New operating model for administrative services

Legend:
- Green: University-wide
- Orange: College/portfolio and Faculty/unit

U of A Community

- Request made to Staff Service Centre
- Request fulfilled

Centres of Expertise
- Processing
- Policies, Strategy, Standards

Transaction Processing Hub
- HR
- IT
- Research
- External relations
- Student services

Note: graphic under construction
New operating model for HRHSE

Legend:
- **University-wide**
- **College/portfolio and Faculty/unit**

Faculty Relations

Centres of Expertise

1. LEADERSHIP & PROFESSIONAL DEVELOPMENT
2. ORGANIZATIONAL DESIGN & TALENT
3. WELL-BEING, CULTURE & REWARDS
4. HEALTH, SAFETY & ENVIRONMENT
5. LABOUR RELATIONS

Policies, Strategy, Standards

HR

Transaction Processing Hub

1. TALENT ACQUISITION SUPPORT
2. PAYROLL TIME & LABOUR
3. EMPLOYMENT LIFECYCLE ADMINISTRATION

Note: graphic under construction
HR service partner structure

**Associate Vice-President (AVP)**
Human Resources, Health, Safety & Environment (HRHSE)

**Director, HR Service Partnerships**

**SENIOR PARTNERS & HR SERVICE PARTNERS ALIGNED TO THE COLLEGE MODEL**
- College of Health Sciences
- College of Natural & Applied Sciences
- College of Social Sciences & Humanities
- Community Faculties and VPA/VPRI
- President’s Office and VPUSF/VPFO/VPER

**What is different?**
- Consistent roles and responsibilities across the organization
- Realigned resources to the new College Model

**Benefits**
- Realize economies of scale
- Implement HR best practices around recruitment, learning & development, succession planning, position control, etc.
- Invest in technology to modernize processes
- Reduce overall administrative costs for the University
HR workstream overview

<table>
<thead>
<tr>
<th>2020</th>
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**HRSE Structure**
- Design new HR structure
- Transition planning
- Establish service partners
- Establish CoEs
- Ongoing process improvement of functions / transition to future state

**Processing Hub Structure**
- Design new hub structure for HR services
- Transition planning of resources to Transaction Processing Hub

**Functional Reviews**
- Discovery
  - HR priorities confirmed
  - Process redesign (priority 1)
    - Gap assessment
    - Pilot
    - Implement
  - Process redesign (priority 2)
    - Gap assessment
    - Pilot
    - Implement

**Change Management**
- Training for working group members
- Training needs assessed and training developed (incl. in gap assessment)
Support-staff hiring workflow

Manager has a need

HR Service Partner

Staff Service Centre (technology-enabled)

Transaction Processing Hub (technology-enabled)

HR Service Partner

Manager’s need is fulfilled

Manager
Wants to hire a new employee to a new role

Service Partner
Provides input and advice on recruitment

Staff Service Centre
Provides self serve access to fill out and submit any necessary forms

Transaction Processing Hub
Creates and posts job ad, automatically screens applicants, schedules interview and logistics

Service Partner
Provides input on candidate selection and salary negotiation

Outcome
Manager has selected the best candidate

Legend:
- Faculty/Unit (end-user)
- University-wide
- College/Faculty

Note: graphic under construction
Question time