



HR SERVICE PARTNERSHIP AGREEMENT RECOMMENDATIONS

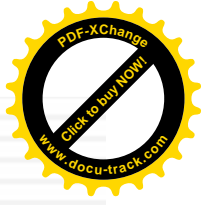
Report to HR Advisory Board January 2014



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Subcommittees Background



SPA Subcommittee Charge

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- Assess existing service level agreement and available service metrics to recommend revisions to the SLA that incorporate meaningful, measurable metrics to address customer service and compliance
- Recommend how to use SPA metrics to identify patterns of organization's success and challenges
- Ensure buy-in from members' constituencies by facilitating discussions and agreement



SPA Subcommittee Membership

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Academic Workgroup
Maria Friciello - MSO, Bioengineering & Therapeutic Sciences
Larisa Kure - MSO, Microbiology & Immunology, <i>Co-chair</i>
Vickie Lewis - MSO, Radiation Oncology
Cynthia Lynch Leathers - AVPAA, VPAA Office, <i>Co-chair</i>
Carla Pagsanjan - Manager, HR Service Center
Susan Sall - Director, HR Service Center
Nancy Walters - Director, SOP Dean's Office
Emerald Light - Manager of VPAA, <i>Ex-officio</i>
Carol Miller - IT Coordinator VPAA, <i>Ex-officio</i>

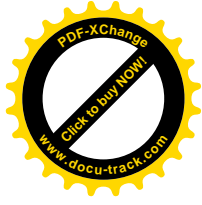
Workgroup Support:
Amy Foster, UCSF Human Resources
Mike Wang, UCSF Human Resources

Staff Workgroup
Marie Caffey – MSO, LPPI
Clarice Estrada – MSO, CVRI, <i>Co-chair</i>
John Giacomi – Director, FAS
Georgina Lopez – MSO, Global Health Sciences
Suzanne Murphy – Director, EVCP
Marge O'Halloran – Director, RMS
Lisa Raskulinec – Business Officer, Academic Affairs
Katy Rau – Manager, HR Service Center
Richard Secunda – Director, SOM Dean's Office
Sian Shumway – Director, ITS
Jason Stout – Director, HR Service Center, <i>Co-chair</i>
Mike Tyburski – Director, HR Specialty Center



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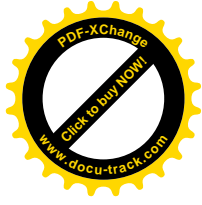
Recommendations



Explanation of Outcomes

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- Each group identified 3-4 new metrics and 2-3 process improvements by:
 - ▣ Assessing if current metrics are meaningful and measurable
 - ▣ Reviewing available data to determine other services that may be more or equally meaningful
- Each workgroup agreed to recommend that HR conduct quarterly meetings with Control Point or Departments to provide mutual feedback



Academic Metrics

Metric	Average Turnaround Jan 2013 – July 2013	Proposed SPA (target turnaround for 90% of cases)
Funding Change (MPM Data)	3.8 day turnaround	3 day turnaround*
Funding Change (SRS Data)	6 day turnaround	4 day turnaround*
Additional Pay	3.27 day turnaround	5 day turnaround
Separations (SRS Data)	19 day turnaround	4 day turnaround

** Actions may be temporarily impacted by COA conversion during FY14. HR is committed to monitoring process and working towards continuous improvement.*



Staff Metrics

Metric	Average Turnaround January-July 2013	Proposed SPA (target turnaround for 90% of cases)
Funding Changes and Renewals (SRS Data)	3.65 day turnaround	4 day turnaround*
Recruitment Request (SRS Data) <i>(Target metric accounts for new OFCCP requirements)</i>	11.59 day turnaround	New Hire: • 10 day turnaround Replacement: • 5 day turnaround
Compensation (SRS Data) <i>(Union review, when required, will result in longer turnaround times)</i>	Reclassification: • 20 day turnaround Equity Review: • 16 day turnaround	Reclassification: • 20 day turnaround Equity Review: • 15 day turnaround
Campus Locator (SRS Data)	2.43 day turnaround	3 day turnaround

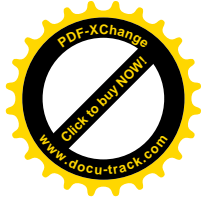
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Academic Process Improvements

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Item	Description
Appointment and Advancement	<ul style="list-style-type: none">• Create, distribute and publish a calendar that identifies actions, those responsible and deadlines• Create a report in Advance that follows progress of packets based on identified deadlines• Goal for 2014-15 and 2015-16 academic cycle
Post Docs	<ul style="list-style-type: none">• Standardize process for Post Doc salary increases• Develop and provide instructions and procedures for Post Doc payroll transactions• Develop and provide Post Doc payroll training to HR staff and departments
Annual Renewals	<ul style="list-style-type: none">• Develop and provide tools and training materials for the annual renewal process for academic population including faculty, non faculty academics, post docs, and GSR's.
Visa Application Procedures	<ul style="list-style-type: none">• Develop standard procedures for visa application in relation with hiring and onboarding for non-faculty academics• No additional cost for technology enhancements; will be covered in system maintenance of MPM



Staff Process Improvements

Item	Description
Onboarding	<ul style="list-style-type: none">• Identify “core” actions required for the on-boarding of all/most staff employees• Develop a cross-functional team of stakeholder to identify opportunities for process integration• Develop proposals for process changes and submit proposals to process “owners”.
Affiliate Appointments	<ul style="list-style-type: none">• Work with stakeholders to document requirements for use of specific non-payroll roles at UCSF• Develop guidelines and criteria for the use of each non-payroll role or affiliate appointment• Develop tool(s) for selecting the correct non-payroll role• Develop process documentation for support of non-payroll roles at UCSF



Staff Process Improvements (continued)

Item	Description
Labor and Employee Relations	<ul style="list-style-type: none">• Define UCSF's philosophy/end-state vision regarding Labor and Employee Relations• Identify current strengths and needs for improvement in overall approach to LER (includes all HR roles)• Define roles and required approvals, consultations, and notifications for LER actions• Develop training and tools to implement processes and appropriate distribution of work• Engage stakeholders and develop plan for training, role confirmation, and tools
Funding Changes	<ul style="list-style-type: none">• Standardize templates and formats for funding change requests.• Evaluate opportunities for process improvement• Develop a strategy for tracking error frequency and causes <p>* Actions may be temporarily impacted by COA conversion during FY14. HR is committed to monitoring process and working towards continuous improvement.</p>



HR Commitments: Process Improvement

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Process Improvement	Target Completion Date
<i>Academic Process Improvements</i>	
Post Docs	February 2014
Appointment and Advancement	February 2014
Annual Renewals	April 2014
Visa Application Procedures	Plan in place by June 2014, completion depends on stakeholder outside HR
<i>Staff Process Improvements</i>	
Labor & Employee Relations	June 2014, training will continue beyond June
Funding Changes	March 2014: templates and evaluation of process improvement June 2014: error tracking
Onboarding	Participate in SOM Innovation Lab in the spring Plan in place by June 2014
Affiliate Appointments	June 2014