

A man and a woman are sitting at a wooden desk in an office, high-fiving each other. The man is on the left, wearing a light blue shirt and a striped tie, and the woman is on the right, wearing a dark blazer over a white shirt. They are both smiling and looking at each other. On the desk, there is a laptop, a glass of water, and some papers. In the background, there is a brick wall and a whiteboard with some papers pinned to it.

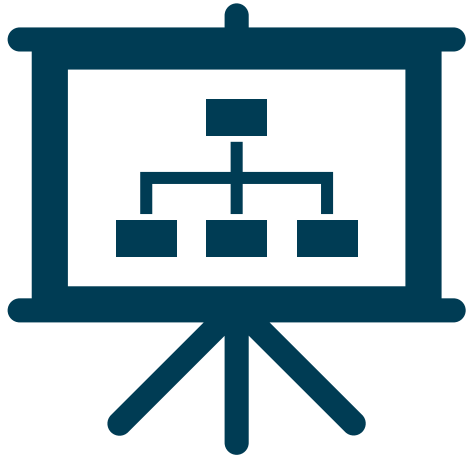
REPORTING
STRUCTURE
OVERVIEW

HR Modernization



Idaho Division of
Human Resources
Executive Office of the Governor

Janelle White, DHR Bureau Chief
January 13, 2022



Meeting Objectives

- ✓ Provide an overview of draft HR Modernization reporting structure
- ✓ Vision of reporting structure
- ✓ Key points of reporting structure

Updated HR Modernization Webpage

dhr.idaho.gov/modernization

The screenshot shows the official website of the Idaho Division of Human Resources (DHR). The header features the Idaho state logo and the text "IDAHO DIVISION OF HUMAN RESOURCES" against a background of the Idaho State Capitol dome. A navigation bar includes links for Job Seekers, COVID-19 Workforce Guidance, State Employees, Employee Complaint Line, Trainings, Events, HR Professionals (highlighted), Compensation, IPC, Statutes, Rules, & Policies, EO Officer, and About Us. A search bar is located in the top right corner.

The main content area is titled "HR Modernization" and includes a breadcrumb trail: Home / HR Modernization. Below the title is a video player with the text "Join the HR Modernization Meeting January 13 at 11:00 AM MT" overlaid on a photo of two women in an office setting.

Below the video player is a section titled "What is HR Modernization?" with a prompt: "Press 'play' on the video below for an overview of HR Modernization in Idaho." This is followed by the DHR logo and the text "Idaho Division of Human Resources Executive Office of the Governor".

The central part of the page features a large video player titled "HR Modernization" with a play button and a progress bar showing 0:02 / 3:01.

On the right side, there is a section titled "HR Modernization Timeline" which contains a Gantt chart showing various projects and their durations from 2019 to 2022. Below this is a "Questions" section with a link to "Review Frequently Asked Questions" and a note "Updated January 13, 2022". Further down is a "Past Communications" section with two bullet points: "Human Resources Modernization Plan and FAQs Memo - Updated June 16, 2021" and "DHR Fall 2021 Forum Slide Deck".

At the bottom, there is a grey box with the text "Do you have a question about HR Modernization?" and a blue button that says "Submit questions, comments, and feedback about HR Modernization".

