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 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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