The EHRM is a comprehensive review of Human Resource functions across all of USNH. We needed to answer the following questions:

• In the current financial and public climate, how can HR best support a complex university system?
• Are we as efficient and effective in our management of transactions and inquiries as we can be?
• How do we prepare ourselves to take on elements of the HR process that are being transitioned from Finance functions in the FAR project?

Phase 1 of the project is the development of a Shared Services Model

• Consolidate HR transactions with a group of content experts in benefits, hiring and employee records.
• Design systems for intake and automated processing of HR transactions.
• Ability to respond to inquiries from any campus — track progress, assign approvals and redirect, as needed.
• Requires employees and supervisors to adapt to a standardized approach to interactions with Human Resources on these transactions — while maintaining personal interactions with Campus HR staff.
Phase 1 focuses on “the burning platforms”
• Piloting Shared Services at UNH
• Redesigning processes and supporting technology where gaps in knowledge or capability (technology, staffing) exist

- 13/13 positions for Shared Services phase 1 staffed.
- Identified some areas losing key staffing.

- 5 Processes critical/high priority for redesign.
- Reviewing gap items which may be affiliated with but not owned by HR

- Identified critical/high priority technology updates

Holistic Approach to Process Improvement – SEPG 2008 (Buttles-Valdez, Svolou, Valdez)
13 /13 positions for Shared Services phase 1 staffed, and interim leaders in place

• Benefits
  • Benefits Coordinator – Joye Cushing
  • Benefits Specialist/LOA – Ellen Garland
• HRIS/Time and Leave
  • HRIS Manager position, Lead – Shelly Lavallee
  • HRIS Specialist (2) – Audra Coon, Valerie Lebrun
• HR Operations
  • HR Operations Rep (3) – Andrea St. Ours, Patricia Rousseau, Nancy Wallingford
• Recruiting and Onboarding
  • Recruiting Sourcer – Jamie LeBow
  • Recruiter – Marcy Kamin
  • Onboarding Coordinator – Mariah Bellington
  • Onboarding Specialist – Heidi Voltz
• Centers of Expertise
  • Communications Manager – Katrina Decato
Lean Business Process Analysts engaged teams on the following priorities to document current state business processes and identify future state business processes:

- **HR Ops (Owner: Martie Gleason)**
  - Lifecycle
  - Offboarding
  - Employee Moves
- **R&O (Owner: Carrie Grube)**
  - Onboarding of benefited staff
  - New adjunct faculty
  - New adjunct staff
  - Student Hires – interim solution (Martie Gleason secondary owner).
  - Returning Adjunct Faculty
  - Student Hires - long-term solution
  - PeopleAdmin Contracts capability
- **Benefits (Owner: Marc Fournier)**
  - Leave of Absence – STD/LTD/FMLA
  - Transition to Retirement
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<thead>
<tr>
<th>Wave</th>
<th>Activity</th>
<th>Jan</th>
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<tbody>
<tr>
<td>1.</td>
<td>Develop Future State Shared Service Model</td>
<td>Planning</td>
<td>Launch</td>
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<td>2.</td>
<td>Staff New Positions</td>
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<td>3.</td>
<td>Benefits Administration - Leave of Absence</td>
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<td>Planning</td>
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<td>Support transition, communications and further roll-out July and August</td>
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<td>6.</td>
<td>Student Hiring</td>
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<td>7.</td>
<td>Intake Process (Request Tracking)</td>
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<td>Planning</td>
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<td>(Lead: Brandon Edgerly)</td>
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Launch in four stages; 1) status Staff, 2) status Faculty, 3) adjunct Staff, 4) adjunct Faculty
Critical/high priority technology updates

**Critical**
- Update PeopleAdmin for onboarding and EPAFS. Due to a change of functionality in PeopleAdmin which will better support the EPAF creation process, the process is being recreated and delivery of this functionality has been moved from April to mid-June.
- HR Request intake and work management tool, automated routing and workflows utilizing TeamDynamix
- Review, modify, re-set up approval workflows in the accounts management tool related to Banner HR
- Review, modify, re-set up security roles in HR, 3rd-party vendor and other reporting systems
- Update hiring process for unique scenarios – students, early access, non-status, non-paid, etc.

**High**
- Notification and tracking of funding – such as Work Study

**Medium**
- Historical Edits in Kronos
- Workflow for Position budgeting

**Low**
- CompXL for Staff Increases
Request Process for EHRM - TeamDynamix

A consistent, unified request process to engage with HR for standard services.

Forms are in active development for:

- For all audiences
  - General HR Support
  - Time & Leave Reporting Support
  - Leave and Disability Information Requests
- Manager’s Toolkit
  - Student Hiring
  - Adjunct Hiring
  - Additional Pay/Bonus/Stipend
  - Employee Job and Position Changes
  - Employee Recruitment Assistance
  - Supervisor Updates
  - New Position Requests
  - Employee Exit

Some of these forms will drive workflows to gather approvals and inform necessary parties and will be enhanced over time.

Current status: In testing with targeted roll-out of mid-July.
Request and Knowledge Site To Be Launched July 2021
Consistent Recruitment & Onboarding - PeopleAdmin

PeopleAdmin is undergoing an optimization to facilitate creation of hire EPAFs in Banner based on information provided by the chosen candidate via PeopleAdmin.

- Improves efficiency
- Reduces duplication of effort

Current status: In testing.

Target dates:
- July 19, 2021 for Status Staff
- August 2, 2021 for Status Faculty
- August 16, 2021 for Adjunct Staff
- August 30, 2021 for Adjunct Faculty
What’s next?
• 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