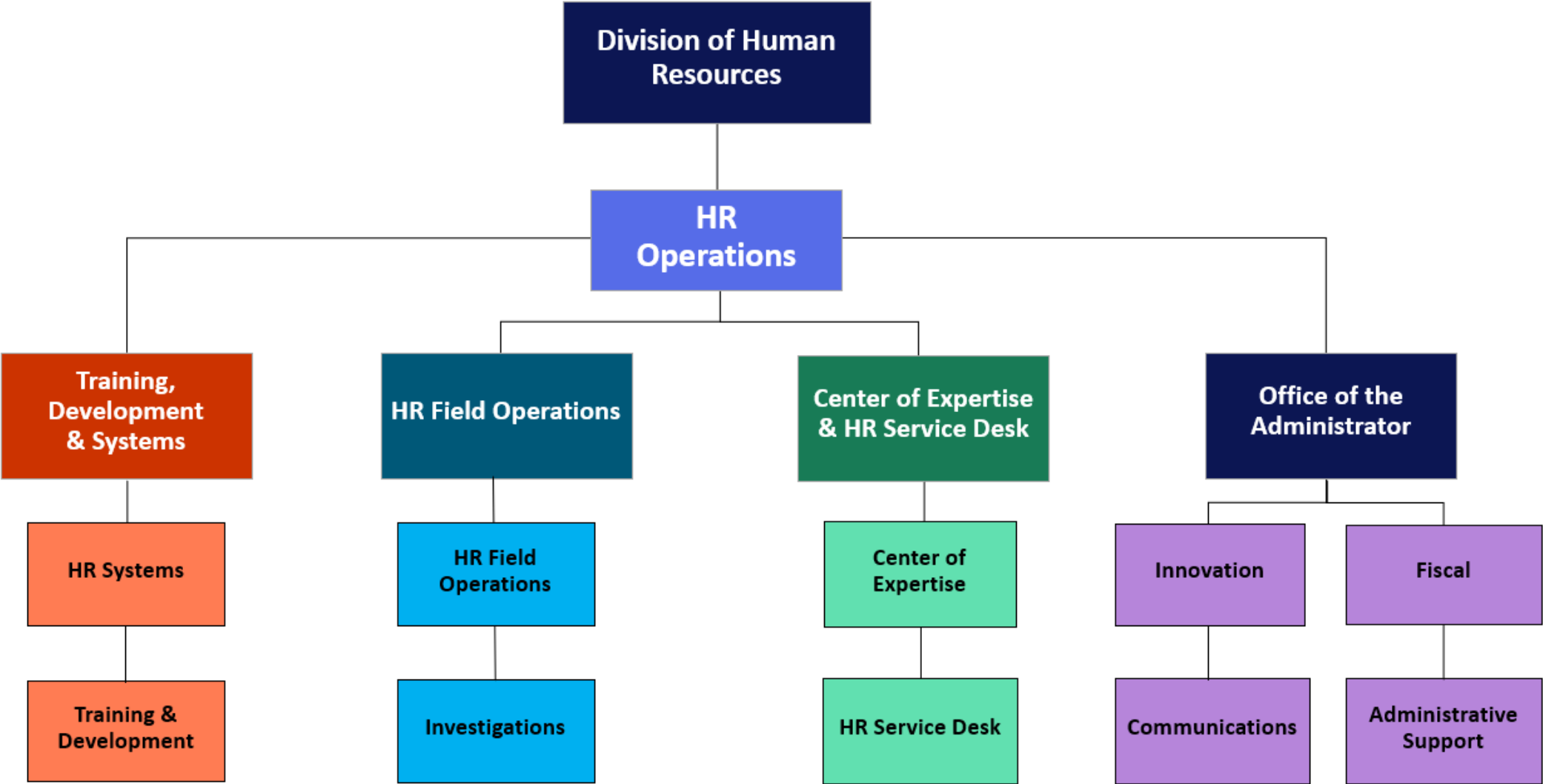
HR Modernization: *Overview Video*



HR Modernization

Proposed HR Modernization Reporting Structure: *Central Office*

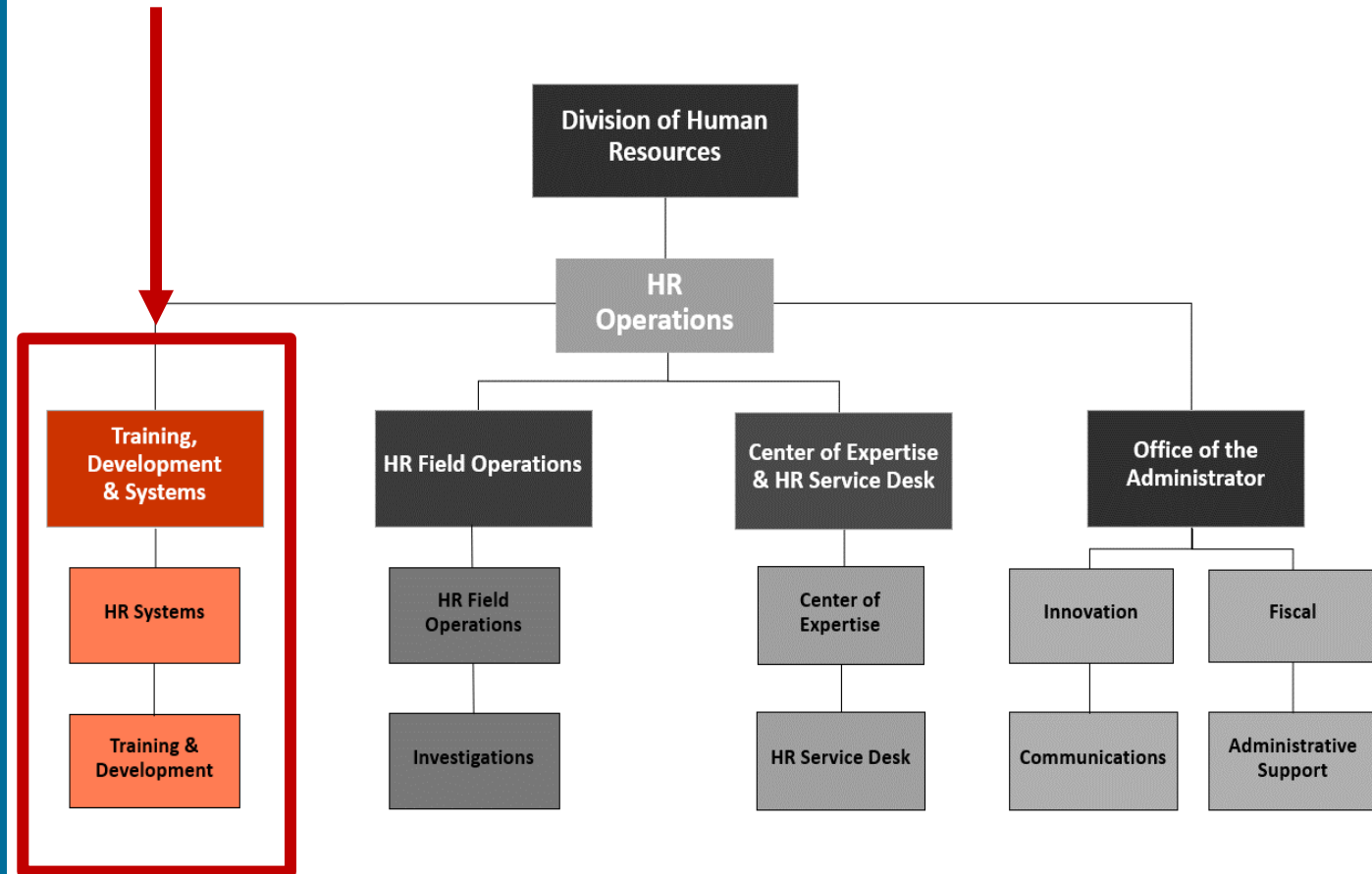
DRAFT FOR DISCUSSION PURPOSES



Central Office Operations:

