Ufirst Project Overview

Spring 2016





Ufirst project overview





The University of Virginia is transforming the way we serve our mission by putting you first. The Academic Division and Health System are joining forces. We aim to create a consistent and exceptional work experience for every UVA colleague, one that is commensurate with our reputation of excellence.



Current challenges



The case for transforming Human Resources (HR) at UVA has never been stronger. Outstanding HR services are crucial for the University to deliver on its mission and its strategic goals. Currently UVA faces:



Mass retirement of existing talent



Systemic inefficiencies and redundancies



Increasingly competitive market for new talent



70+ disjointed systems that collect HR data and six different learning management systems across three entities



Inconsistent service experience



20+ employee categories governed by 152 HR policies



The solution



Human Resources must be focused and unwavering in its support of excellence. We aim to provide the highest quality HR services to advance the University's mission of world-class teaching, research, patient care, and public service.

We commit to:

- A recruiting, hiring, and onboarding experience consistent with the reputation of the University
- Improved satisfaction through seamless, consistent, high-quality HR services, and experiences
- Proactive support and engagement from qualified HR professionals
- A more efficient operating model that frees up HR professionals to focus on more valueadded activities



Ufirst timeline



We began this HR transformation journey in early FY 2015 and it will continue for several years with full implementation expected in FY 2018. Between now and then, expect to see both incremental and punctuated improvements to HR processes, policies, and systems.

FY 2015 / 2016 FY 2017 FY 2018+ Align HR Sustain and Design the **Implement** and co-Get ready continue to the future build a solid for change future improve foundation Co-build HR process Engage stakeholders Create stakeholder Implement program Support team as they models and build service involvement and changes work in new ways Create a shared collaboration components Enable processes and Monitor and stabilize understanding of infrastructure current HR performance Design service center, configure technology operations **Build detailed business** service partner, CoEs Begin with the "why" Evaluate & select talent Begin to find continuous case and articulate purpose/ Design organizational improvement Prepare team members guiding principles Define project structure structure and opportunities for new responsibilities and onboard teams governance model Co-build a vision for Test and retest solutions future state HR service Establish project Rationalize policies Create University delivery management tools and Assess data quality readiness routines Articulate the case for Define technology Implement service Build integrated plan for change requirements delivery model design phase Evaluate solutions and

Continuous improvement opportunities

select vendors



Additional information and next steps



For additional information visit the Ufirst website <u>ufirst.virginia.edu</u>. If you have any questions and / or comments, email the project management office at <u>ufirst@virginia.edu</u>.

Ufirst website information

Additional Ufirst project information on the website includes:

- Team structure
- Leadership
- News
- FAQs
- Contact information

Next steps

We will be providing updates as the project progresses and key decisions are made. Please stay tuned for further updates in Summer 2016, including:

- Early service improvements
- HR technology solution decision
- HR service delivery approach / experiences

