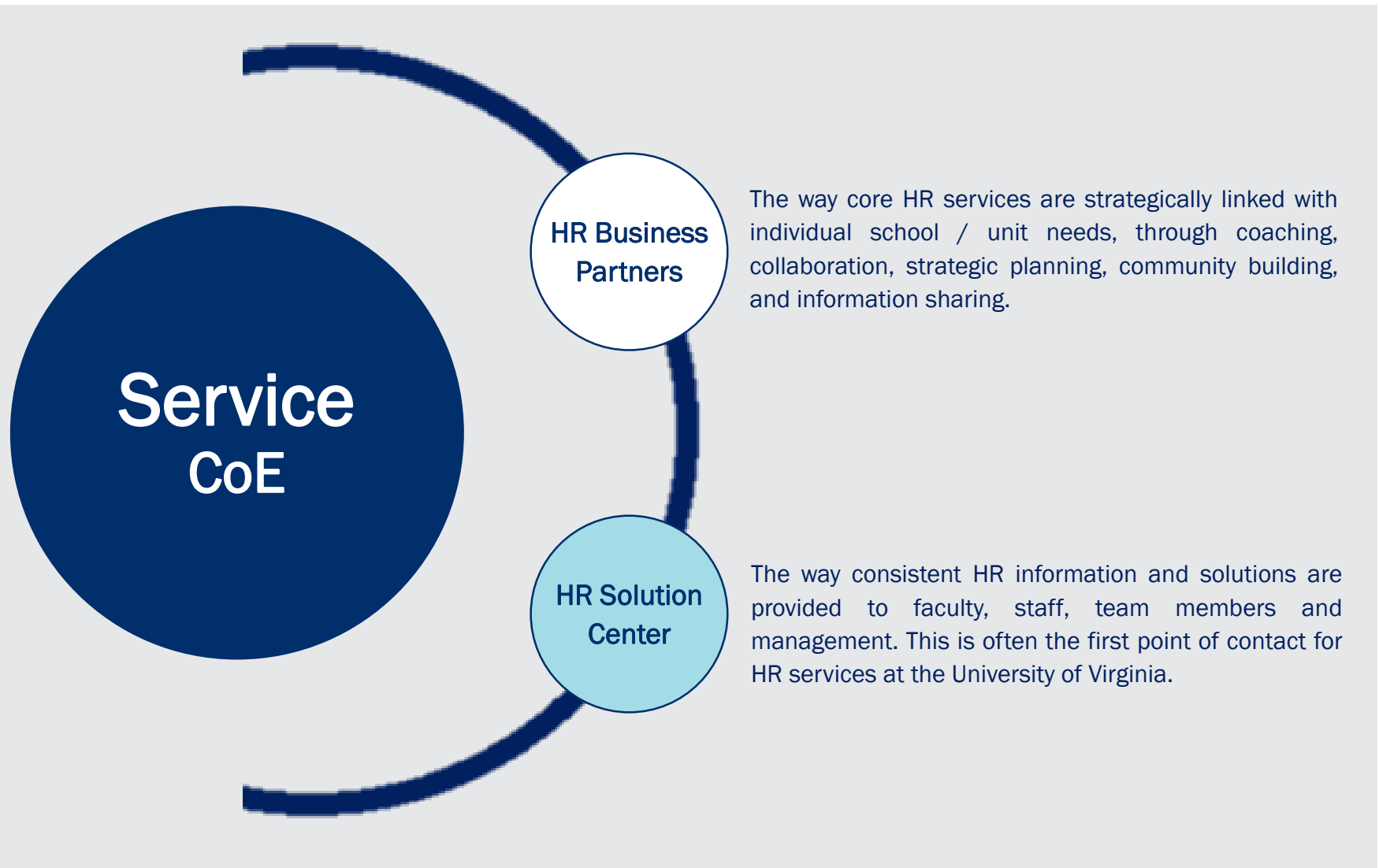


# Future-State HR Service Delivery Model

## Operating Model Design – Service CoE







### HR Solution Center

The way consistent HR information and solutions are provided to faculty, staff, team members and management. This is often the first point of contact for HR services at the University of Virginia.

### Vision & Key Outcomes

What HR aims to achieve and to deliver

1

### Service Offerings

What customers can expect

2

### Our Vision (What are we shooting for?)



The HR Solution Center serves as the resource center for faculty, staff, team members, and management for Human Resource needs across the University of Virginia.