Training, Development, & Systems

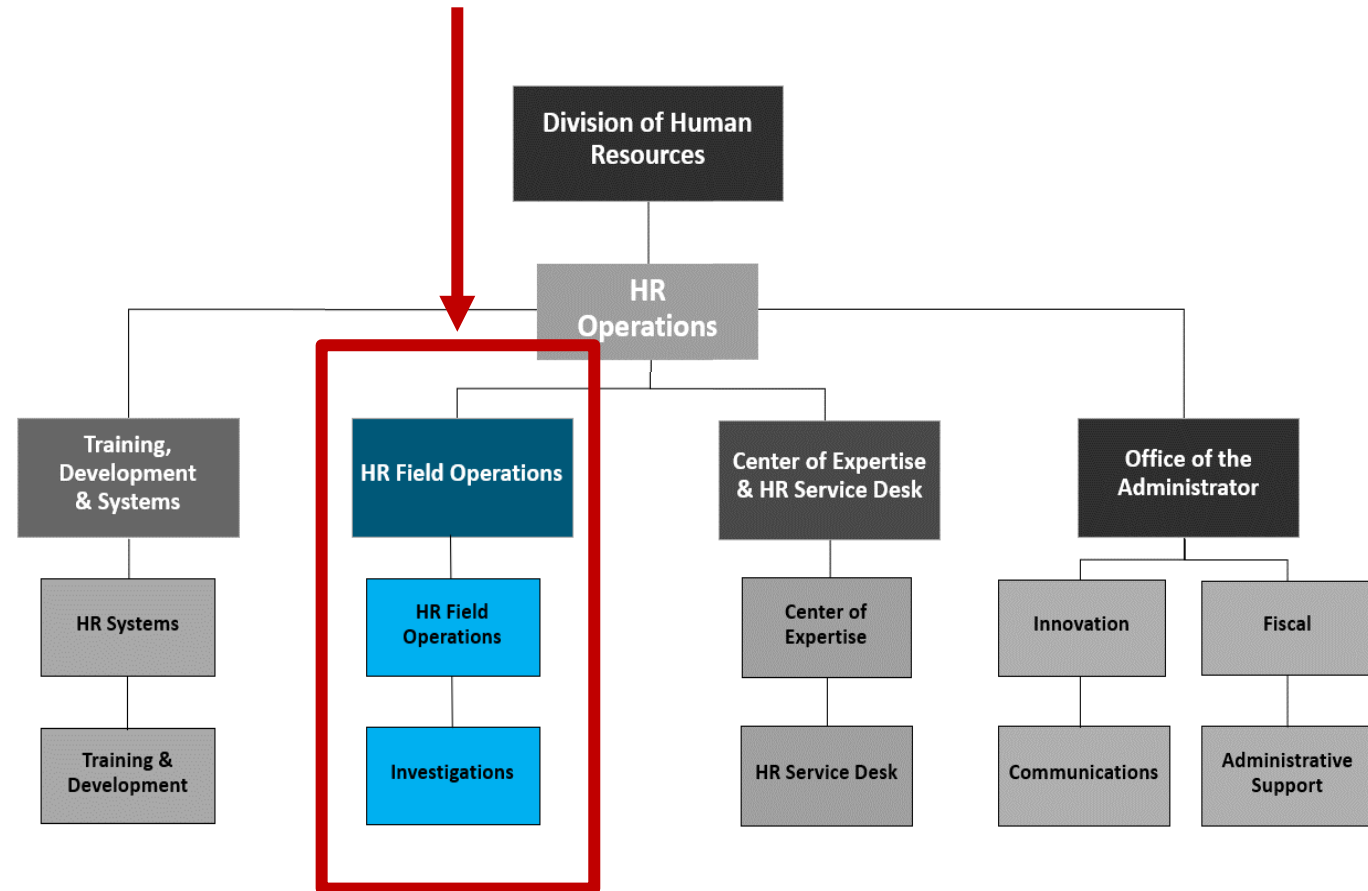
- Training and development for HR, state employees, and leadership
- Support to HR systems
 - Configuration
 - Ongoing systems support
 - Maintenance of systems



