



Enhanced Human Resources Model  
Phase 1: Shared Services Update  
August 2021

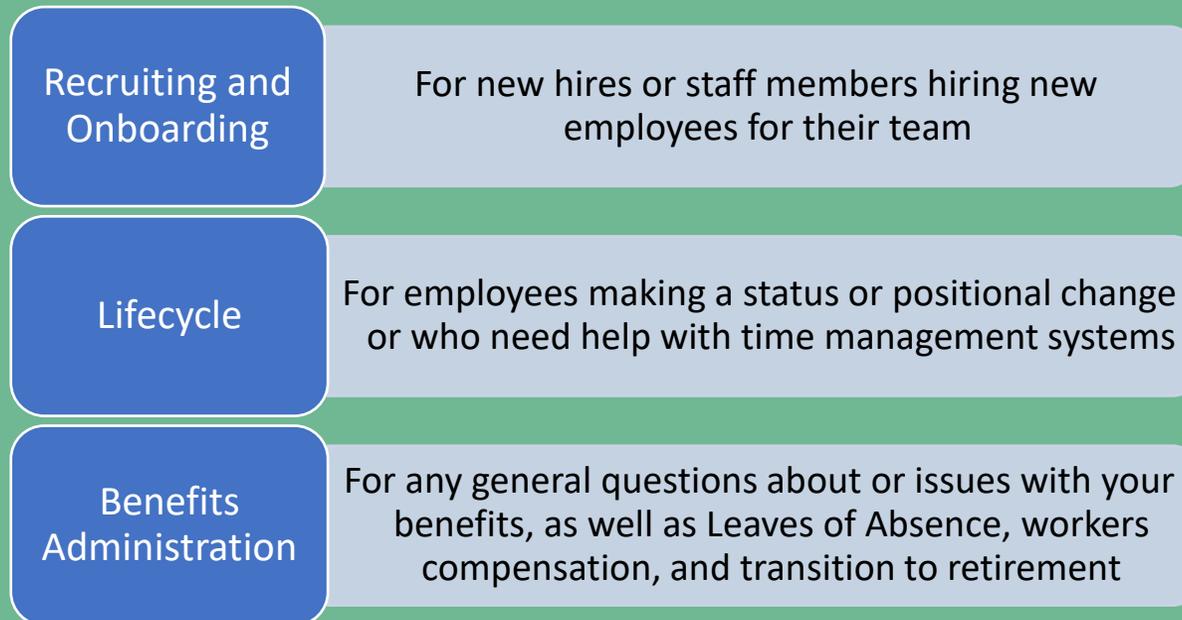


# Enhanced Human Resources Model (EHRM)

The EHRM is a result of a comprehensive review of Human Resource functions across all USNH

- Are we ready for the transition of processes from Finance to HR as part of the FAR project?
- How can HR best support a complex university system?
- Are we efficient and effective in our management of employee transactions?

Development of Shared Services will provide process improvements while recognizing the different ways employee transactions were handled by campus and department but create one unified approach.



# HR Shared Services Transaction Types (currently piloting at UNH)

## Recruiting and Onboarding

- Strategic Recruiting
- Search Strategy
- Pipeline Development
- Interview Support/ Education/Guidance
- Vendor Mgmt. (Temp agencies)
- Offer Letters
- I-9s (done by campus HR)
- New Hire Experience/Onboarding
- Background Checks
- New Hire EPAF Creation
- Orientation
- Job Postings
- Advertising
- EPAF Approval (benefits, onboarding)
- Student Hires
- Transition allowance EPAFs

## Benefits Administration

- Health and wellness benefits support
- Leave of Absence and Workers Compensation Support
- Outreach/education
- Guidance with use of online enrollment tools (BenefitsExpress for medical benefits, MasterAdministrator for retirement accounts)
- Connect employees to insurance company client services, as needed
- Counsel employees on the transition to retirement
- Support retiree population

## HR Operations

- Additional Pays
- Annual Increases
- Data Processing
- Internal Moves – Adjunct
- Termination Transactions
- Assist with Student and Adjunct Hires

## Time & Leave Reporting

- Time Management transaction Processing (UKG, formerly Kronos)
- End User Support
- End User Training

### HR Teams Outside of HR Shared Services:

- **HR Business Partners** (aka HR Partners) remain engaged as a strategic partner and liaison between divisions/departments, HR Shared Services, and HR Centers of Expertise
- **HR Centers of Expertise** remain engaged in defining appropriate HR strategies, programs, policies, and processes
- **HR Leadership** provides HR strategy and execution to the institutions and ensures the success of HR

# What's Changed?

**Past:** Supervisors communicated directly with their BSC's - even if the BSC didn't process the actual transaction or when a self-service option to initiate a transaction was available.

