



# HR Community Webinar

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August 10, 2016



**INDIANA UNIVERSITY**  

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**UNIVERSITY HUMAN RESOURCE SERVICES**

# HR2020 Vision and Mission

## *Vision*

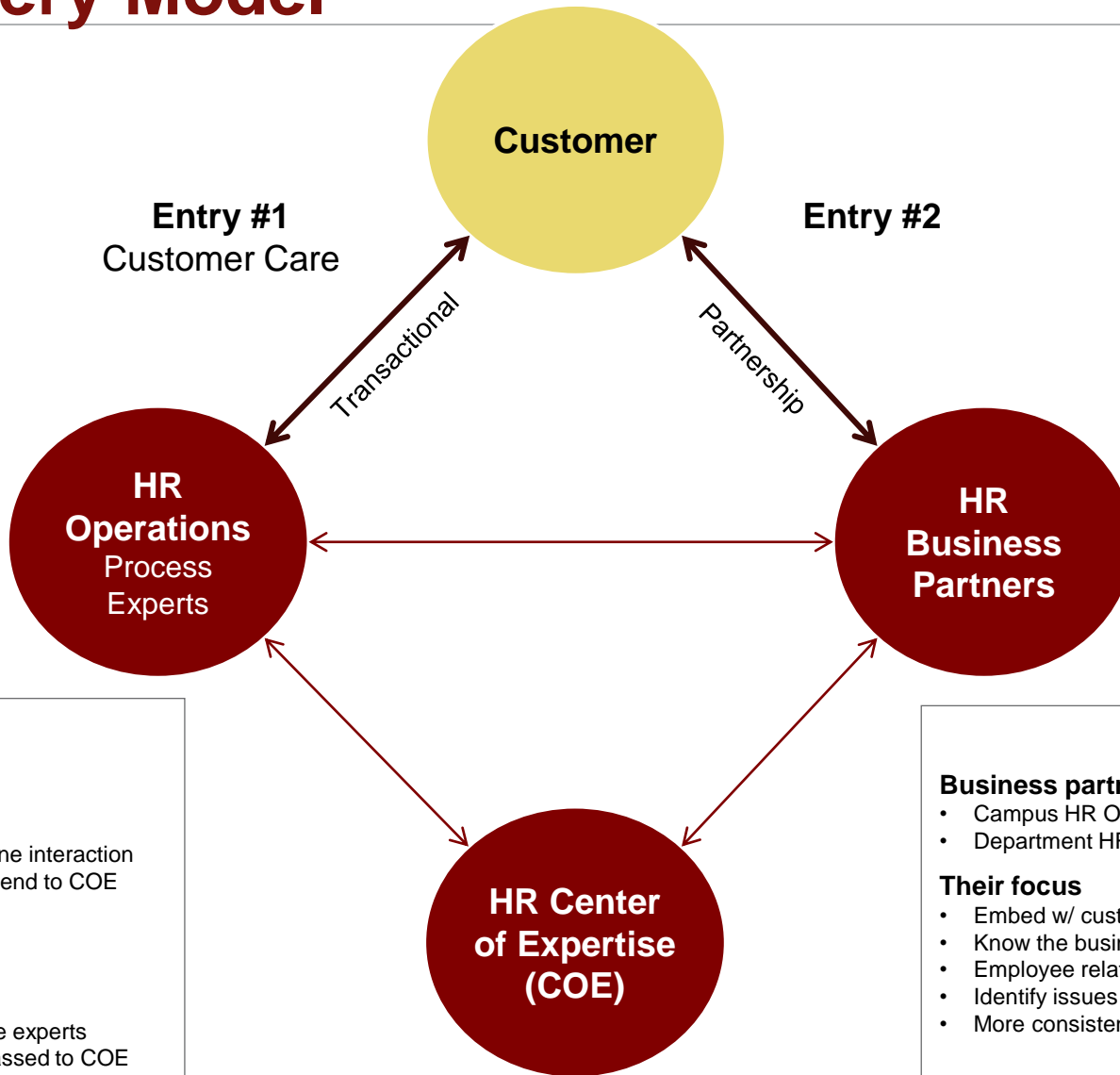
The IU HR community will be a trusted strategic partner driving results that establish IU as a great place to work, learn, and grow.

## *Mission*

The IU HR community supports IU as a premier education and research institution by...

- Fostering a culture of collaboration and inclusion;
- Proactively serving the HR needs of the IU community;
- Providing innovative solutions and exceptional service;
- Hiring, retaining, engaging and inspiring people to excellence and;
- Leading by example.

# HR Delivery Model



**Entry #1**  
Customer Care

**Entry #2**

Transactional

Partnership

**HR Operations**  
Process Experts

**HR Business Partners**

**HR Center of Expertise (COE)**

## Customer Service

- 0 - self-service
- 1 - single interaction
- 2 - routine, more than one interaction
- 3 - deeper interaction, send to COE

## Objectives

- Process efficiency
- Quick response
- HR customer service experts
- 80/20 : answered/passed to COE
- Ticketing, auto call distribution