Central Office Operations:

HR Field Operations

- HR staff members who work directly with employees and managers to deliver HR services
 - Employee relations
 - FMLA/ADA
 - Compensation
 - Classification
 - Investigations
 - Recruitment
 - Etc.



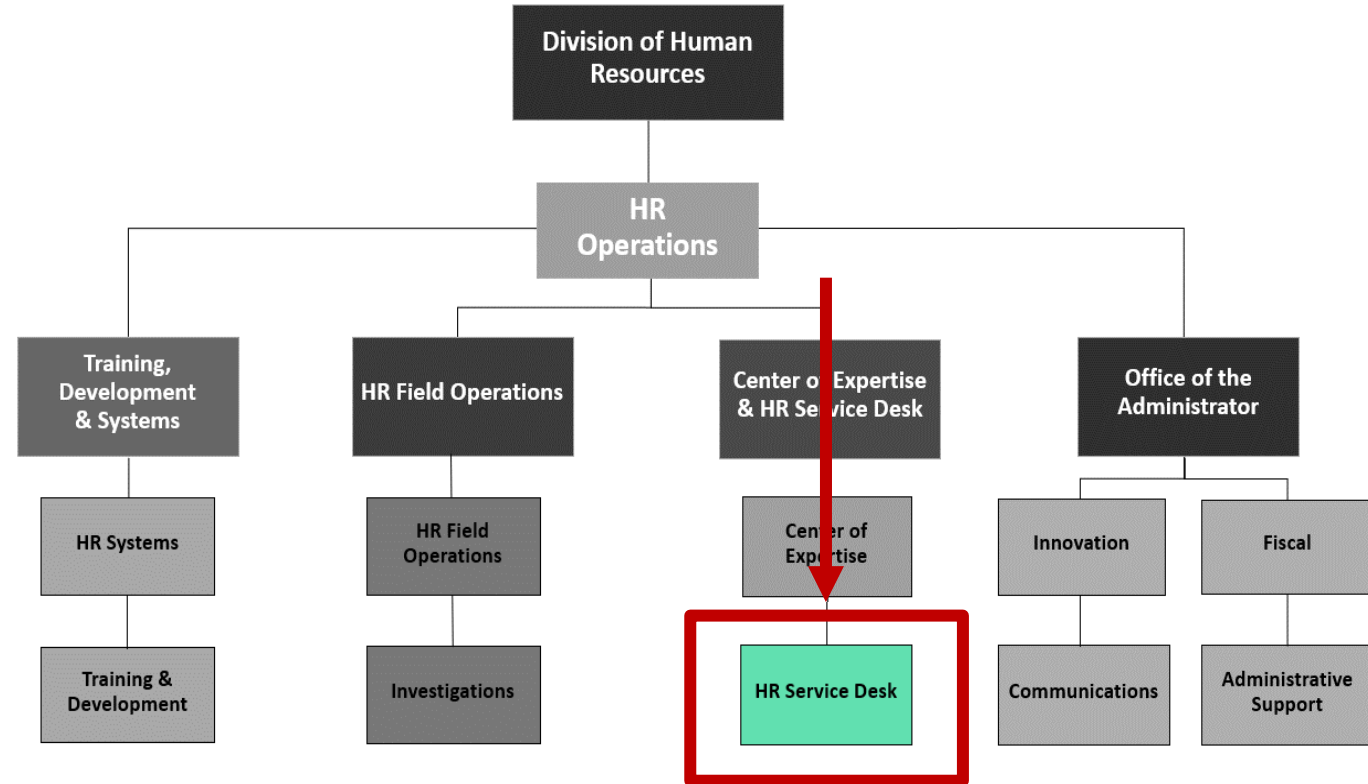
AKA ... *the boots on the ground!*



Central Office Operations:

