

Human Resources and Payroll Virtual Town Hall

August 7, 2020

Agenda

- 1** Serving Our HR and Payroll Customers
- 2** Review of HR Service Delivery Model
- 3** Team Introductions
- 4** HR Service Delivery Updates
- 5** Q&A

Serving Our HR and Payroll Customers

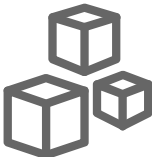
Ohio State's Human Resources organization is dedicated to serving employees through our mission and vision.



HR Mission: We provide proactive Human Resources services and solutions that create an environment inspiring pride, diversity and accountability, while also engaging faculty and staff to focus on the core mission of The Ohio State University.



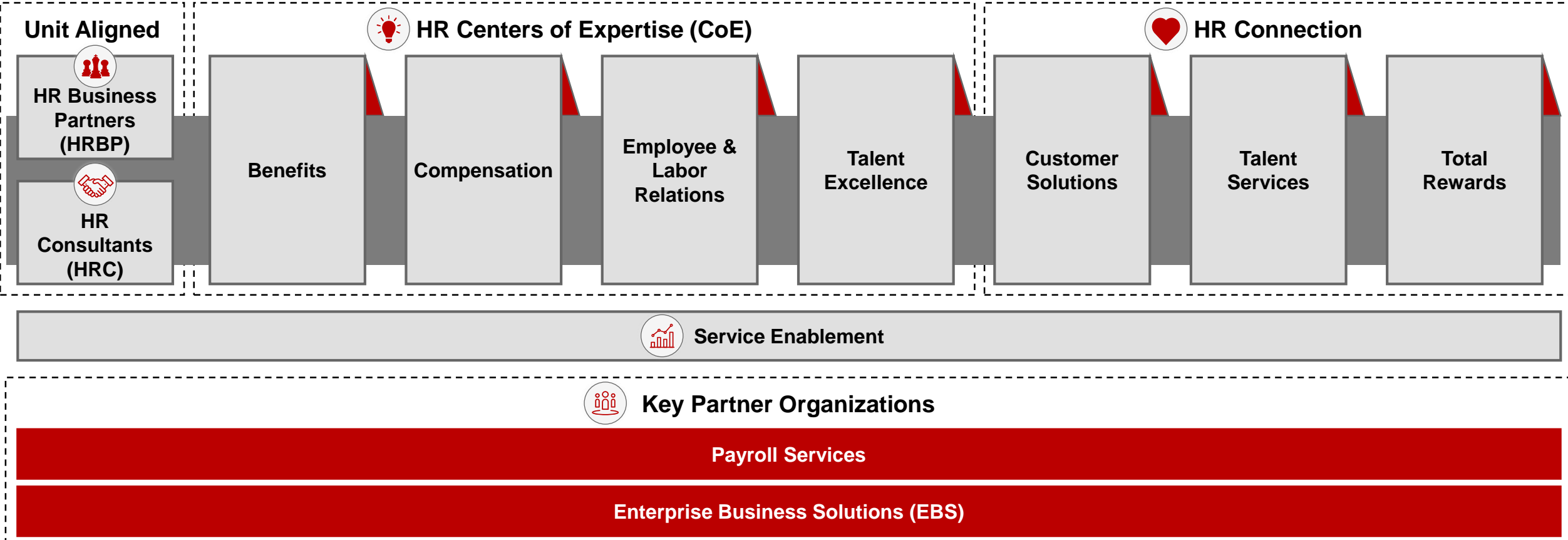
HR Vision: We deliver the strategic talent and culture framework that drives employee inspiration, student success and global solutions.



HR Service Delivery: This project is one of Ohio State's [HR Transformation](#) initiatives. It designed and implemented a model for HR and Payroll that included a consistent organizational structure, redesigned processes enabled by Workday and ServiceNow technology, and a renewed focus on customer service.

HR Service Delivery Teams

HRBPs and HRCs are aligned to a unit, while the other teams are co-located and deliver services based on functional area alignment. HRBPs, HRCs and CoEs include designated Wexner Medical Center HR Leadership and team members.