## Business partners include

- Campus HR Offices
- Department HR Reps

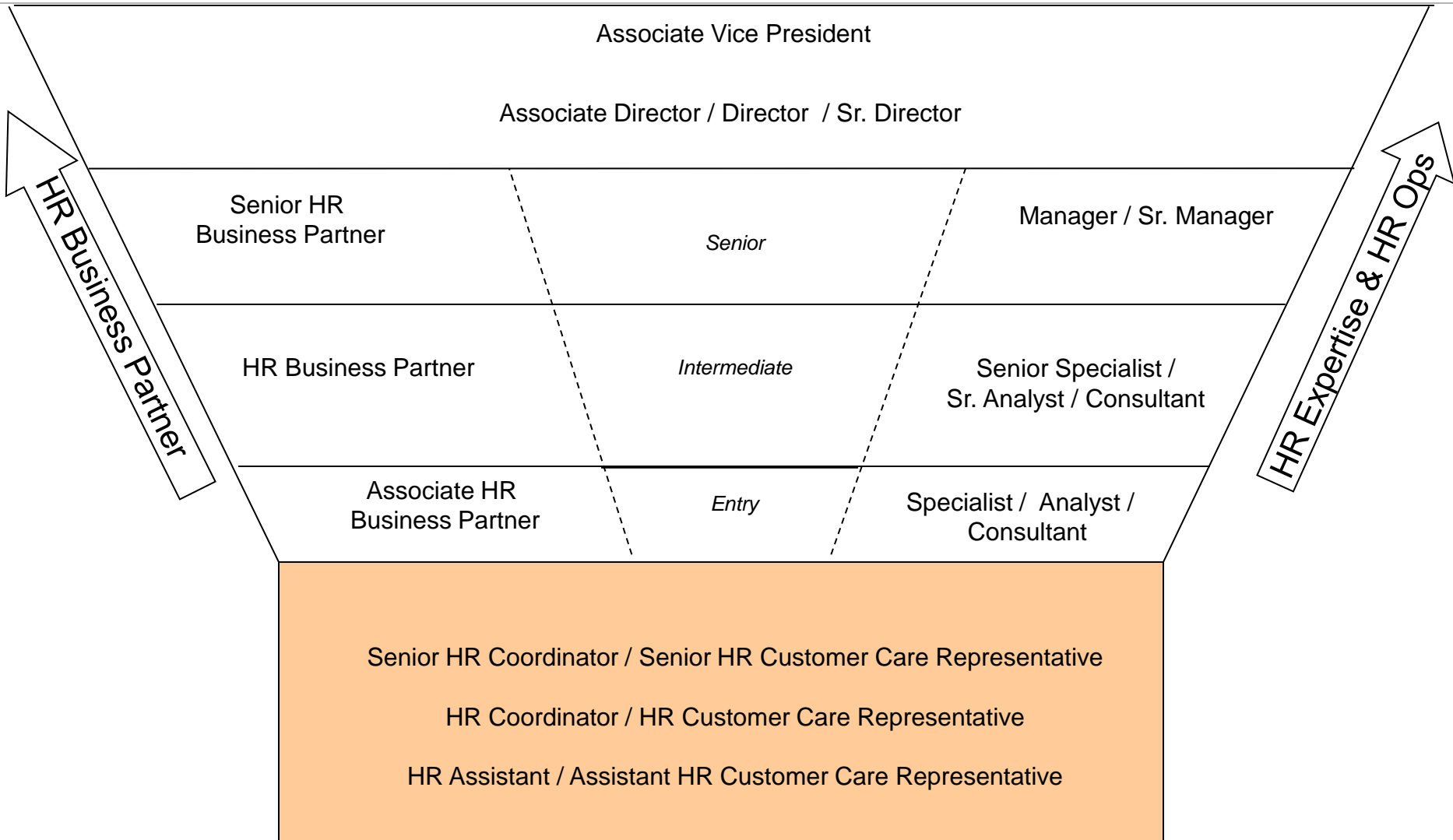
## Their focus

- Embed w/ customer group
- Know the business culture
- Employee relations
- Identify issues – won't solve all problems
- More consistent role

## Designers

- Benefits
- Compensation
- Employee Relations
- Talent and OD
- Talent Acquisition

# HR Career Path Naming Convention



**Job Title Naming Convention:** Career Path Name, Client or Functional Area (e.g., HR Business Partner, Facilities; Sr. HR Specialist, Compensation)

# HR Core Competencies

- Defined 5 competencies to be used across all HR jobs by levels



- Customer Focus & Results Oriented
  - Build Relationships & Influence Others
  - Problem Solving
  - Lead/Develop Self and Others
  - Change Management
- Provides consistent evaluation and requirements across all jobs
  - Provides transparency of what's needed at all levels for career development