HR Service Desk

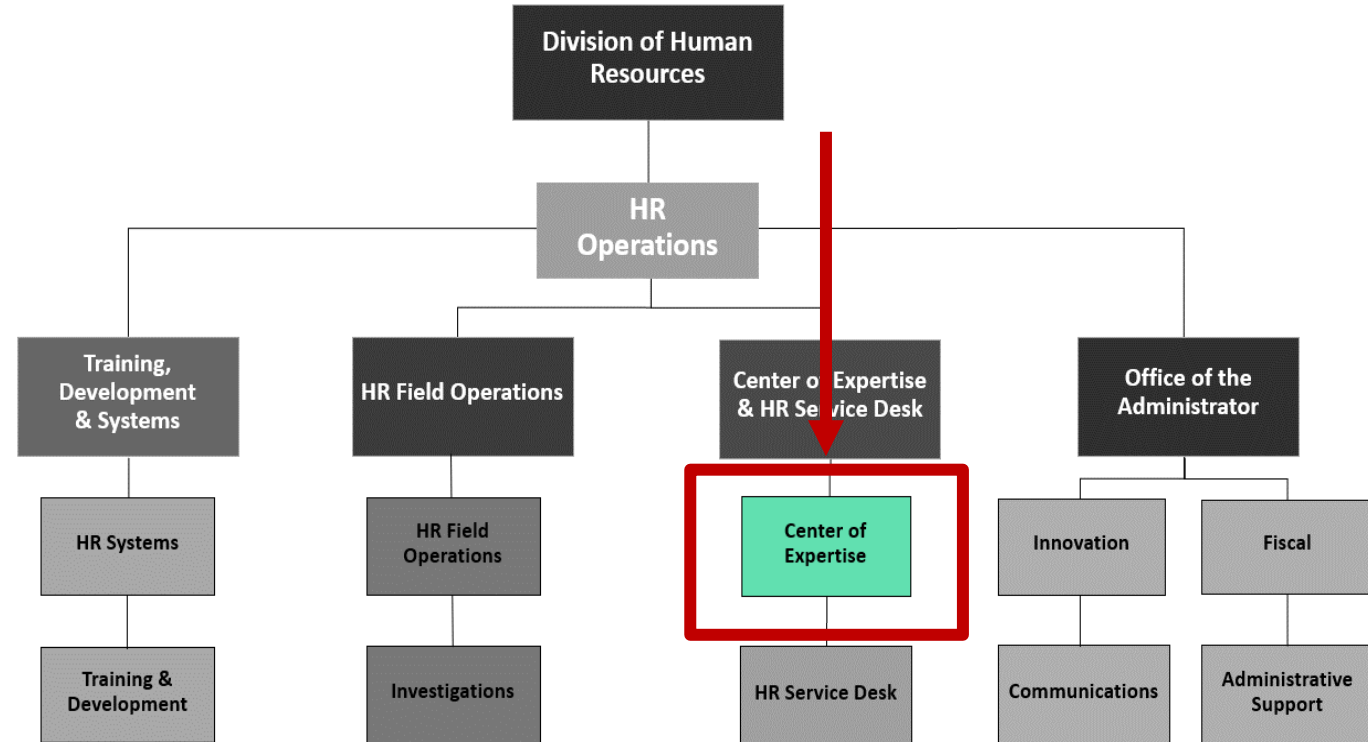
- Central unit for HR-related administrative and transactional tasks
- Tasks that cannot be completed through an online portal (*Luma*)
- Cases will be managed and routed to HR Field Operations to complete



Central Office Operations:

Center for Expertise

- Provides best practices, research, support, and/or training for a specific focus area
- Ensures consistent policies, processes, and practices used in HR Field Operations

