



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.**

## Recruiting and Onboarding

For new hires or staff members hiring new employees for their team

## Lifecycle

For employees making a status or positional change or who need help with time management systems

## Benefits Administration

For any general questions about or issues with your benefits, as well as Leaves of Absence, workers compensation, and transition to retirement



# 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 of 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.

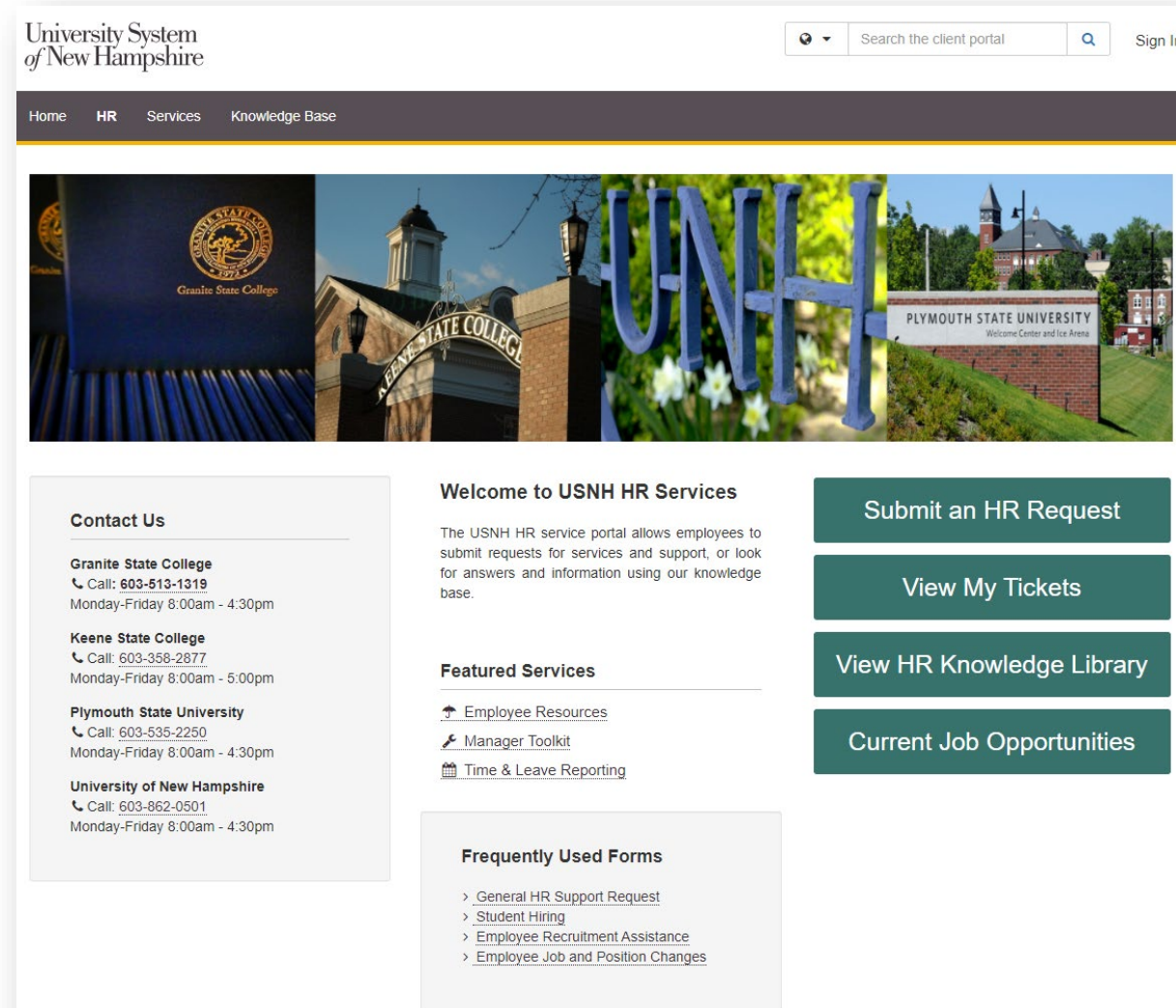
## HR Shared Services Portal

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

Requestor \*  

Katrina Decato

Requestor's Acct/Dept \* 

USNH System Office

Requestor's Phone Number \* 

Requestor's Relationship to Employee \* 

Supervisor

### Employee Information

Employee Name \*

Start typing...

Employee USNH ID

Institution \*

Start typing...

Current USNH Employment Status \*


Active

Request Title/Subject \* 

Type of Supervisor Change \*

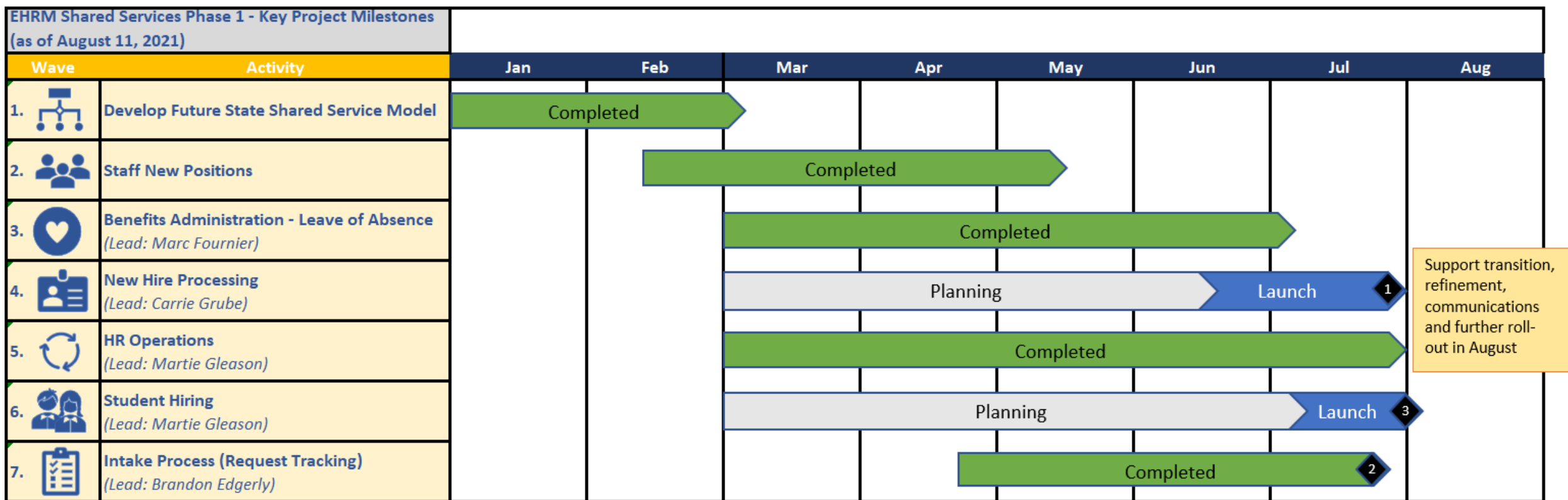
Start typing...

Effective Date of Requested Change \*

Updated Supervisor Name \* 

Start typing...

Updated Supervisor's USNH ID



- <sup>1</sup> 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
- <sup>2</sup> 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.
- <sup>3</sup> 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