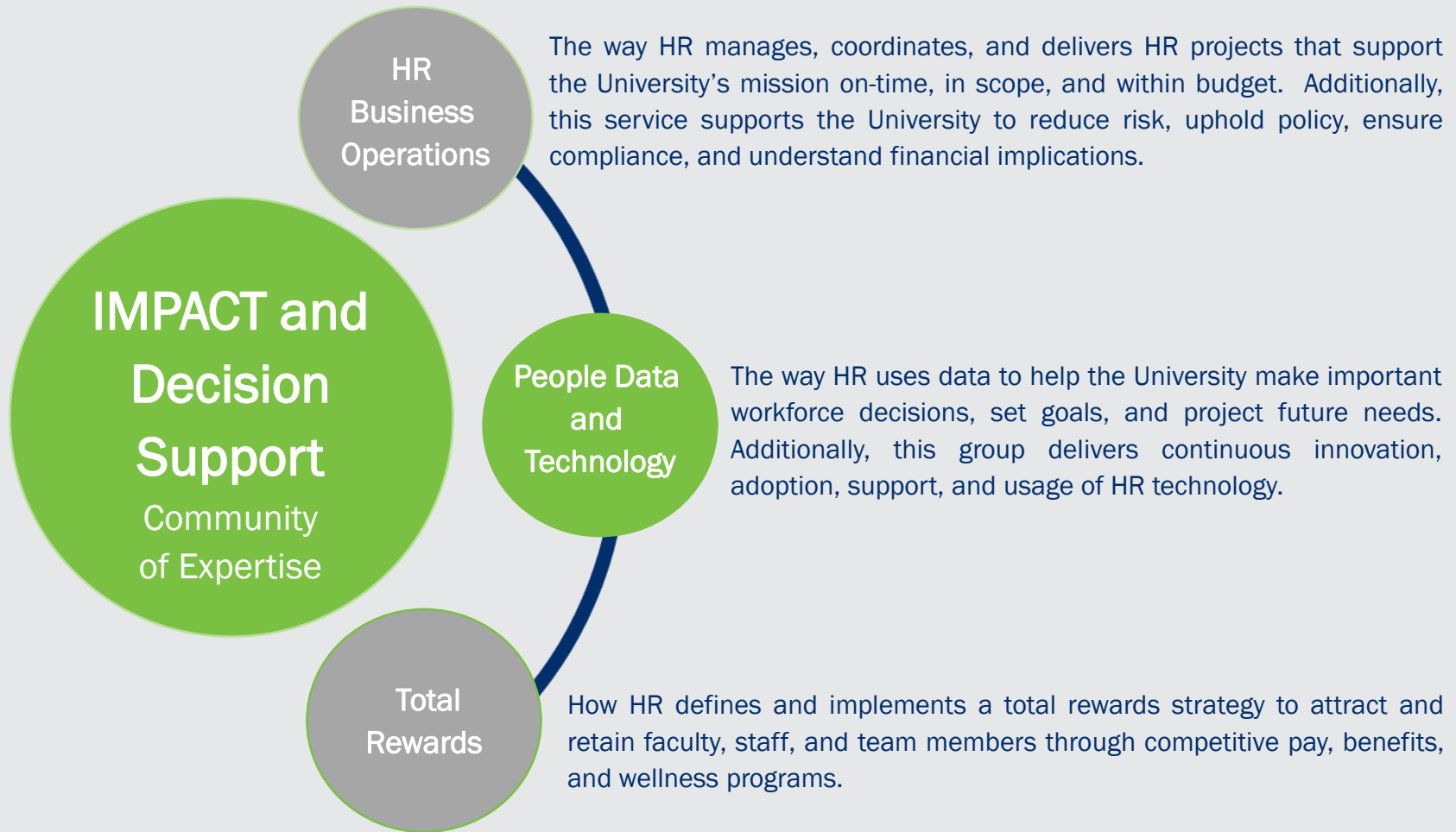


# Future-State HR Service Delivery Model

## Operating Model Design – IMPACT CoE





### People Data and Technology

The way HR uses data to help the University make important workforce decisions, set goals, and project future needs. Additionally, this group delivers continuous innovation, adoption, support, and usage of HR technology.

### Vision & Key Outcomes

What HR aims to achieve and to deliver

1

### Service Offerings

What customers can expect from HR

2



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



People Data and Technology supports all HR services with real-time, up-to-date, and accurate data, accessible in multiple ways. This group will provide support, including configuration access and issue resolutions, for all HR functional areas and services.

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



- Real-time reporting, analytics, and people insights, coordinated among multiple sources, to enable informed and accelerated decision making
- Promote data consistency, accuracy, and completeness with articulated data standards
- Support HR forecasting and predictive modeling
- Enhance automation and access across multiple devices
- Foster continuous innovation
- Practice and support agility to accommodate organizational changes and higher education dynamics

[Click Here to View the People Data and Technology Service Offerings](#)



### People Data Analytics

The ability to proactively provide HR analytics, enabling informed and accelerated workforce decisions is critical to our future success as an organization. To make educated decisions about our workforce, we must have clear insight into our people data. People Data Analytics uses HR data to create insight regarding the UVA workforce, make predictions, inform decision making, and measure impact. People Data Analytics also fosters data literacy and analytical thinking throughout the workforce.

### Technology Support

Technology Support delivers and manages efficient, high-value, and seamlessly integrated HR technology solutions, supporting the University's mission.

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

To make educated decisions about our workforce, we must have clear insight into our people data. People Data Analytics uses HR data to create insight regarding the UVA workforce, make predictions, inform decision making, and measure impact. People Data Analytics also fosters data literacy and analytical thinking throughout the workforce.



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

The ability to proactively provide HR analytics, enabling informed and accelerated workforce decisions is critical to our future success as an organization.

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



- Using people data, analytics, and insights to discover trends and patterns to make informed decisions and predictions
- Developing and managing reports for HR functional teams (e.g., Talent Recruitment), schools / units, management, and other partners
- Serving as a data steward for completeness, correctness, and consistency

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

- Reporting and benchmarking on key HR metrics, forecasts, insights, advice, guidance, tools, and techniques to analyze data and gain insights
- Improved data quality
- Data visualization
- Improved ability for the workforce to think analytically and understand data



# People Data and Technology Service Offerings

## Technology Support

Back to the People  
Data and Technology  
Service Offerings

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

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

Technology Support delivers and manages efficient, high-value, and seamlessly integrated HR technology solutions, supporting the University's mission.



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

Supported and integrated HR technologies will automate HR workflows and be available on multiple devices which significantly reduces time spent on manual, non-value added activities.

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



- Serving as a strategic partner to provide enabling technology for HR
- Leveraging resources to drive continuous improvement
- Identifying configuration changes and participating in efforts to manage change implementation
- Supporting efforts for regression testing following system updates
- Supporting, facilitating, and integrating with other technologies

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

- Intuitive user experience, incorporation of customer feedback, and high customer satisfaction
- Multi-device system availability
- Effective integration of data with other University systems
- Secure data with appropriate access to essential information
- Continuous innovation and adoption of HR technologies
- Supported HR technologies
- A partner to get important work done

