



HR Redesign Update Briefing

May 21, 2007

**John Duhamel HR Redesign Transition
Manager**

Why Redesign?

Case for Change

- Change is Normal
- Segal Report found a need for HR improvements
- Three separate and independent HR functions at Fairbanks
- Automation improvements changed processes
- Restructuring changed processes
- Preliminary Recommendations of Segal:
 - Redefine HR structure
 - One Organization with clarified service delivery model
 - Create efficient and effective HR transaction processing
 - Develop competence of Leaders and staff in the HR function
 - Create a system that measures and analyses success

Scope of the Redesign effort

- 1. HR responsibilities for Fairbanks and Rural sites associated with Fairbanks**
- 2. Processes and procedures for GI, UAF and SW**
- 3. Redesign of the Organizational Structure**
- 4. Redesign of HR Processes and Procedures**
- 5. Training and Career Development**
- 6. Focus on Customer Service**

Four Phased Approach

Our four phases are:

- **Discovery Phase** - Understanding the “as-is” state of HR service delivery to customers in Fairbanks
- **Redesign Phase** - Rethinking our HR organizational structure and improving our business processes to meet and exceed customer requirements and expectations
- **Implementation Phase** - Putting in place a new HR organizational structure and processes; communicating with and training HR staff and customers
- **Measurement Phase** - Gauging redesign effectiveness against key performance metrics; adjusting course as necessary

Who is leading the effort?

Steering Committee

John Duhamel, Beth Behner, Ro Bailey, Jim Johnsen and the assistance of Segal Sibson (HR Consultants)

Senior Advisory Group

Julie Baecker, Tim Barnet, Joan Braddock, Susan Herman, Bernice Joseph, Barbara Rusher, Kathleen Shedler, Kristi Sherman, Roger Smith, Steve Smith, Joe Trubacz, Jeff Stepp

Other Teams

Process mapping teams, Working groups, Communications Committee, HR Directors

Our Commitment

Personnel Commitment to Date:

- By Organization – SW HR, UAF HR, GI HR, all PPAs in UAF, Provost, UAF Chancellor, UAF Vice Chancellors, Public Affairs, Deans, Directors and staff
- By Teams – Committees (25 people), Interviews (44 people), SIPOC Teams (72 people), Mapping Teams (132 people), Workload Study (117 people)
- By Hours – Committees (64 Hours), Interviews (88 hours), SIPOC Teams (72 hours) Mapping Teams (960 hours), Workload Study – (176 hours), HR Staff (220 hours), Transition Manager – (560 hours)
- Total Commitment to Date – 2140 hours from 152 people
(does not include audience time spent listening to updates)

Where are we right now?

Our progress to date...

- We've received approval to redesign HR from the Chancellor and President
- We've established a redesign steering committee, senior advisory group and a communications strategy committee
- We have a transition leader in place
- We've conducted a process review, prioritized them, build SIPOCs and mapped them
- We have a change communications plan
- We've added training as an integral part of the Redesign effort
- Developed a 4 phased approach to the Redesign
- We are conducting a Workload Study
- We are almost complete with the Discovery Phase

Next Steps

- Initiate Redesign Process Teams to build effective processes
- Redesign the organization of HR
- Inventory our resources and skills
- Identify training needs and initiate training
- Continue good communications
- Prepare for the Implementation Phase

For more information

Visit the HR Redesign web site for updates and reference & background material.

www.alaska.edu/hr/redesign/

The site includes:

- Announcements and links to HR redesign news
- Information regarding redesign committee members and process teams
- Redesign documents, reports and recommendations
- Answers to frequently asked questions

We encourage you to submit your HR redesign questions and feedback through our web site.
Watch for updated FAQs .