Team

Introductions

Office of Business and Finance

EBS Business Partner / Product Owner for HR
Tracey Pawlowski

Senior Vice President, Talent, Culture & Human Resources
Susan Basso

Chief of Staff Director of HR Operations
Marjie Hamlett

Senior Director, Payroll
Cheryl Seifritz

AVP, Talent, Diversity & Leadership
Lin Hillis

Senior Director, Employee and Labor Relations
Tom Ramey

Sr. AVP, HR Wexner Medical Center*
Alison Mincey

AVP, Strategic Initiatives
Kim Shumate

Senior Director, Benefits
Pam Doseck

Senior Director, Compensation
Mary Ellis

AVP Shared Services
TBD

Manager, Payroll
Elizabeth Williams

Talent Management Director
Cindy Silver

Assoc Director, ELR (Campus)
Kristi Hoge

Assoc Director, ELR (Med Center)**
Kriste Henneman

Sr Director, HR BP Med Center (incl College of Med)
Jill Hannah

Sr Director, HR BP Academic Units and Regional Campuses
Martin Smith

Associate Director, Retirement Benefits
Julie Hovance

Associate Director, Compensation
Lori Wegener

Manager, HR Service Center (Employee Admin Team)
Lisa Schroeder

Manager, Payroll Accting
Debora Soller

Assoc Dir, Talent Mgmt
Erika Banta

ELR Sr Consultant
David Simpson

Director, Talent Mgmt (Med Center)**
Natalie Wittman

Sr Director, HR BP Health System
Molly Hanrahan

Sr Director, HR BP Administrative and VP Units
Raegan Schneider

Associate Director, Absence & Vocational Services
Dave Magee

Compensation Principal Consultant
Rob Prsbrey

Manager, HR Service Center (Customer Service Team)
Val Stottlemire

Mgr, Pay Time & Absence
Kristi Todd

Talent Acquisition Senior Director
Molly Driscoll

Employee & Labor Relations Consultant
Brandon Gibbs

Director, Talent Acquisition (Med Center)**
Tom Poole

Compensation Consultant, Physician
Jake Piper

Sr Director, HR BP Health Sciences (not incl COM)
Beth Brengartner

Director, Child Care Program/Early Head Start
Don Fuzer

Compensation Consultants
Multiple

Talent Services Manager
Deb Miller

Payroll Tax Manager
Alison Rhoades

Assoc Dir, Talent Acquisition
Kim Lambert

Associate Director, Talent Acquisition (Med Center)**
Annelle Anderson

Health & Welfare / Wellness Benefits Consultants
Multiple

Assoc Dir, Total Rewards Shared Services
Sean Driscoll

Payroll Business Process & Systems Analysts
Multiple

Diversity & Inclusion Consultant
Nina Brooks

Senior Director Service Enablement
Brian Newcomb

* Sr. AVP, HR Wexner Medical Center is a dual report with primary reporting to the Executive Vice President and Chancellor of Health Affairs
** Role has dotted line reporting to the respective functional area CoE leader

Readiness Survey Results

The first Readiness Survey was completed by 311 individuals (71%) across the HR and Payroll Organization.

71% RESPONSE RATE

What organization are you currently aligned to?	Number	Percent
Office of Human Resources (OHR)	160	51%
Wexner Medical Center HR or College of Medicine	68	22%
None of the above, I report to another College or Unit.	67	22%
Business and Finance	16	5%
Total	311	100%

KEY THEMES:

- There is a desire for more **communication and transparency**, specifically on the transition timeline and process
- Individuals are **excited about their new role** and the new model, but are anxious about how they will be prepared for the future
- There are differences across the organization in terms of **how connected individuals feel** to their new team structure

SURVEY COMMENTS:

*"I am **very excited about the transition** to my new role."*

*"I believe having an official position description would relieve some of the **anxiety I'm feeling about transferring to my new role.**"*

*"My **new supervisor has been very welcoming** and has provided any information she has as she receives it."*

*"I have **received no training** and am anxiously wondering what my new role will look like."*

*"It's difficult to feel excited about these upcoming changes with **so many unknowns.**"*

HR Connection Customer Launch



September 21, 2020



HR Connection Portal
(ServiceNow)
[HRConnection.osu.edu](https://hrconnection.osu.edu)



Email
HRConnection@osu.edu



Phone Call
614-247-myHR (6947)

HR Service Delivery – What's Next?

**HR Connection
Customer Launch**



- **Readiness Activities**
- **Interim Process Training**
- **Knowledge Transfer**
- **Campus and Medical Center Leadership Engagement**
- **Service Level Commitments**
- **ServiceNow Training**
- **Service Rehearsal Testing**
- **Shared Services Governance and Operations**

QUESTIONS