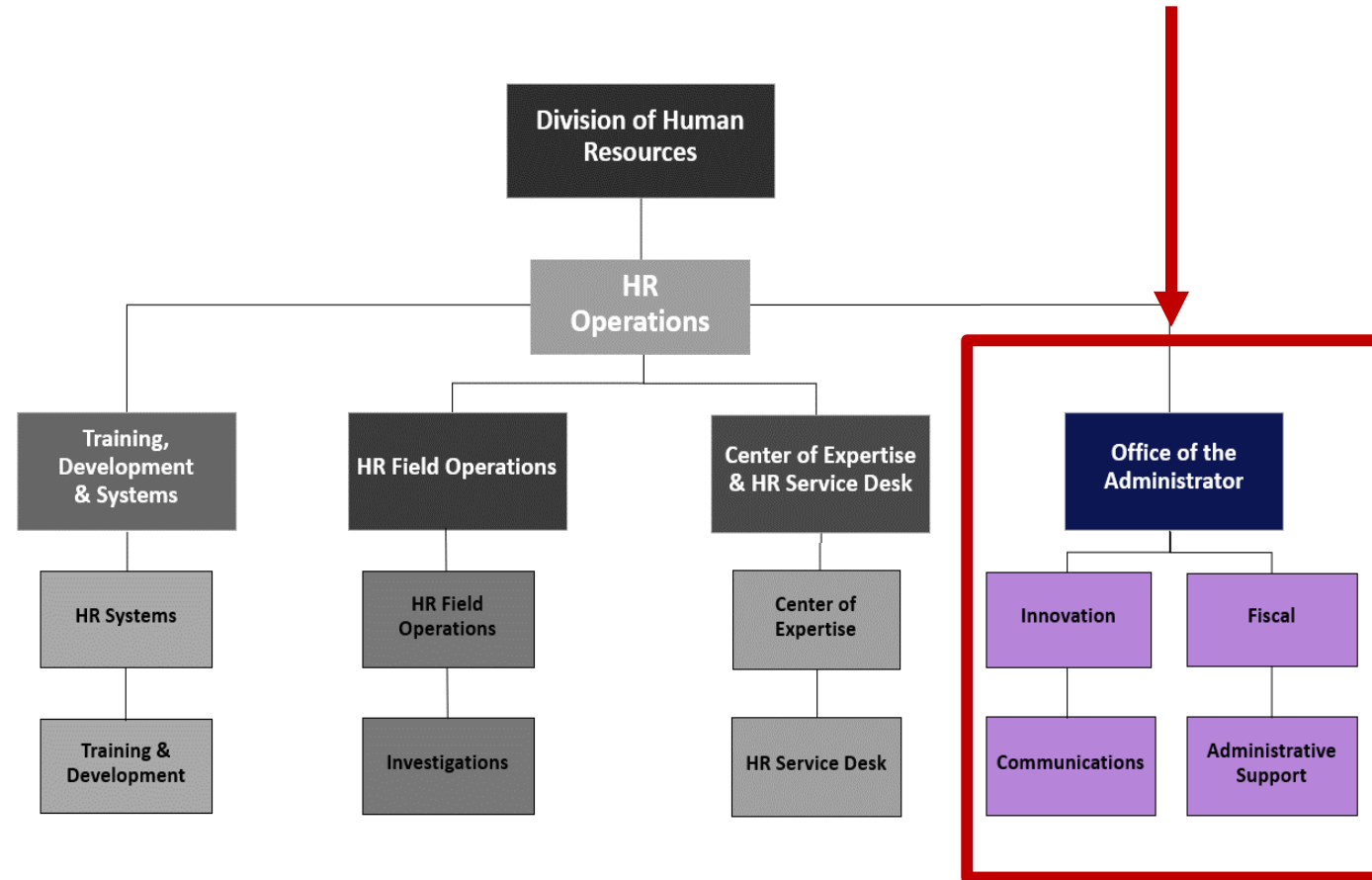


Central Office Operations:

Office of the Administrator

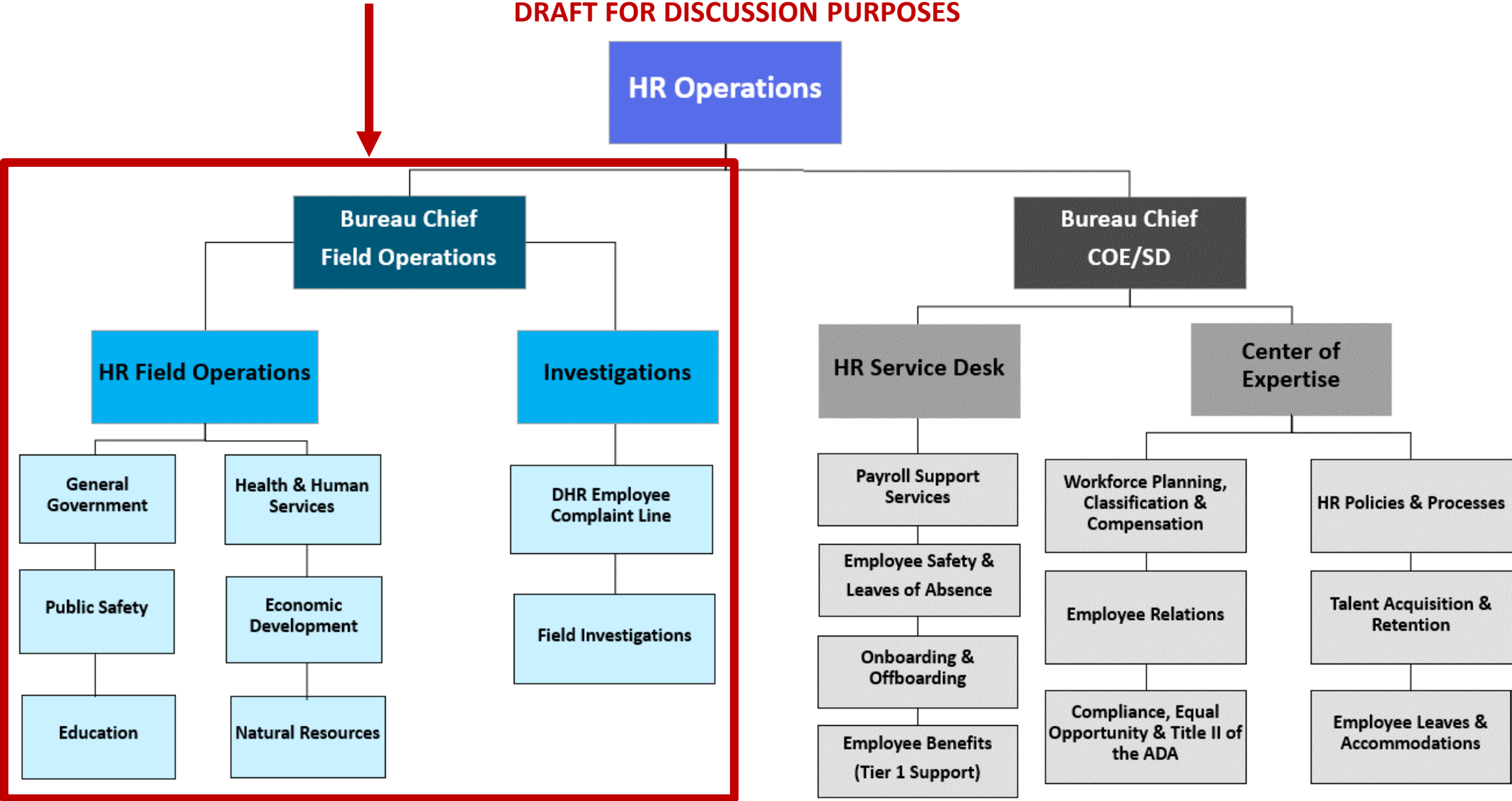
- Provides administrative support to the agency in the areas of fiscal, communication, administration, and houses the innovation program*