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# Organization Structure

# Indiana University Human Resources Function

**Associate Vice President, Human Resources**  
John Whelan

**Sr. Director,  
HR Operations**  
Laura Kress

**Director, Benefits**  
Susan Brewer

**Director, Compensation**  
OPEN

**Director, Employee  
and Labor Relations**  
Suzanne Ryan

**Director,  
Talent Acquisition**  
OPEN

**Director, Talent and  
Organization  
Development**  
Deb Dunbar

**Director, Healthy IU**  
Patty Hollingsworth

**Sr. Director HR,  
Bloomington**  
OPEN

**Sr. Director HR,  
IUPUI**  
(Reports to Campus)  
Juletta Toliver (Interim)

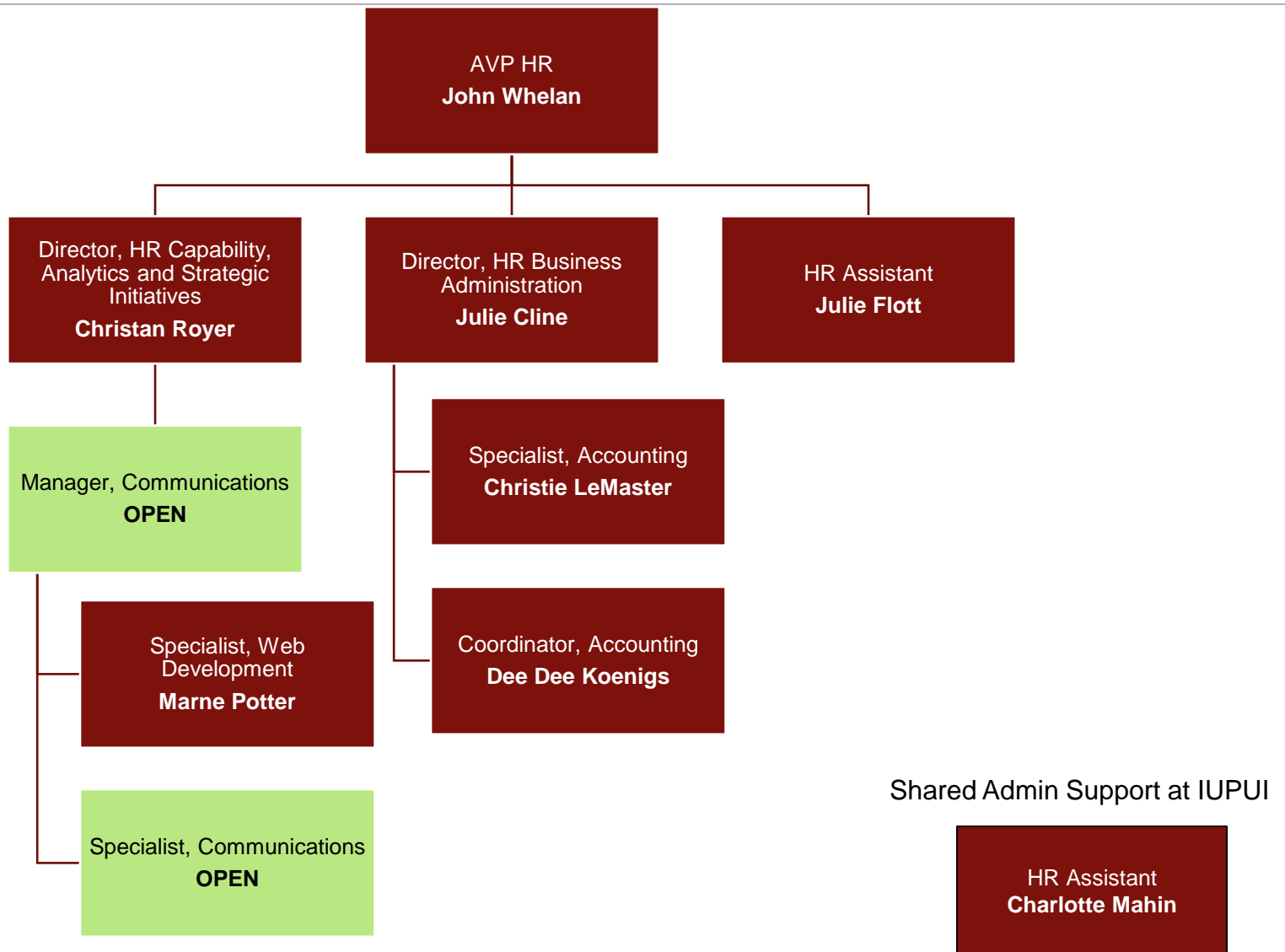
**Sr. Director HR,  
Regionals and UA**  
Rob Springston

**Sr. Director HR,  
School of Medicine**  
(Reports to IUSM)  
Ray Kliewer

**Director, HR Business  
Administration**  
Julie Cline

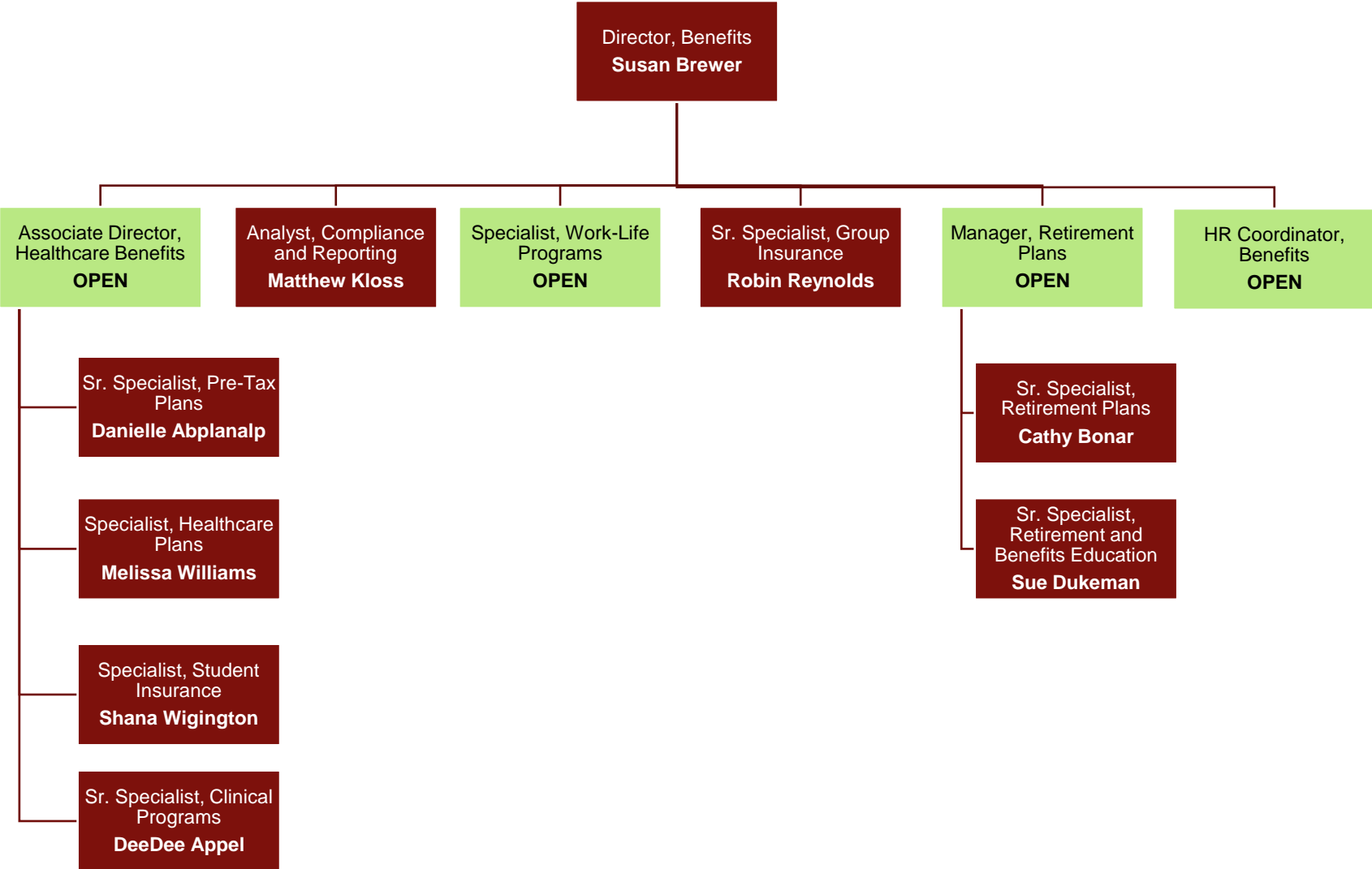
**Director, HR Capability,  
Analytics and Strategic  
Initiatives**  
Christan Royer

