

IOWA STATE UNIVERSITY

Professional & Scientific Council

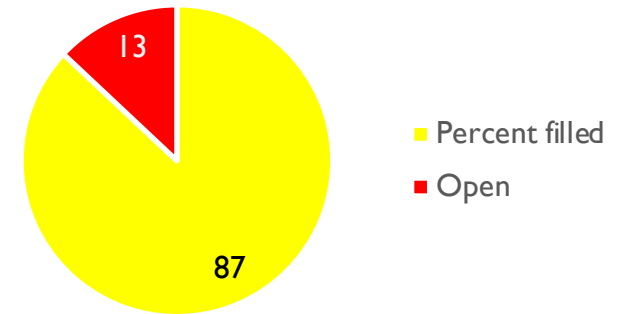
November 6, 2019



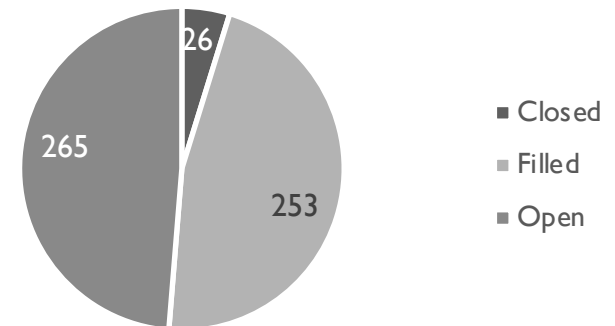
Staffing and Recruiting

- Staffing
 - 7 positions open (2 partners and 5 coordinators)
 - Partner positions and 2 coordinator positions are posted
 - 2 9-month temporary recruiting coordinator positions filled to help with recruiting backlog
- Campus Recruiting
 - High volume of job openings – many filled
 - 544 requisitions since 7/1/19
 - 265 open
 - Of 265 open, most P&S followed by faculty, then merit

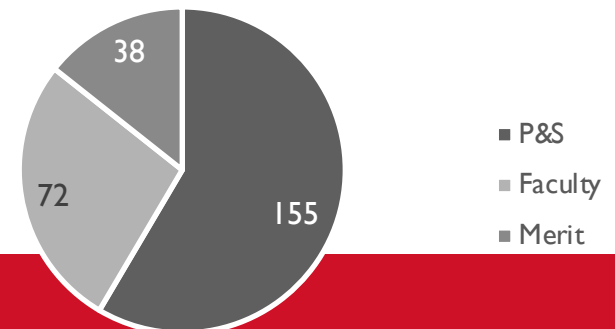
HR Delivery Staffing



Requisitions since 7/1/19



Open Requisitions



HR Delivery Update

- ServiceNow
 - Incident numbers decreasing since go-live from over 600 first week of July to 270 the last week of October
 - Customers getting to know their HR support and contacting them directly
 - Customer surveys coming soon
- Forward Looking
 - Less time on transactions, more on interaction, planning and consultation
 - Skill-building training
 - Outreach to client base to help

Feedback

- Faculty and some managers struggling with Workday
 - Too much time to find information or process transactions
 - Too many notifications – which ones need to be approved
- ServiceNow feedback (on the tool) generally not positive
- Movement of people into ISD left gaps
- Movement of work into ISD has not been smooth
- Some cannot see what they need to see (in Workday) to do work
- Full cycle recruiting very well received
- People know who their HR contact is

Actions on Feedback

- Outreach – meeting locally to understand issues and fix problems (cost center manager, business unit manager, job management support, graduate assistant support, timekeeper, and administrative support)
 - What we're finding
 - Different by department/college
 - Roles/information access not always correct
 - Local business processes need to be accounted for
 - Delegations are not established or optimized
- Collaboration with Fin Delivery and dept staff
- Training/user labs for department personnel
- Listening to our people – addressing suggestions and concerns

Questions and Concerns Always Welcome!

Please contact me directly or a member of your local HR Delivery team with any questions or concerns!

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