

# Agenda

## Enterprise Human Resource Services

### Customer Utility Board



**Members:**

**Jean Straight – Chair**  
DCBS

**Kerri Nelson – Vice-Chair**  
DEQ

**Cheryl Myers**  
HECC

**Juril Stover**  
Employment Relations Board

**Dacia Johnson**  
Comm. for the Blind

**Jane Lee**  
Transportation

**Tracy Garcia**  
OHA / DHS

**Pamela Nass**  
Corrections

**Mitch Swecker**  
Aviation

**Marc Watt**  
Oregon Board of Pharmacy

**DAS Support Staff:**

**Barry Pack**  
Deputy Director

**Madilyn Zike**  
Chief HR Officer

**Jessica Knieling**  
Deputy CHRO

**Janet Savarro**  
DBS Administrator

**Carolyn Mauroni**  
DBS Analyst

**Debby Dyer**  
Administrative Support

Meeting Date: **April 6, 2016**  
Time: 9:30 –11:30 am  
Location: Somerville Building | 775 Court St. NE

ITEM	PRESENTER	TIME
<b>Welcome</b>		
<ul style="list-style-type: none"> <li>February Minutes Review</li> <li>Action Items - None</li> </ul>	Jean Straight	9:30-9:35
<b>SLA Performance Report</b>		
	Madilyn Zike	9:35-9:45
<b>CUB Satisfaction Survey</b>		
	Ty Hendrix	945-9:50
<b>February Legislative Session Summary</b>		
<ul style="list-style-type: none"> <li>Budget and HRIS</li> </ul>	Janet Savarro Madilyn Zike	9:50-10:00
<b>Budget Structure for Re-Org</b>		
	Janet Savarro Carolyn Mauroni	10:00-10:15
<b>CUB Membership</b>		
	Barry Pack Jean Straight	10:15-10:40

Next Meeting:  
May 4, 2016  
9:30-11:30 am  
Somerville Building  
775 Court St. NE  
Salem, Oregon 97301

# Minutes

## Enterprise Human Resource Services

### Customer Utility Board



#### Members:

**Jean Straight – Chair**  
DCBS

**Kerri Nelson – Vice-Chair**  
DEQ

**Cheryl Myers**  
HECC

**Dacia Johnson**  
OCB

**Jane Lee**  
ODOT

**Tracy Garcia**  
OHA / DHS

**Pamela Nass**  
DOC

**Juril Stover**  
ERB

**Mitch Swecker**  
DOA

**Marc Watt**  
Oregon Board of  
Pharmacy

#### DAS Support Staff:

**Barry Pack**  
Deputy Director

**Madilyn Zike**  
CHRO Administrator

**Janet Savarro**  
DBS Administrator

**Carolyn Mauroni**  
DBS Analyst

**Debby Dyer**  
Administrative Support

**Meeting Date:** February 3<sup>rd</sup>. 2016  
**Time:** 9:30-11:30 a.m.  
**Location:** Somerville Building | 775 Court St. NE  
**Attendees:** Jean Straight, Pam Nass, Juril Stover, Tracy Garcia, Jane Lee, Mitch Swecker, Cheryl Myers, Dacia Johnson  
 DAS Support: Barry Pack, Madilyn Zike, Jessica Knieling, Carolyn Mauroni, Janet Savarro, Debby Dyer  
**Guests:** Jeff Vidal, Sheri Nees,  
**Absent:** Kerri Nelson, Marc Watt

TOPIC	PRESENTER
<b>Welcome</b>	Jean Straight
Introduction of CHRO Deputy, Jessica Knieling January Minutes Review - approved Action Item: On today's agenda	
<b>HRIS Update &amp; CHRO Org-Chart</b>	Madilyn Zike
(See handout of CHRO new Org Chart) This is a work in progress, the first draft. Madilyn explained the new reporting structure. She has changed the reporting relationships, not the work they're doing. Makes more sense to have people working together who are doing the same type of work. Employee Engagement (Lisa Hylton) will be moving to CHRO, and also adding Documentation and Records Management section. Budget change? Members agreed to leave the structure as it is for 17-19 but request moving appropriation to one instead of two. Janet will talk to LFO about combining CHRO and EHRS appropriations.	
<b>Budget Timeline</b>	Janet Savarro
Exec team has put all their proposals for Policy Option packages together. Numbers should be finalized by February 18 <sup>th</sup> . Trying to get the price list finalized by March 1 <sup>st</sup> . No policy option package for EHRS. Have everything ready for March 15 <sup>th</sup> .	
<b>Rate Models Final Decision</b>	Carolyn Mauroni
Need to decide: <ul style="list-style-type: none"> <li>Which model to use for HY Systems and where to start Tier 1</li> <li>If Client Managers can't be funded 100% with no subsidies, what is our 2<sup>nd</sup> choice</li> </ul> <b>HR Systems:</b> Handout of summary. Carolyn recommends tier one charge of \$700. These rates are designed to support the systems with no subsidization of Client Managers Discussion – <b>CUB decision:</b> Agreed with the \$700 tier 1 as charge for service.  <b>Client Managers:</b> Rate based on position count. Overall there was a 24% increase. Need 24% to cover cost. Carolyn and Janet will look into why there is a 24% increase instead of 12%. Q. Is rate per hour still on the table? A. Yes the rate is in the price list. For agencies who want to opt out. Discussion of the increases and decreases for small versus large agencies. Would we have the staff to handle the one-off's while still servicing the clients paying full cost? <b>CUB decision:</b> Publish at full cost, then work down so we can at least increase some.	

