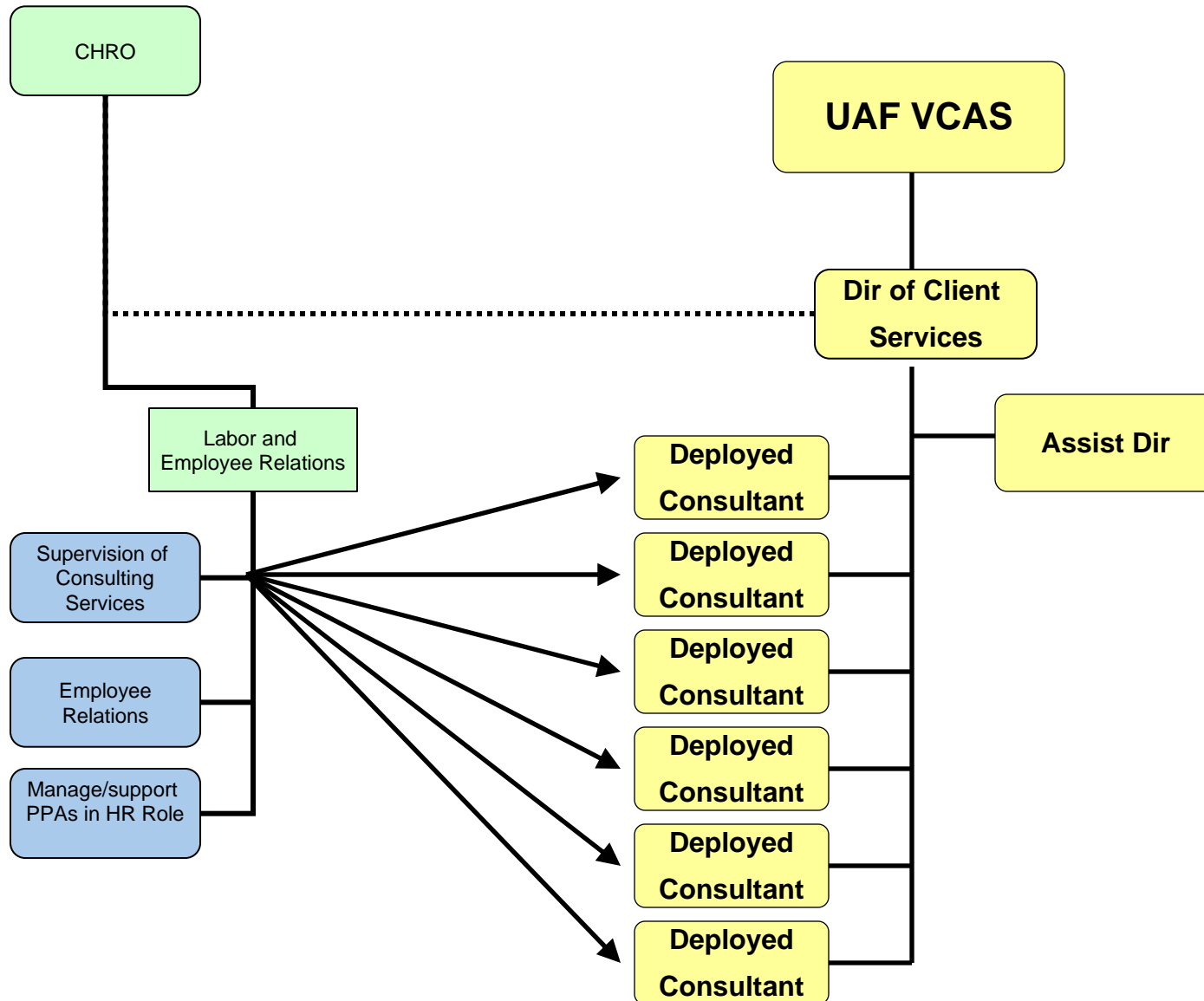
# UA HR Client Services Groupings; Functional (2 units)

Draft  
10/16/07



# UA HR Redesign, Matrix Client Services

Draft  
10/16/07



## Early Transition Discussion

Transactional processes could be centralized concurrent to process redesign.

- Candidates include: benefits, payroll/personnel and classification
- Transparent to customer but visible to HR
- Beginning stages to a new organization
- Test transition concept on simpler process components
- Test communications methods on first significant change to the program
- Low hanging fruit but visibility to customer is limited

# HR Customer Survey

- **Survey Monkey: On-Line Survey Tool**
- **Audience: All HR Customers**
- **Duration: 10 to 15 minutes**
- **Objective: Gain feedback on HR Processes and Customer Satisfaction**

[http://www.surveymonkey.com/s.aspx?sm=M5NTks2C4vWiPjBzerZp\\_2bA\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=M5NTks2C4vWiPjBzerZp_2bA_3d_3d)

# External Review Comments

## Three Discussion Items:

- Rumors of decisions being made
- Involvement of UAA and UAS
- HR is short personnel

## Ratio of HR Personnel to Customers

	Statewide	UAA	UAF	UAS	UA System
# Regular Faculty	1	640	677	129	<b>1447</b>
# Temp Faculty	0	813	505	117	<b>1435</b>
% Reg Faculty	100%	44%	57%	52%	<b>50%</b>
% Temp Faculty	0%	56%	43%	48%	<b>50%</b>
# Regular Staff	249	1053	1665	220	<b>3187</b>
# Temp Staff	25	1045	1314	160	<b>2544</b>
% Regular Staff	91%	50%	56%	58%	<b>56%</b>
% Temp Staff	9%	50%	44%	42%	<b>44%</b>
# Regular Faculty & Staff	250	1693	2342	349	<b>4634</b>
# Temporary Faculty & Staff	25	1858	1819	277	<b>3979</b>
# All Employees	275	3551	4161	626	<b>8613</b>
# HR Staff	26	16	23	5	<b>70</b>
Direct Regular Staff: Faculty Ratio	N/A	1.65	2.46	1.71	<b>2.20</b> (Includes SW)
Direct Regular Faculty & Staff; HR Staff Ratio	N/A	105.81	101.83	69.80	<b>66.20</b> (Includes SW)
# All employees: HR Staff Ratio	N/A	222	181	125	<b>123</b> (Includes SW)

**National Standard is 1 HR per 100 customers**

## Topics for next meeting

Suggestions for next meeting...



# Adjourned

➤ HR Redesign web site: <http://www.alaska.edu/hr/redesign/>