**Pending approval by the Legislature in FY 2023*



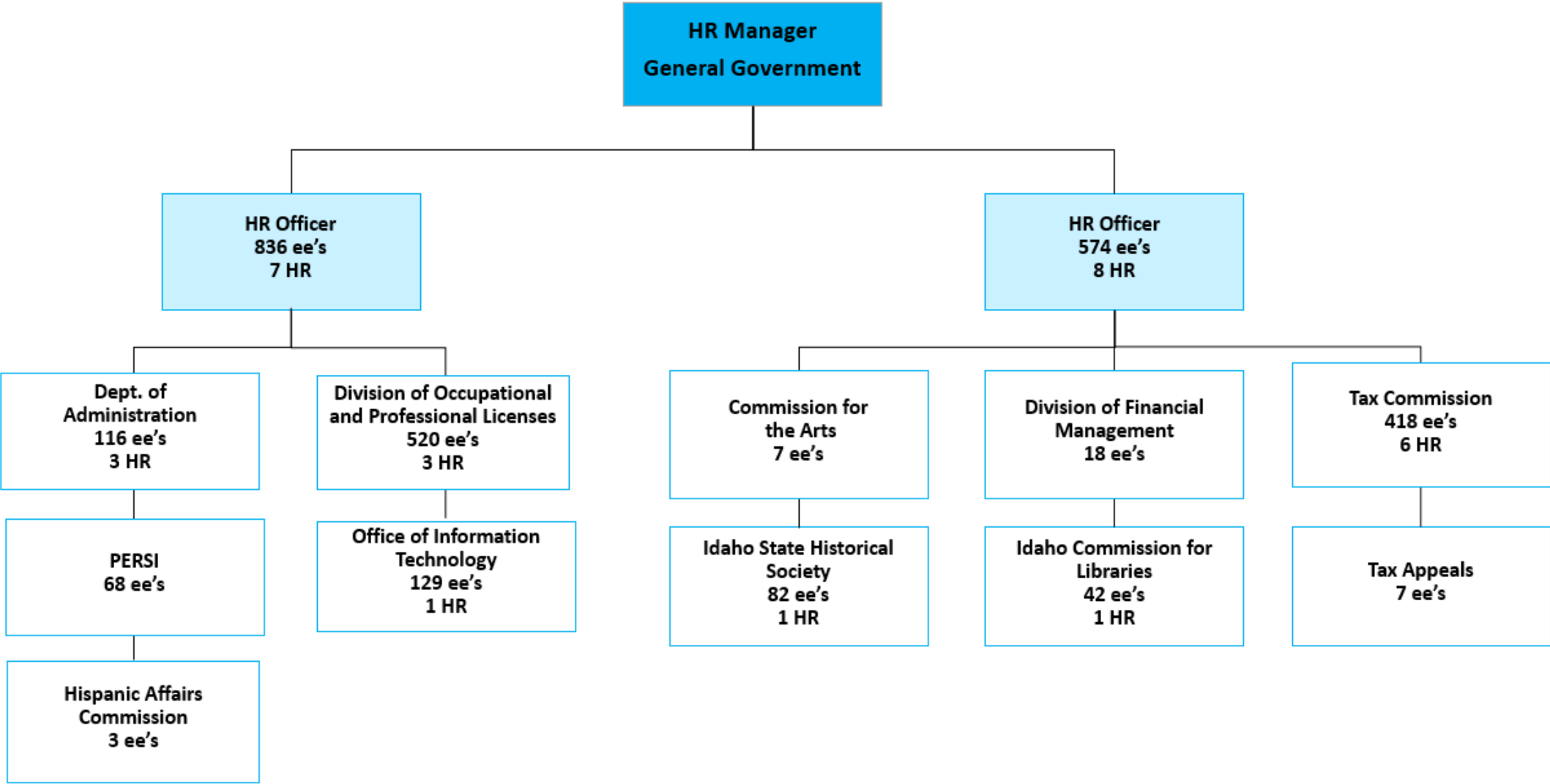
Proposed HR Modernization Reporting Structure: *HR Field Operations*

DRAFT FOR DISCUSSION PURPOSES



Proposed HR Modernization Reporting Structure: *HR Field Operations*

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What will HR Modernization *'look'* like? *FMLA Example*



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Human Resources

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HR Modernization

FMLA Scenario

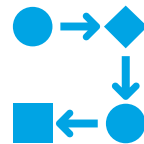
HR Reporting Structure: *Key Points*



The reporting structure is a draft!
It is a living document that
will continue to evolve.



**HR Field Operations will still do
the same work they do today.**
Central Office will not
absorb all the work.



**Some of the ways work is
done will change.**
There will be changes in training,
systems, policies, and processes.



We do not have all the answers yet.
Please help us through the process with
suggestions, questions, and feedback!

HR Modernization: *Next Steps*

- Identify the most critical needs to fill first
- Recruit for those positions where there isn't someone currently in place
- As these positions fill these, we can begin the more detailed work of operationalizing this reporting structure
 - Determine how exactly a Service Desk will operate
 - Develop policies and procedures for the Center of Expertise
 - Develop training for HR and assess training needs for agencies
 - Reviewing HR job descriptions
 - Updating roles and responsibilities
 - Identifying where we have too many/not enough HR people in each section
 - Etc.

	2021				2022												2023					
	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	
Luma	Architect Business Process Reviews				Configure and Prototype				Data Conversion System Integration Test Payroll Compare Test				User Acceptance Testing		User Training		Go Live	Sustain Ongoing Operations				
	Identify areas of integration, critical decision points, and opportunities for standardization between Luma and HR Modernization																					
HR Modernization	Conduct Needs Assessment and Develop Gap Analysis				Define Job Duties and Reporting Structure			Identify, Plan and Implement Policies and Processes for Modernization				Submit Budget and Legislative Impacts Plan Transitions Develop Training Plan		Begin Transition of Functions Train Staff and Prep Operations for Luma		Implement Full Transition						

Updated January 2022

HR Modernization: *Timeline*

HR Modernization: *In-Process*

- **[September – December 2021]** Needs Assessment & Gap Analysis *Complete*
- **[January – March 2022]** Develop Job Duties and Reporting Structure/Develop Budget Model *In-Process*
 - Requesting new FTE through the budget process; continue to analyze job duties and reporting structure as these positions are filled
 - Preparing to deploy a budget survey to help develop the budget model.
- **[April – August 2022]** Identify, plan, and implement policies and processes for HR Modernization
 - Begin more detailed planning
 - Identify which positions will perform which functions (*such as payroll!!!*) and update class specs as needed



Questions?

dhr.idaho.gov/modernization