# HR Function Administration

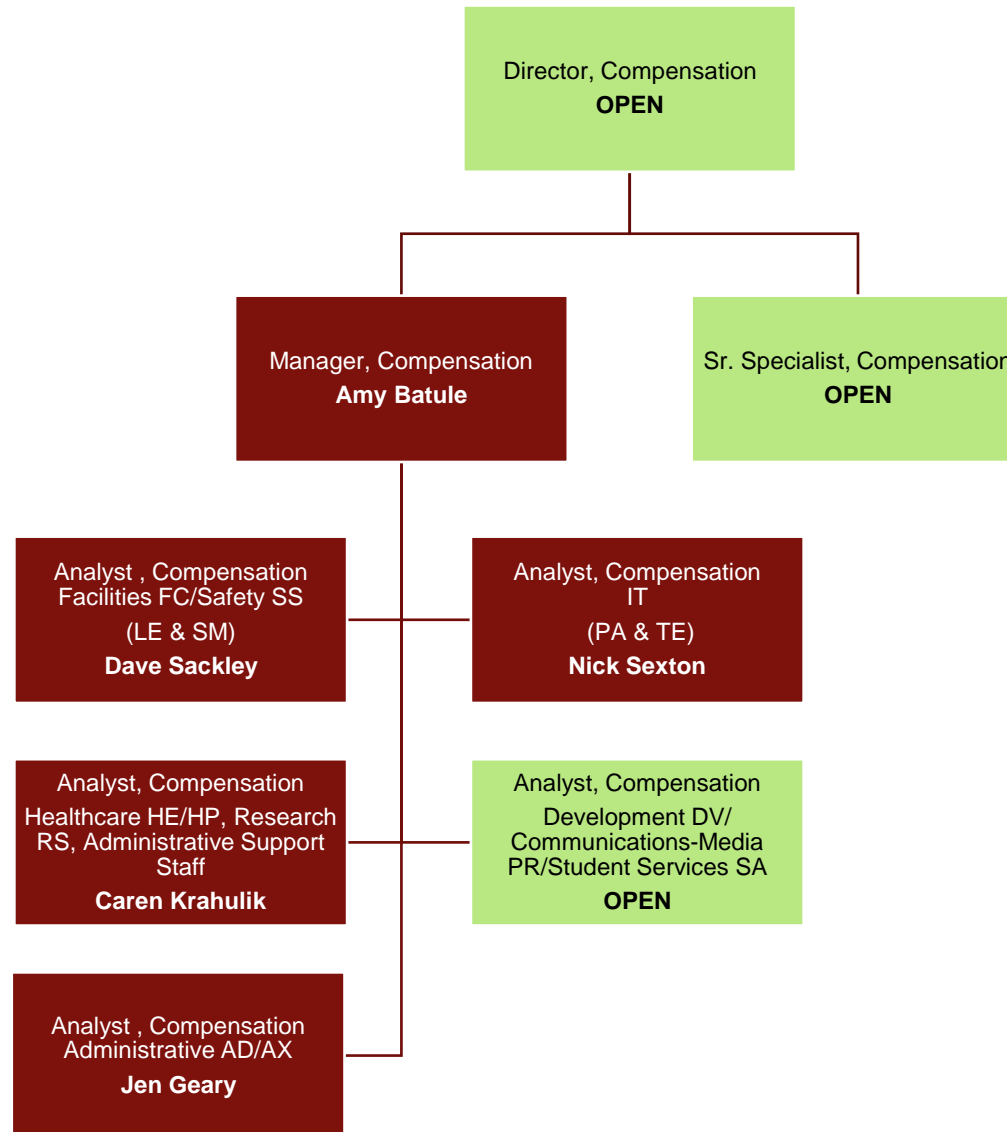




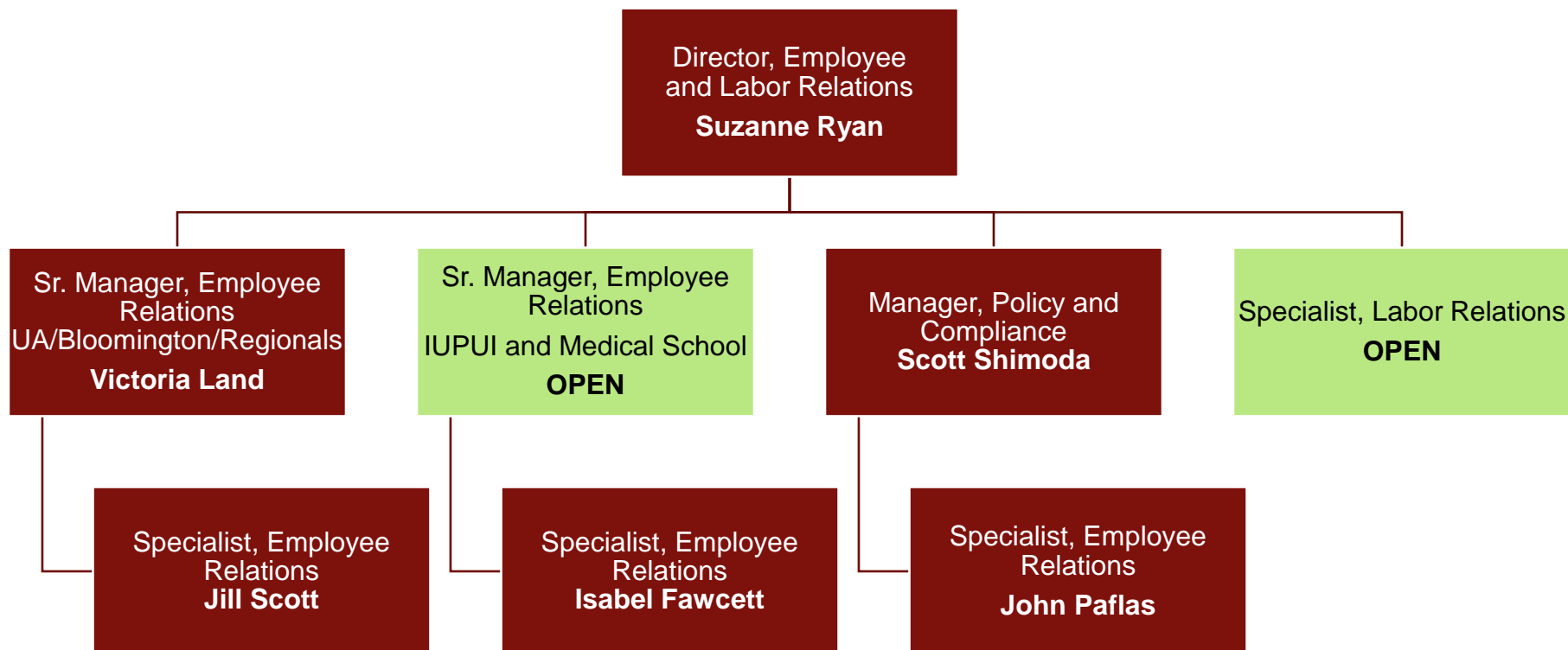
# Benefits COE



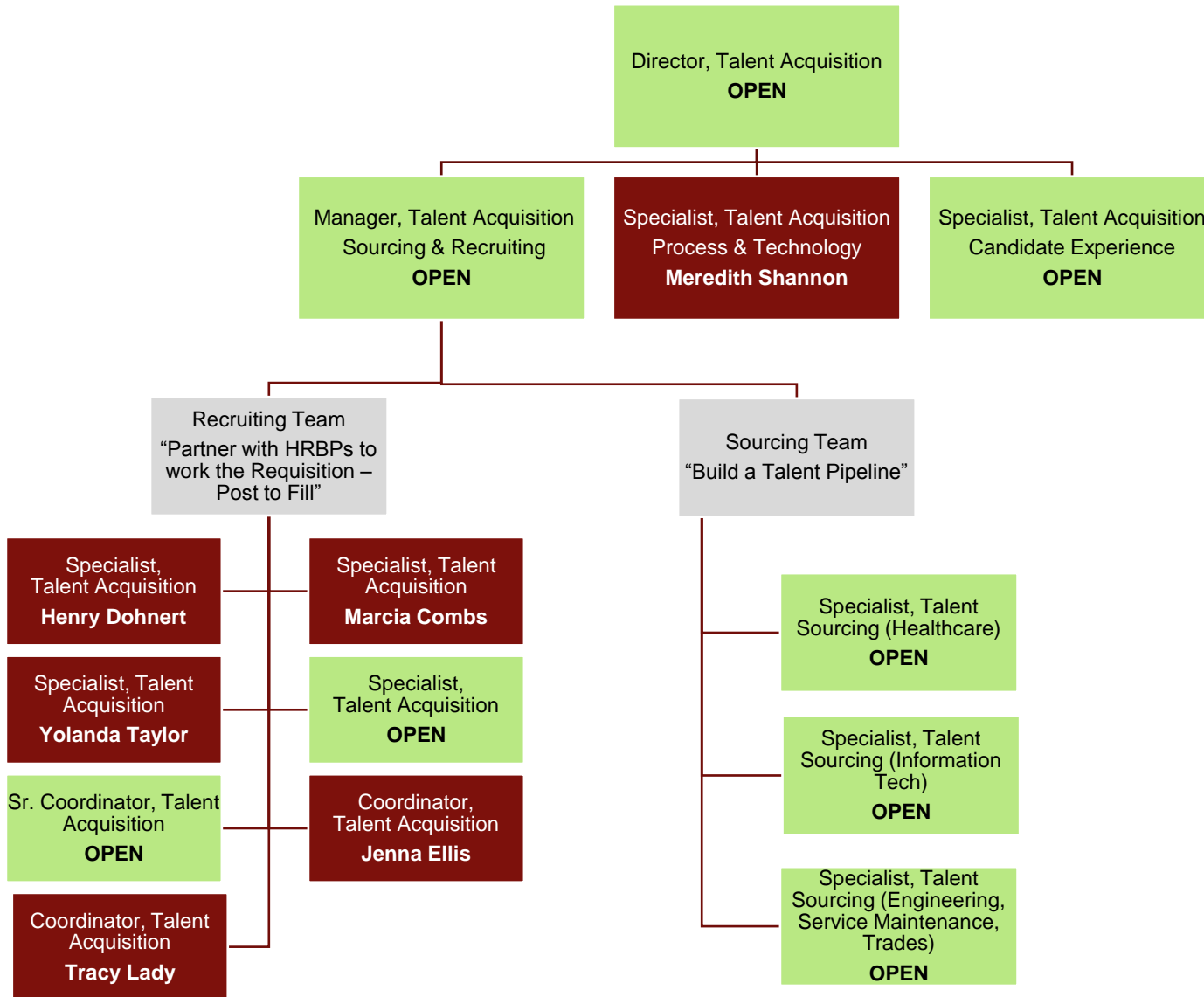
# Compensation COE



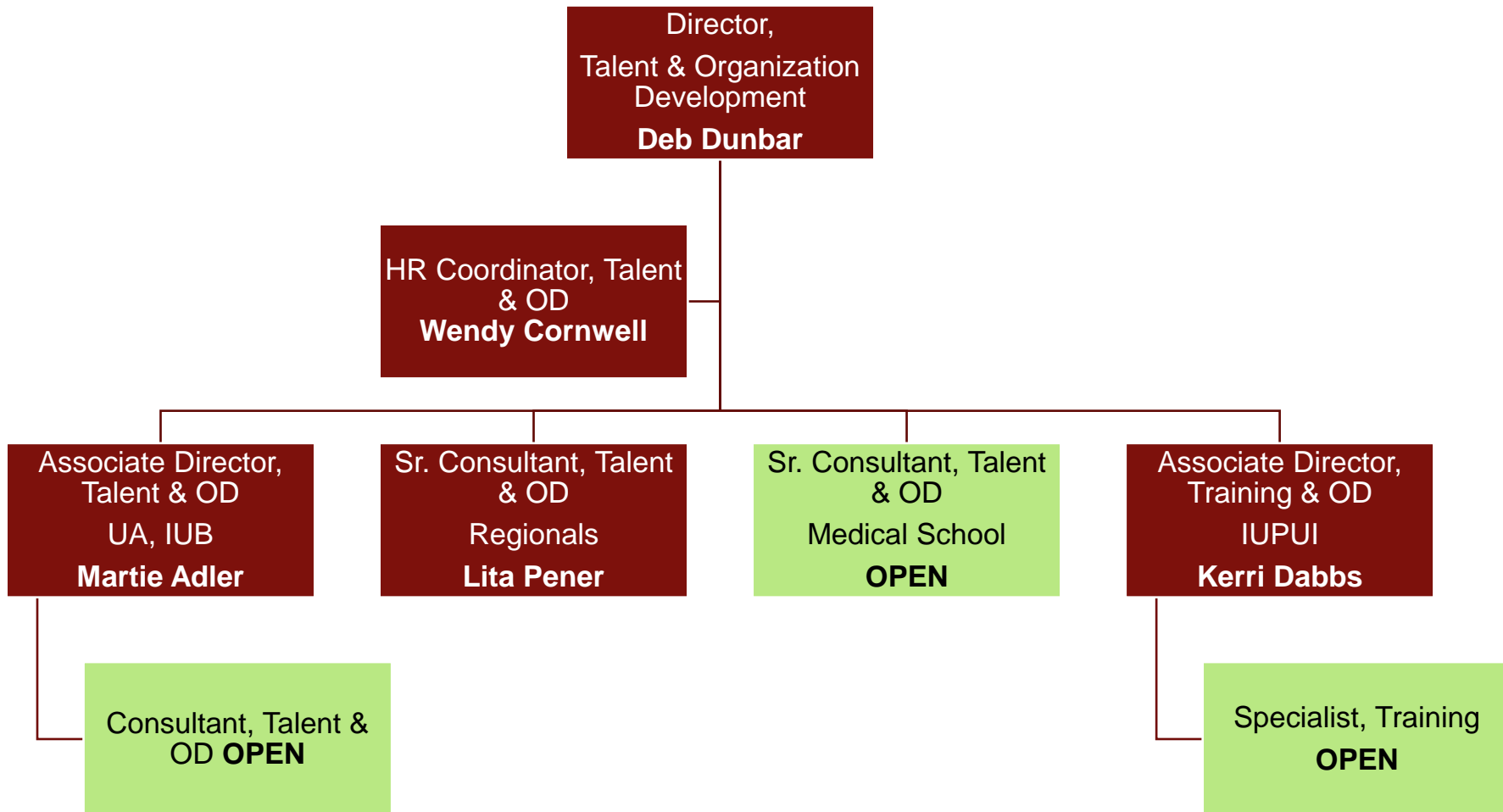
