

Service Delivery at Iowa State University

Human Resources Service Delivery FY2024 Annual Report

Prepared for:

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Executive Summary

Fiscal year 20243 (July 1, 2023 – June 30, 2024) marked the fifth year for the University Human Resources (UHR) service delivery structure at Iowa State University. In this fifth year, UHR Delivery experienced stability in staff and continued to support campus with excellent performance.

Major campus initiatives such as Workday Student implementation, reorganization of Facilities Planning and Management, and multiple regulatory changes that impact employee pay and benefits were supported. The relationship between University Human Resources (UHR) Centers of Excellence and UHR Delivery continues to improve, with greater collaboration and problem-solving, which enhances the support that campus clients feel from UHR.

Sustained productivity and customer satisfaction

For the third consecutive fiscal year, UHR Delivery saw notable year-over-year increase in Workday transactions to 26,996 and ServiceNow incidents also increasing to 5,912, due in part to continued growth of compensation adjustments to address movement in the job market and regulatory changes.

Customer satisfaction leveled off and was slightly down, but still represented excellent performance. Satisfied or very satisfied customer responses decreased slightly to 91% in FY24 from 92% in both FY22 and FY23. [See graphs, page 4]. 98% of respondents stated that their concern was accurately addressed, and 94% of respondents felt that their interactions were personal, professional and courteous.

Lastly, despite higher transaction volumes, the average days to complete those transactions remained in the expected range of 2.2 days for Workday and 2 days for ServiceNow, both improved from FY23. The Servicenow average transaction completion improved most significantly from 3.3 days

Key accomplishments

Human Resources

Employee and Leadership Support

- Successful guidance of campus leadership on employee pay increases
- Academic Advisor analysis and recommendations
- Workday Student workforce plan and implementation support
- Facilities Planning and Management reorganization support

Operations

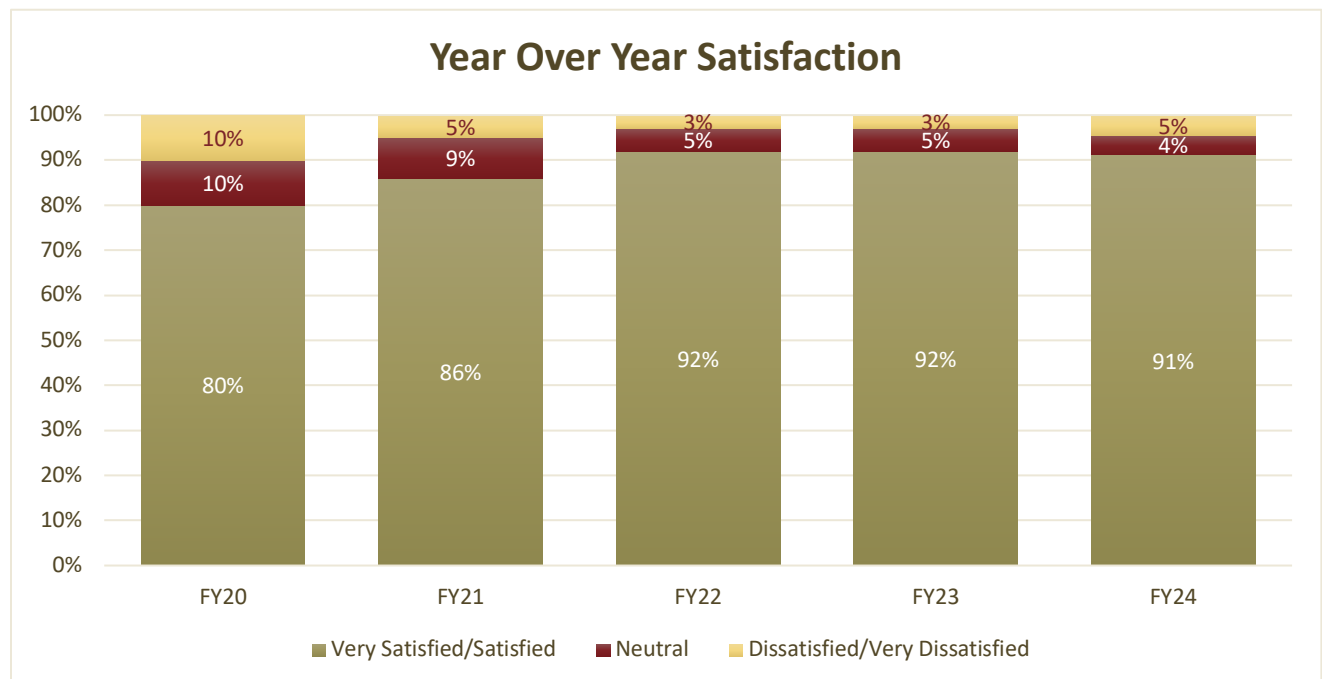
- Successful guidance of campus leadership on employee pay increases
- Planning support for vacation payout on separation for P&S employees
- Planning and execution support for July 1 Fair Labor Standards Act changes to minimum salary exemption
- Continued improvement on Key Performance Indicators

Staff Learning and Development

- Shared client feedback obtained through ServiceNow customer service surveys on UHR website and to recognize individual UHR team members in the UHR Teams channel.
- Trained UHR Delivery staff on workforce and position planning to enable greater strategic partnership with client groups and more effective talent acquisition, development and retention.

