

# 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

**Leah Bingham**  
DBS Analyst

**Debby Dyer**  
Administrative Support

Meeting Date: **May 4 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>Minutes review</li> <li>Action Items - none</li> </ul>	Jean Straight	9:30-9:35
<b>CUB Membership and Cadence</b>		
	Barry Pack Madilyn Zike	9:35-9:50
<b>Performance Metrics discussion</b>		
	Jessica Knieling Ty Hendricks	9:50-10:35
<b>Minimum Service Level</b>		
	Barry Pack Jean Straight	10:35-10:55
<b>Current HR Advisor Projects</b>		
	Jennifer Schoorl Madilyn Zike	10:55-11:15
<b>Update</b>		
	Barry Pack	11:15-11:30

**Next Meeting:**  
June 1, 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**  
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 a.m.  
**Location:** Somerville Building | 775 Court St. NE  
**Attendees:** Jean Straight, Pamela Nass, Jane Lee, Cheryl Myers(by teleconference), Juril Stover(by teleconference), Dacia Johnson(by teleconference)  
 DAS Support: Barry Pack, Madilyn Zike, Jessica Knieling, Carolyn Mauroni, Ty Hendrix, Caitlin Breitbach, Jeff Vidal, Janet Savarro, Debby Dyer  
**Guests:** None  
**Absent:** Kerri Nelson, Tracy Garcia, Mitch Swecker, Marc Watt

TOPIC	PRESENTER
<b>Welcome</b>	Jean Straight
<ul style="list-style-type: none"> <li>February Minutes Review - approved</li> <li>Action Items - none</li> </ul>	
<b>SLA Performance Report</b>	Madilyn Zike
<p>All targets met except for:            #5 – Average # of hours to resolve iLearn technical support request. One request took 33 hours to complete, one request took 10 hours, every other one took the normal time. Downward trend could be due to one person going on rotation and trying to get the new person up to speed, but is probably just random.            #7 – Percentage of students with an increase in their training scores. Target to be determined – would like one by the first of the fiscal year - Trainer went on rotation, but are looking for someone to come in on rotation to fill this position. Would like a target by the first of the fiscal year.</p>	
<b>CUB Satisfaction Survey</b>	Ty Hendrix
<p>Not enough members to do this survey  <b>Action</b> – will do this survey by email this time to keep the survey anonymous.</p>	
<b>February Legislative Session Summary</b>	Janet Savarro Madilyn Zike
<ul style="list-style-type: none"> <li>Budget and HRIS – did not get the full ask at session. Did get a little bit of carry over limitation. Under \$500,000 to get us through May. This was not anything to do with the HRIS project, but more about the DAS budget. Our understanding is that everyone at LFO is solidly on board for going forward in May when we will be going back for the remainder. Established a team over at the Real estate building for HRIS. Really optimistic that it's going to be fully funded.</li> </ul>	
<b>Budget Structure for RE-Org</b>	Janet Savarro Carolyn Mauroni
<p>Org chart – two appropriations, one for the policy side and one for the service side – Charge for service for Client Managers only – no subsidization – On an even playing field with \$92. – There are some stand-alone rates in the price list.            Q. How can agencies be assured that the Client Managers won't get used on the policy side?            A. Madilyn: Committing to that not happening. Want to hear from the agencies perspective. Client Managers will be able to give more service.            What do you want to hear from HR? Would be happy to come back and give you scope</p>	

and vision on the HR work.  
 Please send us agenda items for the agenda setting meeting.  
**Action:** send out agenda setting meeting invite to all members.

**CUB Membership**

Barry Pack  
 Jean Straight

What does EHRIS need from the CUB?  
 - It seems like we have the right people, but would be open to more client agencies represented.  
 Are quarterly meetings more appropriate?  
 - Would every other month work better?  
 - Barry suggested keeping the May scheduled meeting, and give Barry and Madilyn time to figure out a recommended appropriate schedule.  
 There are only 3 client agencies now represented. Members agree to recruiting members from more client agencies. Members want to do outreach so people will come to check it out.

Jeff introduced Sarah Quick, from Parks, who will be replacing him while he is on rotation to the HRIS project.

Barry Pack

**Update**

Staffing 11-1 mandate is not working – Agencies need more flexibility. Trying to work through how to organize ratios to the type of work that supervisors need. Discussion and research happening now to agree on a proposal for 17-19. Succession planning – practical solutions.

**Next meeting:**  
 May 4, 2016  
 9:30-11:30 a.m.  
 Somerville Building  
 775 Court St. NE  
 Salem, Oregon 97301