**HR Shared Service Costing Methodology: IGST Discussion**

- Client managers
- Systems
- Training

**What's in those rates?**

- Personal services
- Associated S&S
- DAS Business Services overhead
- 60 working capital  
=total need/unit  
=EHRS service rate

=Cost for a Shared Service Shop - need standard definitions for future shared service providers.

**SERVICE LEVELS DETERMINE COST**

- Minimum service level OR Silver|Gold|Platinum Service levels

**FOUR POTENTIAL COST RECOVERY MODELS**

- Full cost
- Divisional cost
- Marginal cost
- No cost

**GOAL**

Framework for Shared Services

How do we govern?

**Next meeting:**

March 2<sup>nd</sup>, 2016

9:30-11:30 a.m.

Somerville Building

775 Court St. NE

Salem, Oregon 97301

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Enterprise Human Resource Services				In compliance	
Reporting Period		Q4 2015 (Oct-Dec)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q4 2015 (Oct-Dec)	Trend
			Q1 2015 (Jan-Mar)	Q2 2015 (Apr-Jun)	Q3 2015 (Jul-Sep)	Current	
1	<a href="#">Average # of days to fill a position</a>	70	66.79	55.05	61.79	60.91	
	Total # of days to fill positions		2,538	2,367	3,584	4,690	
	# of positions filled		38	43	58	77	
2	<a href="#">Average # of days to deliver a customized PPDB report</a>	3	1.14	1.01	1.49	0.94	
	Total # of days to deliver customized PPDB reports		161	150	133	382	
	Total # of customized PPDB reports delivered		141	149	89	407	
3	<a href="#">% of agreed client agency managers on-site contact hours fulfilled</a>	90.0%	94.9%	95.8%	94.4%	93.2%	
	Total # of actual on-site contact hours delivered		296	250	271	248	
	Total # of agreed on-site contact hours		312	261	287	266	
4	<a href="#">Average # of days to provide employee investigation recommendations</a>	60	20.11	78.20	87.40	48.82	
	Total # of days conducting employee investigations		181	782	437	537	
	Total # of investigations with recommendations delivered		9	10	5	11	
5	<a href="#">Average # of hours to resolve iLearn technical support request</a>	1.5	1.13	1.14	0.72	2.55	
	Total # of hrs spent providing response to requests		191	191	97	247	
	Total # of tickets answered		169	168	135	97	
6	<a href="#">Average # of hours to resolve E-recruit technical support request</a>	3.5	0.98	0.64	0.82	0.31	
	Total # of hrs spent providing response to requests		42.0	27	28	3	
	Total # of tickets answered		43	42	34	9	
7	<a href="#">% of students with an increase in their training scores</a>	TBD	78.9%	94.7%	70.6%	No data	
	# of students who show an improvement in training scores		56	18	24		
	Total # of students who have taken the training pre-test and post-test		71	19	34		
8	<a href="#">Average # of days to deliver a classification recommendation</a>	6	1.45	1.50	1.99	1.98	
	Total # of business days spent doing classification work		175	157	221	216	
	# of positions with classification recommendations delivered		121	105	111	109	

Measure	Comments
1. Average time from requisition to fill	<p style="text-align: center;"><b>General Comments</b></p>
2. Average turnaround time to deliver a customized PPDB report	<p style="text-align: center;"><b>General Comments</b></p>
3. Availability of Client Managers	<p style="text-align: center;"><b>General Comments</b></p>
4. Average time to provide employee investigation recommendations	<p style="text-align: center;"><b>This Metric was skewed because of 5 unique, complicated tasks.</b></p>
5. I-learn technical support resolution time	<p style="text-align: center;"><b>General Comments</b></p> <p>This Metric was skewed because of 5 unique, complicated tasks. These requests consisted of:            33.75 Hours            10.50 Hours            5.25 Hours            5.25 Hours            4.25 Hours            These requests actually took this about of time to complete, it was not a matter of the customer waiting 30 for a task that took 3 hours. The work took 33.75 hours to complete.            This is the reason the metric was missed this Quarter.</p>
6. E-Recruit technical support resolution time	<p style="text-align: center;"><b>General Comments</b></p>
7. Quality of training content	<p style="text-align: center;"><b>General Comments</b></p> <p>No Data this quarter due to the data measure owner receiving a 2 year rotation.</p>
8. Classification review or establishment response time	<p style="text-align: center;"><b>General Comments</b></p>

**Name of Program /Division**

**EHRS**

**Reporting Period**

**Q4 2015 (Oct-Dec)**

**Report on Formal complaints received in the previous quarter**

Formal complaints raised by customers during the last quarter using the designated email or alternative electronic means described on the Service Level Agreement document

<b>Complaint #</b>	<b>Date received</b>	<b>Complaint Type</b>	<b>Complainant (Agency and, if applicable, Dept.)</b>	<b>Affected Customer (s)</b>	<b>Description</b>
1					No complaints received for this reporting period
2					
3					
4					