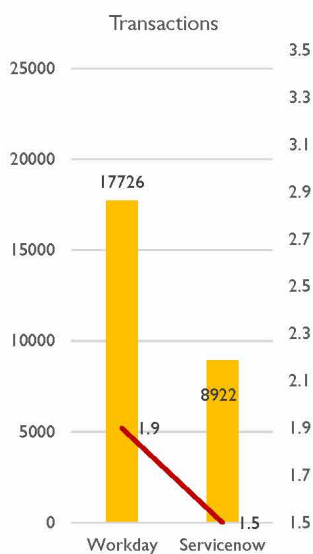
FY24 Key Performance Indicators (KPIs)

Category	Key Performance Indicator	Human Resources July 1, 2023 – June 30, 2024
Campus Satisfaction	Customer Satisfaction Survey	466 responses in FY24 (25% response rate) <ul style="list-style-type: none"> • 91.2% satisfied/very satisfied • 4.3% neutral • 4.5% dissatisfied/very dissatisfied 98% felt that the interaction with HR ISD was personal, professional, and courteous 94% felt the question was accurately addressed



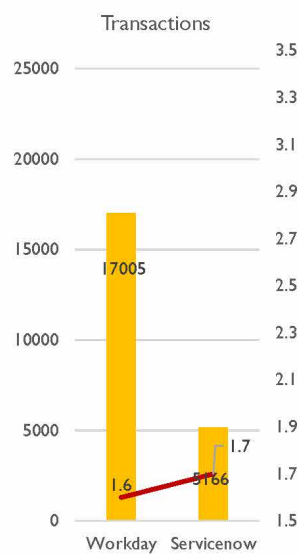
Service Delivery (SD) Employee Engagement	Voluntary attrition and internal turnover	8 UHRD employees left ISU in FY24 (18%), up from 3 in FY23 All left for jobs outside of ISU (3 HR Partners, 1 HR Generalist III and 4 HR Generalist IIs) 1 UHRD employee voluntarily demoted 1 UHR employee moved to UHRD
	Employee Engagement	Average score of 3.77/5.00 (from FY23)
Operational Efficiency	Transactions processed per FTE	Workday: 627 ServiceNow: 137
	Transaction processing times (aggregated at unit/service team level)	Workday HCM Transactions 26,996 transactions Avg Days to Complete: 2.2 days ServiceNow Incidents 5,912 assigned to UHR Delivery Avg Days to Resolution: 2 days Avg Opened per Day: 22.6
	Number of re-opened resolved ServiceNow cases	6,312 total incidents resolved by UHR 3.45% (220) reopened once 0.11% (7) reopened twice 0.03% (2) reopened three times

FY 2021



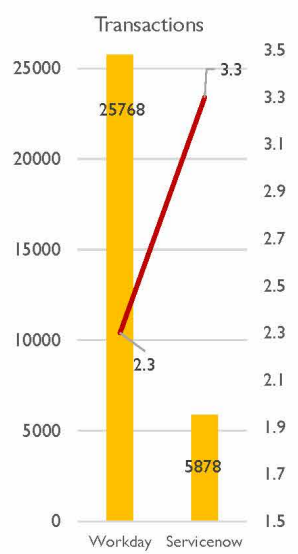
■ Transactions ■ Cycle Time

FY 2022



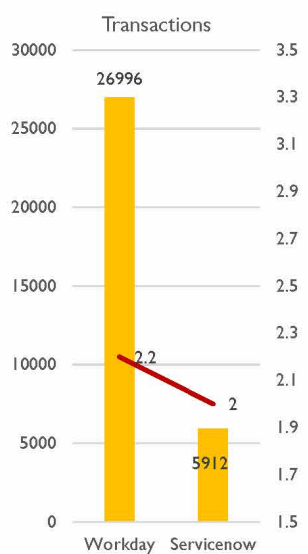
■ Transactions ■ Cycle Time

FY 2023



■ Transactions ■ Cycle Time

FY 2024



■ Transactions ■ Cycle Time

FY25 Priorities

The following priorities for FY25, July 1, 2024 – June 30, 2025, were developed in alignment with the respective unit's strategies and priorities.

- Fair Labor Standards Act compliance and support for colleges and unit affected supervisors and employees
- Alignment of UHR Delivery HR Partners and teams to:
 - Continuously meet and exceed client needs
 - Be good stewards of allocated resources, and
 - Recruit and retain the best people.
- Continuous improvement in Key Performance Indicators
- Advance strategic partnerships with clients to develop workforce plans in support of the client's mission and goals.

Advisory Committee Sunset and Campus Engagement

Following five years of continuous improvement in service delivery for both Finance and Human Resources and the relationships built with campus partners, Finance and Human Resources service delivery leadership believe that engagement with campus partners is best conducted directly versus through an advisory committee. To enhance already existing relationships, both associate vice presidents of the respective service delivery organizations will seek to deepen the existing relationships and create a more continuous feedback loop.

Through this effort, the commitment made to Iowa State University by the service delivery teams will be maintained and enhanced through more direct, reciprocal relationships with campus constituent groups, including but not limited to: Faculty Senate, Professional and Scientific Council, Department Chairs Council, Deans Council, Provost Council, Operations and Finance administration, Student Affairs administration, and the Provost office.

Annual reports regarding the performance of each service delivery organization will continue to be published on the organizations' respective web sites, and key initiatives will be communicated through Inside Iowa State and other channels as appropriate.

As a result, the services of the advisory committee members will no longer be required. We greatly appreciate the work of present and past advisory committee members and humbly thank them for their service.