# Employee and Labor Relations COE



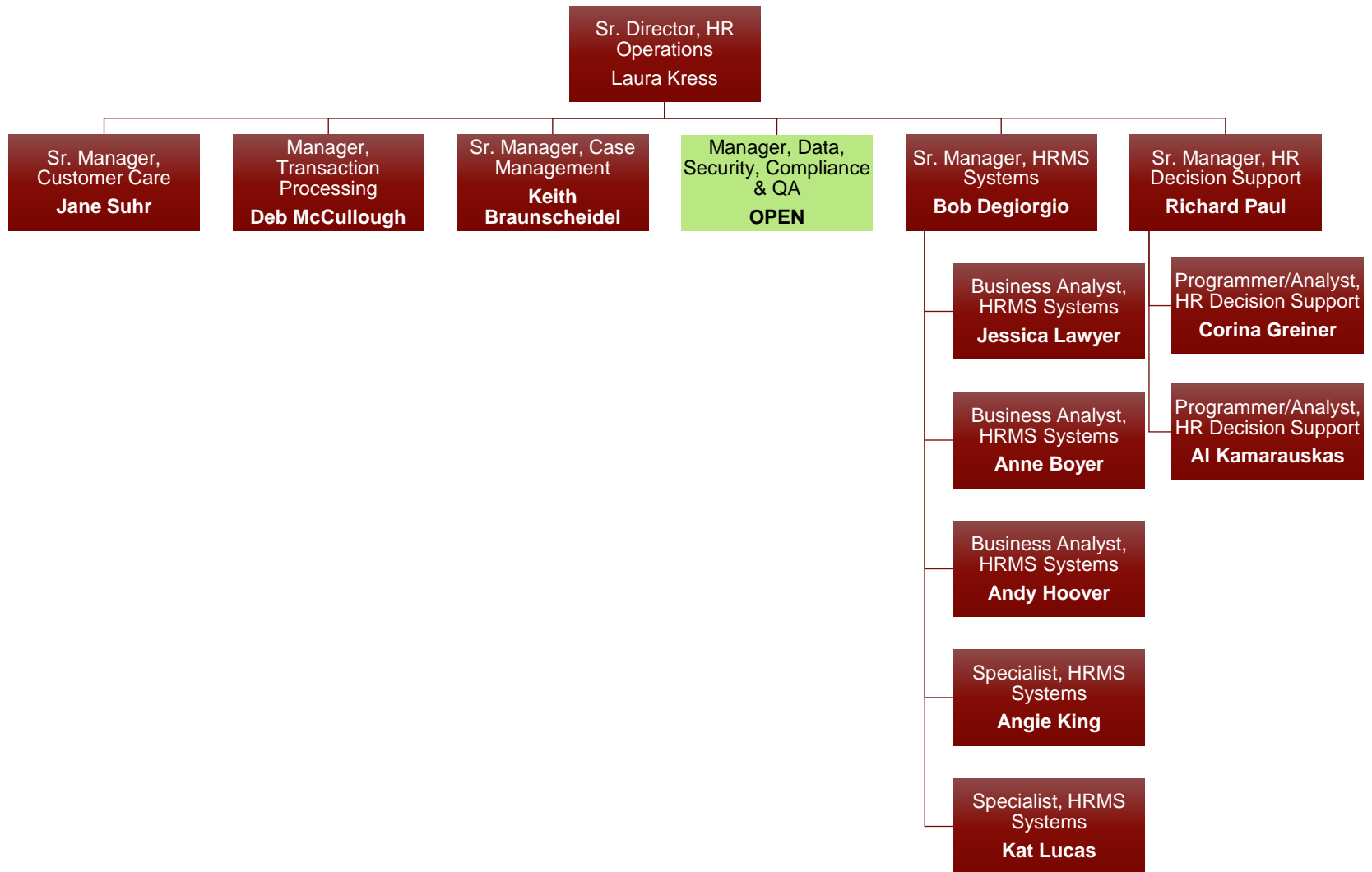
# Talent Acquisition COE



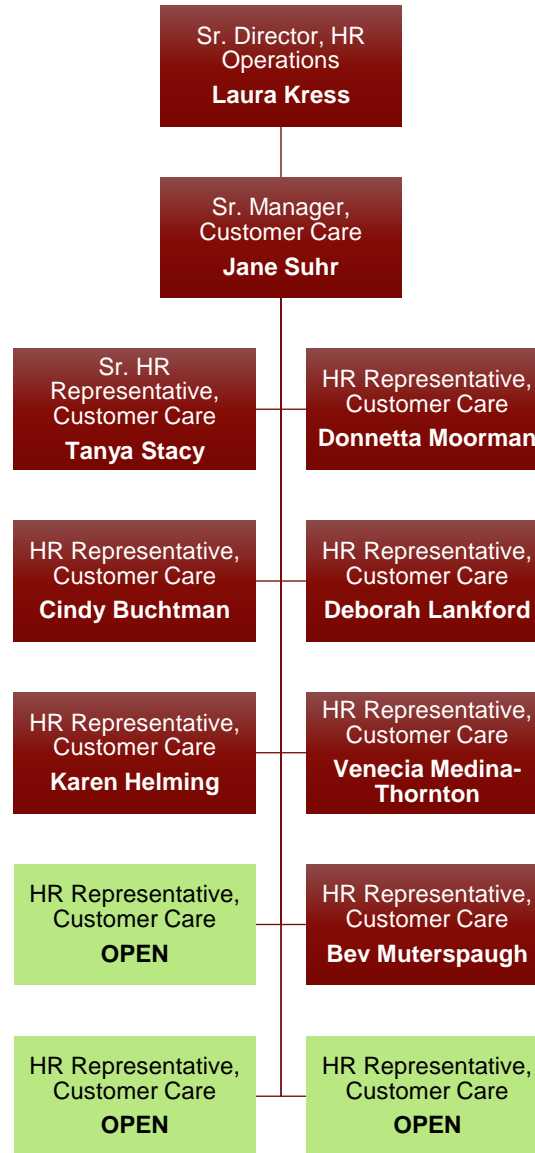
# Talent & OD COE



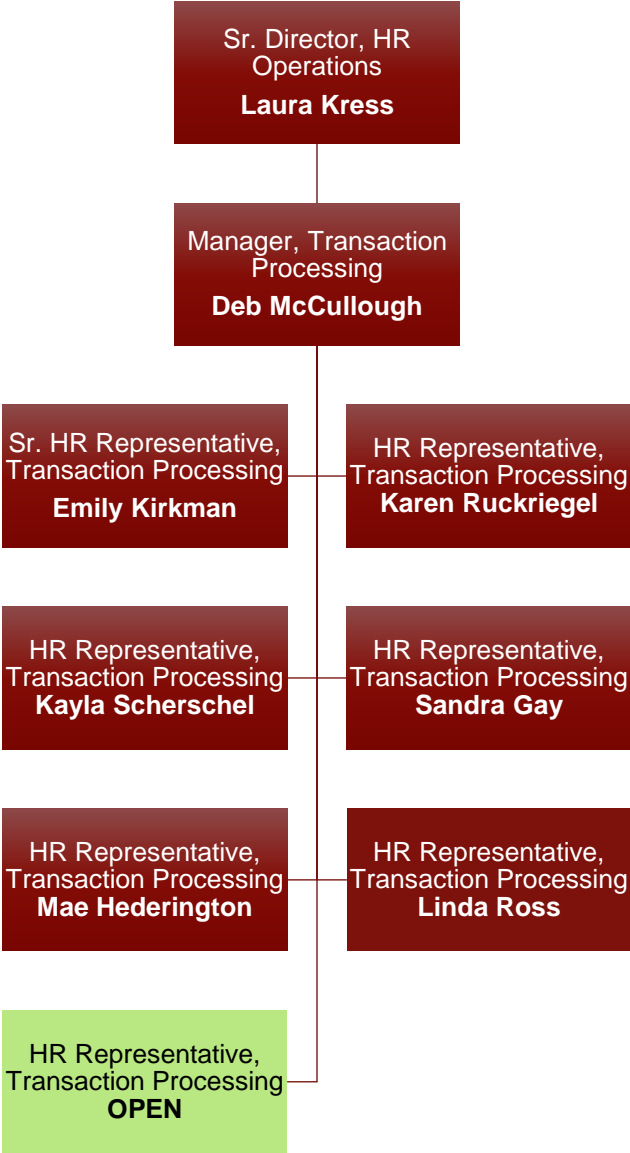
# HR Operations



# HR Operations – Customer Care

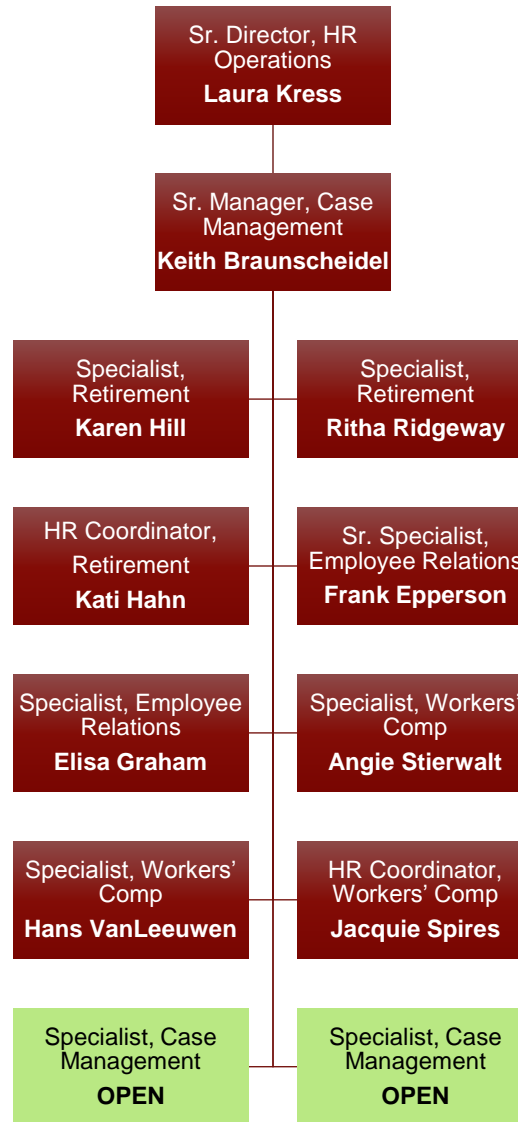


# HR Operations – Transaction Processing





# HR Operations – Case Management




# Phase II is Underway

It will take everyone to help deliver the next phase

- Focus on HR Business Partners
- Implement HR Operations
- Rollout Project Charters
- Team Building
- Create HR Branding
- “HR Owner’s Manual”



A long, straight path lined with tall trees and golden grass, leading into the distance. The path is flanked by rows of trees on both sides, with tall grass growing between them. The scene is bathed in warm, golden light, suggesting late afternoon or early morning. The path leads the eye towards a vanishing point in the distance.

**“Each turn of the flywheel  
builds upon work done  
earlier, compounding your  
investment of effort.”**

- Jim Collins, *Good to Great*