IOWA STATE UNIVERSITY

Professional & Scientific Council

ISD Update

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Duane Heppler and Heather Paris

ISD Update

- ISD During the Online Learning Period
- Key Performance Indicators
- Looking Ahead

ISD and COVID-19

- Teams are working 99+% remotely
- Workday and ServiceNow key enablers
- Successes/Challenges

Key Performance Indicators

- The Finance and HR Delivery in conjunction with the ISD Advisory Committee agreed on the following Key Performance Indicators (KPIs):

Category	Key Performance Indicators
Campus Satisfaction	• Customer Satisfaction Survey • Quarterly feedback from ISD leadership and unit leadership
ISD Employee Engagement	• ISD attrition and internal turnover • ISD Employee Satisfaction • Employee-driven process improvement feedback loop
Operational Efficiency	• Transaction processing times (aggregated at unit/service team level) • Transactions processed per FTE • Number of re-opened resolved cases • Number of open cases per ISD employee

- Data is still being collected but results are being analyzed and used to drive performance improvement and evaluate progress.

Campus Satisfaction

Key Performance Indicators	Finance	HR

• Customer Satisfaction Survey
• Quarterly feedback from ISD leadership and unit leadership
	• 280 responses in Q3
	  • 85% satisfied/very satisfied
	  • 6% dissatisfied/very dissatisfied
	• 97% indicated interaction with Finance Delivery was helpful
	• 95% stated their question was addressed
	• Campus feedback:
	  • Opportunity to improve and simplify financial reporting for faculty, particularly related to grants
		• 86 responses in Q3
		  • 84% satisfied/very satisfied
		  • 9% dissatisfied/very dissatisfied
		• 91% indicated interaction with HR Delivery was helpful
		• 97% stated their question was addressed
		• Campus feedback:
		  • Hiring of students and grad assistants not optimized
		  • Handoffs within HR and between other areas (Finance, ISSO, etc) still need improvement

ISD Employee Engagement

Key Performance Indicators	Finance	HR

• ISD attrition and internal turnover
• ISD Employee Satisfaction
• Employee-driven process improvement feedback loop
	• ISD attrition and internal turnover
	  • 2 Fin Delivery employees left in Q3 (1.6%)
	  • 5 Fin Delivery employees left for another ISU job in Q3 (4%)
	• ISD Employee Satisfaction – TBD
		• ISD attrition and internal turnover
		  • 2 HR Delivery employees left in Q3 (3.4%)
		  • No turnover (employees leaving HR Delivery for another ISU job)
		• ISD Employee Satisfaction – TBD
		• Activities initiated to improve Community
		  • Communities of Practice
		  • Communication/stand-ups

Operational Efficiency

Key Performance Indicators	Finance	HR

• Transaction processing times (aggregated at unit/service team level)
• Transactions processed per FTE
• Number of re-opened resolved cases
• Number of open cases per ISD employee
	• Service Now
	  • 16,686 Fin Delivery incidents
	  • Avg Days to Resolution – 1.3 Days
	  • Avg Opened per Day – 185 incidents
		• ServiceNow
		  • 1781 HR Delivery incidents
		  • Avg Days to Resolution: 1.6 days
		  • Avg Opened per Day: 43 incidents

Feedback and Continuous Improvement

Finance

- Opportunity to improve and simplify financial reporting for faculty, particularly related to grants

Human Resources

- Hiring of students and grad assistants not optimized
- Handoffs within HR and between other areas (Finance, ISSO, etc) still need improvement

Questions and Concerns Always Welcome!

Please contact us directly or a member of your local ISD team with any questions or concerns!

Heather Paris
AVP, Finance & Support Services
hlelkin@iastate.edu
515-294-0016

Dwaine Heppler
AVP, HR Service Delivery & Strategy
dheppler@iastate.edu
515-294-4291