THE INTEGRATED SERVICE CENTER
AGENDA

> ISC basics

> Feedback process and content

> Design response to feedback
WHY AN INTEGRATED SERVICE CENTER?

Enhanced Customer Service

- Single point of contact, eliminate unnecessary hand-offs:
  - Does not preclude local support where available, but eliminates multiple points of contact when inquiries are addressed centrally
- Unified approach to support, training, communication and ongoing updates
- Development of comprehensive knowledge base
- End-to-end process insight across the HR, Academic HR, Benefit, and Payroll domains

Optimized Operations & Data Integrity

- Ensure the right people/areas are engaged in right steps to improve operations and maintain compliance

Continuous Improvement

- Develop competencies to address existing and emerging requirements

Consistent Use of Technology

- Leverage UW Connect (ServiceNow) service and knowledge management capabilities
HIGH-LEVEL GOALS OF THE ISC

> Provide outstanding customer service
  - Offer a single point of contact and subject matter expertise for payroll, HR, and benefits
  - Reduce customer handoffs and keep them personal and high-touch
  - Simplify the process of getting help, provide application support for Workday
  - Enhance collaboration between functions now operating separately

> Curate data consistently and accurately
  - Provide guardrails for data integrity so that we can validate, audit, and verify employment data more accurately
  - Empower more strategic employment decision-making for the University
# YOUR FEEDBACK: PROCESS

<table>
<thead>
<tr>
<th>Date</th>
<th>Input source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan. – early Mar.</td>
<td>Campus TAP sessions – Approximately 450 participants, more than 1,100 input comments</td>
</tr>
<tr>
<td>Jan. 12-13</td>
<td>Central Business Owners – TAP effort high-level framework overview</td>
</tr>
<tr>
<td>Jan. 25 – Apr. 1</td>
<td>Central Business program team members – various members provided input into ISC design</td>
</tr>
<tr>
<td>Feb. 1-5</td>
<td>Central Business Owners – 1:1 meetings with program leaders to discuss direction for design work</td>
</tr>
<tr>
<td>March 2016</td>
<td>Business Owner TAP sessions – Approximately 175 participants, almost 300 new input comments</td>
</tr>
<tr>
<td>Mar. 8-30</td>
<td>Central Business Owners review current state processes</td>
</tr>
<tr>
<td>Apr. 4 – 16</td>
<td>Central Business Owners – Review and provide input on detailed design</td>
</tr>
</tbody>
</table>
YOUR FEEDBACK: CONTENT

> Areas of greatest interest:

  – Access and response times
  – An appropriately robust self-service website
  – Dividing tasks to be completed in the ISC and those to be completed in the business units
  – Skill sets necessary for ISC work
  – Transparency
  – Data and information/reporting
YOU SAID:

> Provide the same or better level of service than currently provided.
> Communicate expected response times.
> Respond within 24 hours.
> Provide visual tracking of issues/“tickets” showing progress to resolution.
> Assure service is available when needed, including times other than regular business hours.
# SERVICE LEVEL RESPONSE TO INPUT

<table>
<thead>
<tr>
<th>Category</th>
<th>Request</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance</td>
<td>First call resolution for simple requests to 24 business hours for complex requests</td>
<td>Fully Incorporated</td>
<td>Very complex requests could exceed 24 hours</td>
</tr>
<tr>
<td>Performance</td>
<td>Provide visual tracking of issues or “tickets” that shows progress toward resolution</td>
<td>Partially Incorporated</td>
<td></td>
</tr>
<tr>
<td>Performance</td>
<td>Priority scale to highlight urgent concerns</td>
<td>Partially Incorporated</td>
<td>Recommended prioritization will be an important reference point</td>
</tr>
<tr>
<td>Performance</td>
<td>Communicate/post ranges for expected response times for complex issues</td>
<td>Not Incorporated</td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>Request</td>
<td>Status</td>
<td>Comments</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>--------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Access Expectations</td>
<td>Multiple access channels (in-person, phone, web, email, and eventually chat) to contact the ISC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access Expectations</td>
<td>Assign a single representative to provide assistance throughout response process</td>
<td></td>
<td>Service will be enhanced in some cases through seamless hand-offs</td>
</tr>
<tr>
<td>Access Expectations</td>
<td>Enable submission of requests “on behalf of”</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## SERVICE LEVEL RESPONSE TO INPUT

| Category          | Request                                                                 | Status      | Comments                                                        |
|-------------------|-------------------------------------------------------------------------|-------------|                                                                |
| Service Level     | Provide the same or better level of service than currently receiving   | [ ]         |                                                                |
| Service Level     | Assure 24/7 service at some level                                       | [ ]         | Provisions for urgent off-hour inquiries will be incorporated |
| Service Level     | Provide multilingual assistance                                         | [ ]         | Evaluating options                                             |
SCOPE OF SERVICES

YOU SAID:

> Make website navigation easy.
> Perform immediate updates in response to system, policy, workflow changes with training provided.
> Communicate changes and software updates; market the ISC.
> Help the University with more accurate data and in-depth reporting.
<table>
<thead>
<tr>
<th>Category</th>
<th>Request</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Offerings</td>
<td>Robust self-service website with easy navigation &amp; strong search capability</td>
<td>[Status]</td>
<td></td>
</tr>
<tr>
<td>Service Offerings</td>
<td>Onboarding Services</td>
<td>[Status]</td>
<td>Support for standardized onboarding activities</td>
</tr>
<tr>
<td>Service Offerings</td>
<td>Merit Increase Process management</td>
<td>[Status]</td>
<td>HR will own the merit process – ISC will facilitate execution</td>
</tr>
<tr>
<td>Service Offerings</td>
<td>Shared leave management, leave audits</td>
<td>[Status]</td>
<td>Leave management to remain in HR</td>
</tr>
<tr>
<td>Service Offerings</td>
<td>Training on policies and the system</td>
<td>[Status]</td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>Request</td>
<td>Status</td>
<td>Comments</td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>--------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Service Offerings</td>
<td>Communications: changes and software updates, but also in marketing of services (job aids, stickers, magnets)</td>
<td>Partly</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Incorporated</td>
<td></td>
</tr>
<tr>
<td>Service Offerings</td>
<td>Disability Services Management</td>
<td>Fully</td>
<td>Handled in Human Resources</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Incorporated</td>
<td></td>
</tr>
<tr>
<td>Service Offerings</td>
<td>Foreign Nationals, Teaching assistants and research assistants processing</td>
<td>Partly</td>
<td>Glacier tax treaty support, but no immediate plans for Visa coordination</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Incorporated</td>
<td></td>
</tr>
<tr>
<td>Service Offerings</td>
<td>Data/information/reporting</td>
<td>Fully</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Incorporated</td>
<td></td>
</tr>
</tbody>
</table>
Consistent with current processes, a number of functions will be initiated and administered at the distributed/department level.

**Department Initiates in Workday**
- Create Position
- Hire
- Add Job/End Job
- Request Compensation Change
- Leaves of Absence
- Terminate
- Add/Update/End Academic Appointments
- Security/Roles requests

**Start & End Process in the Department**
- Departmental Recruiting Activities
- Create/Distribute Offer Letters
- Organization Assignments
- Costing Allocations
- Contract/End Contingent Worker
- Time Tracking
- Time Off
- Departmental Budget Decisions
CENTRAL BUSINESS UNITS

> UW Human Resources
  – Benefits Office
> Academic Personnel
> Payroll
Criteria for services remaining within the scope of CBUs:

- **Strategic activities requiring advanced domain ownership** – Examples:
  - Labor relations
  - Coordination with state Health Care Authority (HCA)
  - Open enrollment planning
  - Retirement planning
  - Faculty promotion & tenure processes, etc.

- **Transactional support requiring advanced domain expertise and analysis** - Examples:
  - New position reviews
  - Job reclassifications
  - Review of compensation requests outside of threshold ranges
  - Bargaining unit assignment and membership maintenance, etc.

- **Support services entailing complex consultation and/or sensitive HR subject matter** – Examples:
  - Employee relations
  - Leave of absence requests

- **Activities constituting a broader scope than supported by the initial objectives of the ISC** - Examples:
  - Staff recruiting and selection
WHO DOES WHAT: THE ISC

End User Support
- New faculty/staff/student employee onboarding
- Benefits enrollment changes
- Personal information changes
- General Workday navigation help
- General/basic payroll information

Transactional Support
- Review/audit/approve HR, Payroll, benefits transactions
- Rescind, correct, or send back transactions

Advanced Workday Support
- Workday configuration
- Workday security
- Update management
- Reporting
- System/Workday training
- Project management support
The onboarding process spans multiple business units, but many tasks are not sequentially dependent and can be initiated or completed individually.

<table>
<thead>
<tr>
<th>Task</th>
<th>ISC</th>
<th>Dept.</th>
<th>HR</th>
<th>UWIT</th>
<th>Husky Card Office</th>
<th>Prof Dev</th>
</tr>
</thead>
<tbody>
<tr>
<td>I-9</td>
<td>X</td>
<td>X</td>
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<td></td>
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<tr>
<td>Benefits Enrollment</td>
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<tr>
<td>Withholding Elections</td>
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<tr>
<td>Payment Elections</td>
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<tr>
<td>Retirement Enrollment</td>
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<tr>
<td>Systems Access</td>
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<tr>
<td>Training</td>
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<td></td>
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<td>UW Net ID Creation</td>
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<tr>
<td>Husky Card</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

End user support in the ISC will help facilitate select steps in the onboarding process.
SKILL SETS FOR ISC WORK

YOU SAID ISC STAFF SHOULD:

> Be knowledgeable, consistent, flexible, reliable
> Be well and continuously trained
> Be capable of critical thinking – can see what’s needed, not just what’s asked for
> Want to serve, want to find a yes answer
> Work quickly and accurately
> Understand compliance and alternatives to solve issue
> Be partnership focused, with campus and with central HR, AHR and payroll offices
> Help people use the website, not just send them there
SKILL SETS FOR ISC WORK

WE ARE FOCUSED ON:

> Customer service skill sets: Knowledgeable, professional, friendly
> Problem-solving skill sets
> Aligning with the Transforming Administration Program’s Culture of Service in the Central Administration
> Training in all aspects of Workday
  – Policies
  – Processes

HR/Payroll MODERNIZATION
WHERE DO WE STAND?

- Sized = Approximately 60 FTE
  - A mix of leadership, professional staff and classified staff represented by SEIU 925
- Identifying space
- Position descriptions developed for all positions
- Website landing page under development
- Configuring ServiceNow
- Recruiting for Executive Director
QUESTIONS?
LET’S TALK!
NEXT STEPS

> TAP initiative concluding.

> For up-to-date information on the ISC and the HRPM program, access the Change Network website through the program’s public website.

  (http://www.washington.edu/uwit/collaborations/hrpm/)

> Additional input or questions can be provided through HR/P Ask (hrpask@uw.edu).