The HR Solution Center, a 'one stop', comprehensive resource committed to providing HR support across the organization, will provide consistent HR information and solutions while delivering an exceptional experience for faculty, staff, team members, and management.

### Key Outcomes (How we will make a difference?)



- Majority of inquiries resolved in the first interaction
- Reduced time to resolve complex inquiries
- Decreased HR / payroll transaction error rate
- Supported self service adoption
- Exceptional customer experience delivered, resulting in high customer satisfaction

[Click Here to View the HR Solution Center Service Offerings](#)

### HR Inquiry & Case Management

HR Inquiry and Case Management support is the foundation of the HR Solution Center. This service is a 'one stop', comprehensive resource committed to providing HR support across the organization and delivering an exceptional experience for faculty, staff, team members, and management.

### HR Records Management

Ensuring the employment records of our faculty, staff, and team members are accurate and confidential is a fundamental service of the HR Solution Center. This service manages the overall administrative process of protecting, maintaining, and disposing of records related to employment, including licensure compliance.

### Candidate Experience, Pre-boarding and Onboarding Support

Providing an exceptional experience to each new hire at the University of Virginia helps achieve our goal of recruiting and hiring top talent. Candidate Experience, Pre-boarding and Onboarding Support manages the administrative hiring process and provides a single point of contact for candidates and hiring managers from the employment offer to day 1.

### Benefits & Leave of Absence Consulting and Support

During life changes, supporting our colleagues' benefits & leave of absence needs are important and additional care is necessary. Benefits and Leave of Absence (LOA) Consulting and Support offers faculty, staff and team members a range of services from consulting on benefit and retirement questions to the coordination of short term disability and return to work.



# Service Offerings

## HR Solution Center (2 of 2)

[Back to HR Solution Center](#)  
[Main Menu](#)



### HR Transaction Support

Maintaining accurate employment data is crucial to the success of HR at UVA. The HR Transaction Support service, provided in the HR Solution Center, is charged with updating and maintaining all employment data for faculty, staff, and team members during their employment at UVA.

### Payroll & Timekeeping Support

Our highly-skilled payroll team aims to run perfect payroll each cycle, but when an issue occurs, the Payroll and Timekeeping Support service quickly and accurately identifies and resolves faculty, staff, and team member issues.



### Description (What it is...)

HR Inquiry and Case Management Support is the foundation of the HR Solution Center. This service is a 'one stop', comprehensive resource committed to providing HR support across the organization and delivering an exceptional experience for faculty, staff, team members, and management.



### The Value to UVA (Why it matters...)

HR Inquiry and Self-Service Support provides a knowledgeable resource available to all UVA colleagues for answers to common HR questions, issues, and situations.

### The Work (How HR will help customers...)



- Responding to faculty, staff, team member and manager Self-Service inquiries
- Resolving HR inquiries related to: Time & Attendance, Payroll, Benefits & Wellness, Leave / PTO, Recruitment, Education & Tuition Assistance, and Employee Relations while providing an excellent customer experience
- Escalating inquiries when necessary
- Tracking cases and provide timely status updates on resolution to customers

### Outputs (What customers will get...)

- Responsive, accurate, and timely resolution for common HR inquiries
- Escalation of complex inquiries for expert handling, when necessary
- HR Self-Service support
- Enhanced options for customer engagement



### Description (What it is...)

Ensuring the employment records of our faculty, staff, and team members are accurate and confidential is a fundamental service of the HR Solution Center. This service manages the overall administrative process of protecting, maintaining, and disposing of records related to employment, including licensure compliance.



### The Value to UVA (Why it matters...)

Effective employee records management ensures the completeness, accuracy, and maintenance of confidential faculty, staff, and team member information in accordance with all University, legal, and / or industry standards and requirements.

### The Work (How HR will help customers...)



- Managing licensure compliance procedures
- Researching and responding to faculty, staff, and team member record requests from external parties
- Disposing of records outside UVA legal retention period, as required
- Responding to audit requests

### Outputs (What customers will get...)

- Continuous monitoring of healthcare and other required licensure to ensure compliance with all relevant regulatory bodies
- Accurate and up to date employee records
- Timely records request support





# HR Solution Center Service Offerings

Candidate Experience, Pre-boarding, and Onboarding Support

Back to the HR  
Solution Center  
Service Offerings

**Ufirst**  
HUMAN RESOURCE SOLUTIONS *for* YOU

## Description (What it is...)

Candidate Experience, Pre-boarding and Onboarding Support manages the administrative hiring process and provides a single point of contact for candidates and hiring managers from the employment offer to day one.