**Present:** Supervisors complete a self-service option or contact a specific department/unit for support.

To assist in identifying who to communicate with for a variety a common tasks, we have developed a “Go To” guide.

ACTIVITY	OWNER/CONTACT/FORM
Benefits	<b>HR Benefits</b> Email: <a href="mailto:HR.Benefits@unh.edu">HR.Benefits@unh.edu</a> Phone: 862-0504
Budget	<b>Finance Division</b> Reach out to your department's Finance Division.
Direct Deposit	<b>USNH Payroll</b> Self-Service: <a href="https://wise.usnh.edu/">https://wise.usnh.edu/</a>
FOAPAL	<b>Finance Division</b> Reach out to your department's Finance Division.
FTE Change	<b>HR Operations</b> Ticket Request in TDx: <a href="https://td.unh.edu/TDClient/60/Portal/Requests/ServiceDet?ID=518">https://td.unh.edu/TDClient/60/Portal/Requests/ServiceDet?ID=518</a>
Human Resources	<b>HR</b> Reach out to your HR Partner: <a href="https://www.unh.edu/hr/partners">https://www.unh.edu/hr/partners</a> Or submit a General HR Support Request: <a href="https://td.unh.edu/TDClient/60/Portal/Requests/ServiceDet?ID=522">https://td.unh.edu/TDClient/60/Portal/Requests/ServiceDet?ID=522</a>
Kronos (UKG)	<b>USNH HR UKG Team</b> Self-service & contact info: <a href="https://www.unh.edu/hr/ukg">https://www.unh.edu/hr/ukg</a>

# Requesting HR Support and Resources

A simplified request process to engage with HR for employee transactions and information.