## The Value to UVA (Why it matters...)

Providing an exceptional experience to each new hire and hiring manager during the University's fast-paced hiring process helps achieve our goal of recruiting and hiring top talent.

## The Work (How HR will help customers...)



- Supporting candidates and hiring managers throughout the recruitment process
- Scheduling candidate interviews, as needed
- Managing the pre-boarding process
- Conducting pre-employment appointments and scheduling new hire health screenings, as needed
- Scheduling orientation and providing ongoing support through day one orientation

## Outputs (What customers will get...)

- Seamless and exceptional recruitment experience for candidate and hiring manager
- Responsive and reliable assistance with critical pre-boarding and onboarding activities
- Opportunity for new hires to make benefit and Self-Service elections prior to day one
- Faculty, staff and team members ready to work on day one



# HR Solution Center Service Offerings

## Benefits & Leave of Absence Consulting and Support

Back to the HR  
Solution Center  
Service Offerings

**Ufirst**  
HUMAN RESOURCE SOLUTIONS *for* YOU

### Description (What it is...)

Benefit and Leave of Absence (LOA) Consulting and Support offers faculty, staff, team members, and management a range of services from consulting on benefit and retirement questions to the coordination of short term disability and return to work. Effective benefit and LOA support provides a knowledgeable, experienced group of HR professionals who ensure compliance and privacy throughout the process.



### The Value to UVA (Why it matters...)

During life changes, supporting our colleagues' benefits & leave of absence needs are important and additional care is necessary. Taking care of our colleagues by providing consulting services and support builds trust in the University as an employer of choice.

### The Work (How HR will help customers...)



- Consulting with faculty, staff, and team members on benefit and leave related concerns, including retirement
- Processing accurate benefit elections and changes
- Responding to benefit and leave plan questions, resolving identified issues, and transaction support
- Coordinating faculty, staff, and team member return to work with manager and other parties (e.g., payroll)

### Outputs (What customers will get...)

- Responsive and reliable resolution of complex benefit & LOA inquiries
- Individualized benefit and retirement counseling appointments
- Timely and accurate processing of benefit life events
- Sensitive and professional facilitation of LOA processes
- Secure handling of protected health information (PHI)



### Description (What it is...)

The HR Transaction Support service, provided in the HR Solution Center, updates and maintains all employment data for faculty, staff, and team members during their employment at UVA.



### The Value to UVA (Why it matters...)

Maintaining accurate employment data provides HR professionals with reliable, accurate, and timely employment information about faculty, staff, and team members. This is an important foundation for providing exceptional service in addition to workforce planning.

### The Work (How HR will help customers...)



- Processing changes in faculty, staff, and team member status (e.g., part-time to full-time), terminations, and retirement actions
- Administering appointment changes (reappointments and non-renewals) for faculty
- Entering, verifying, and maintaining organization and new hire data

### Outputs (What customers will get...)

- Timely and accurate changes to employment information
- Timely and accurate reappointment and non-renewal letters for faculty
- Reduction in errors impacting payroll processing and other key processes with a negative impact
- HR transaction metrics (e.g. turnover)



### Description (What it is...)

Payroll & Timekeeping Support, in collaboration with UVA Payroll, identifies and resolves payroll and timekeeping issues for faculty, staff, team members, and management.



### The Value to UVA (Why it matters...)

Our highly-skilled payroll team aims to run perfect payroll each cycle, but when an issue occurs, this service is able to accurately identify and quickly resolve faculty, staff, and team member payroll and timekeeping issues.

### The Work (How HR will help customers...)



- Resolving payroll and timekeeping issues
- Escalating issues, as necessary
- Tracking cases and providing resolution updates, as necessary
- Correcting information and inputting correct time, as necessary

### Outputs (What customers will get...)

- Responsive timecard error resolution
- Accurate inputs for payroll processing
- One-stop resource for payroll and timekeeping issues and inquiries
- Case escalation for expert handling of complex issues
- Outreach and education faculty, staff, team members, & managers to prevent future issues