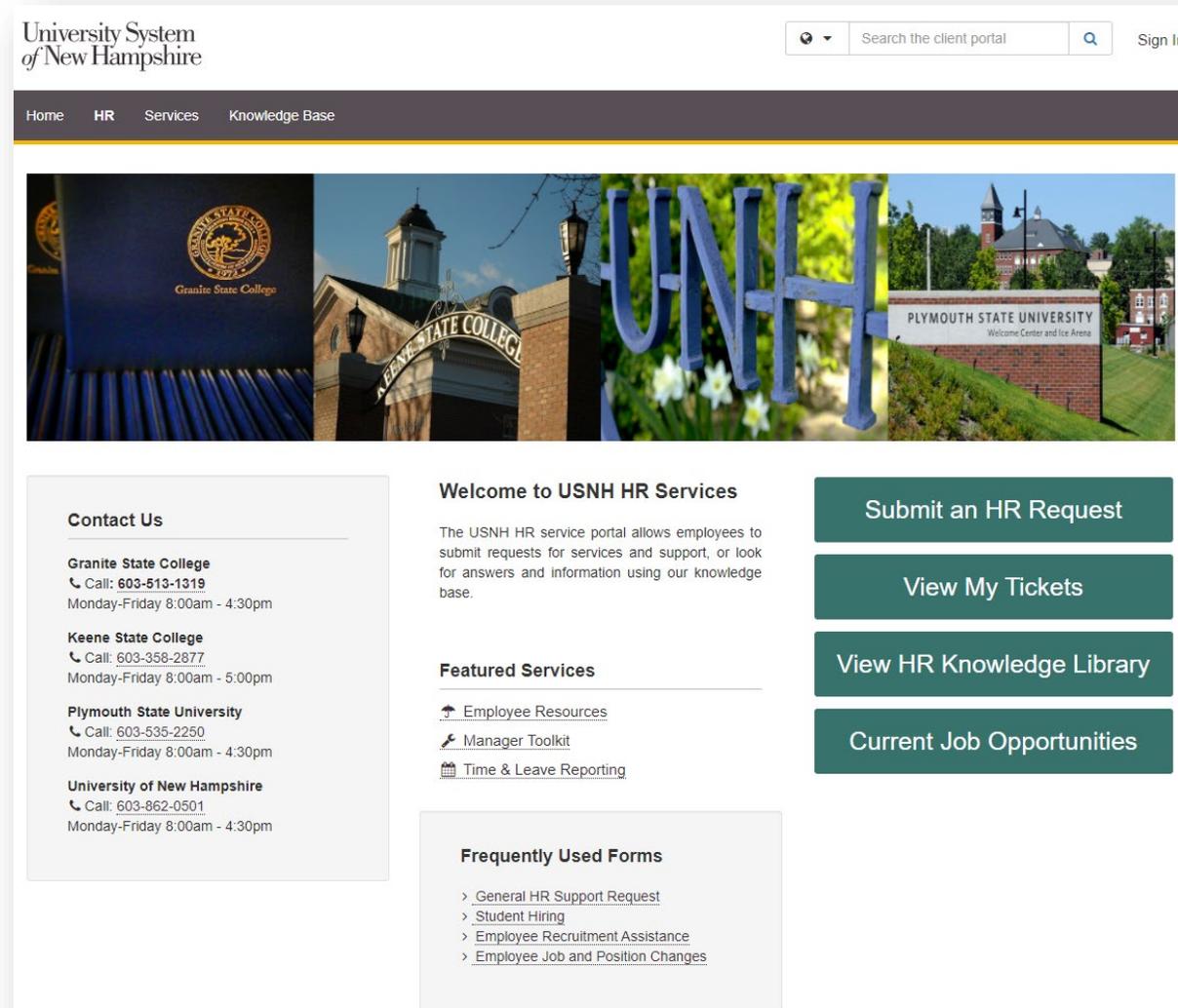
## HR Shared Services Portal

Powered by TeamDynamix

<https://td.unh.edu/TDClient/60/Portal/Home/?ID=adf8372d-c136-4df8-805c-40993ae86fca>

Resources such as Job Aids, Request Status Updates, and Intake Forms including:

- Student Hiring Forms
- Supervisor Updates
- General HR Support & Inquiry
- Leave of Absence Request
- Employee Recruitment Assistance
- Employee Exit
  - Terminations
  - Resignations
  - Retirements



# Job Aids

To better assist staff and supervisors in completing specific tasks, we have Job Aids for a variety of forms showing step-by-step instructions on how to get to and submit a request.

**Step 5. Click Submit a Request**

### Supervisor Update

To update an employee's Supervisor and/or Time Approver, complete this form.

[Submit a Request](#)

**Step 6. Fill out all required information**

Requestor Information	Employee Information	Request Title/Subject *
<b>Requestor *</b>   Katrina Decato	<b>Employee Name *</b> Start typing...	 
<b>Requestor's Acct/Dept *</b>  USNH System Office	<b>Employee USNH ID</b> 	<b>Type of Supervisor Change *</b> Start typing...
<b>Requestor's Phone Number *</b>  	<b>Institution *</b> Start typing...	<b>Effective Date of Requested Change *</b> 
<b>Requestor's Relationship to Employee *</b>  Supervisor	<b>Current USNH Employment Status *</b> Active	<b>Updated Supervisor Name *</b>  Start typing...
		<b>Updated Supervisor's USNH ID</b> 

**EHRM Shared Services Phase 1 - Key Project Milestones**  
(as of August 11, 2021)

Wave	Activity	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	
1.	 <b>Develop Future State Shared Service Model</b>	Completed								
2.	 <b>Staff New Positions</b>		Completed							
3.	 <b>Benefits Administration - Leave of Absence</b> <i>(Lead: Marc Fournier)</i>			Completed						
4.	 <b>New Hire Processing</b> <i>(Lead: Carrie Grube)</i>			Planning			Launch		1	
5.	 <b>HR Operations</b> <i>(Lead: Martie Gleason)</i>			Completed						
6.	 <b>Student Hiring</b> <i>(Lead: Martie Gleason)</i>			Planning				Launch		3
7.	 <b>Intake Process (Request Tracking)</b> <i>(Lead: Brandon Edgerly)</i>				Completed				2	

Support transition, refinement, communications and further roll-out in August

-  **1** June 28 - HR begins processing Status staff and faculty hires at UNH. Improved People Admin process will launch in four stages; 1) status Staff (July 19 28), with status Faculty, adjunct Staff, and adjunct Faculty following in roughly 2-week increments
-  **2** Request process launched week of July 19; initially a soft roll-out. Request process is necessary to support Student Hiring, Adjunct Hiring, position management (supervisor updates, pay rate changes, position changes, employee exit), leave of absence requests, general HR support.
-  **3** Student hire form is live as of August 5, with new temps beginning work on August 9. After securing accounts and training the temps, a communication to UNH will direct hiring managers to the new process. This process and the temp hires is a stop-gap measure for Fall hiring. A more refined process is intended for the Spring.

## What's next?

- Ongoing development of landing pages:
  - EHRM page on USNH.edu/Human-Resources site
  - HR Services page on TeamDynamix site
- Pilot Shared Services to UNH in support of their transition from Business Service Centers
  - Based on results of the pilot, we will develop a plan to gradually roll-out to all other campuses
- Transition to Phase 2
  - Establish ongoing “HR generalist” support
    - On-campus HR Business Partners
    - Shared Services Benefits Generalist Staff
  - Evaluate HR staffing levels based on actual transaction volume in new model
  - Review Centers of Expertise for any potential enhancements