

# Updates from Payroll

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DECEMBER 14, 2022



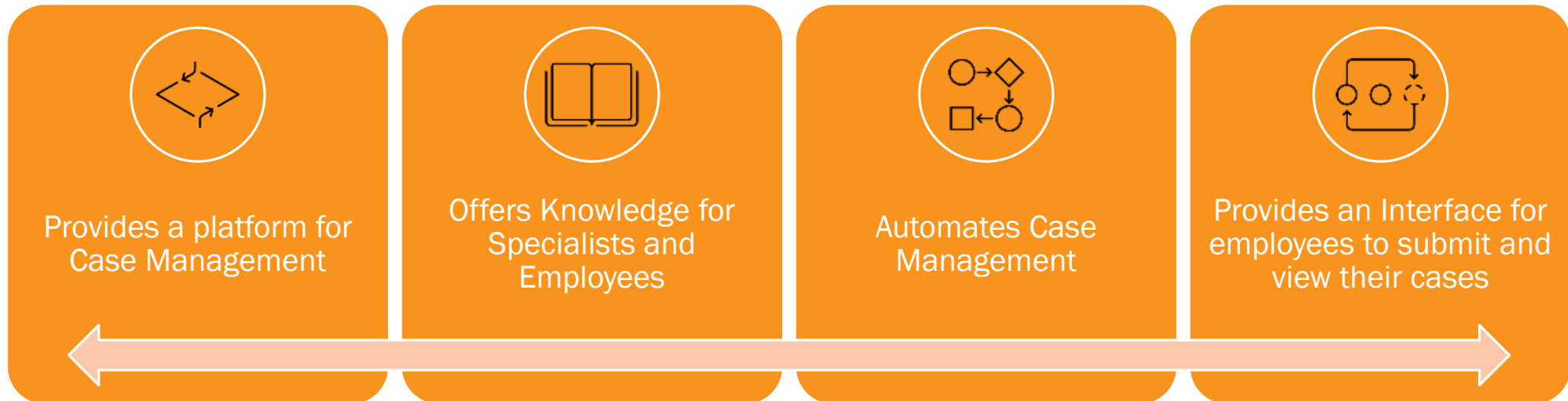


# Project: Service Delivery Platform

- ❑ Multi-year program to modernize internal service delivery
- ❑ Customer Portal where customers/employees can ask for service/help
- ❑ Employees can log and track progress on their inquiries
- ❑ Agent Workspace where staff can see incoming inquiries and take action
- ❑ Case Management (each inquiry is a 'case')
- ❑ Knowledge Management for self service via the customer portal
- ❑ Metrics and reporting

# PHASE 1: HR SERVICE DELIVERY (HRSD)

- Employee Onboarding workflow with automation & integration
- Offboarding workflow and exit survey
- Case Management (ticketing system)
- A menu of Services in a catalog
- Knowledgebases
- Benny the Virtual Agent: available 24/7



# EMPLOYEE PORTAL EXAMPLE

The screenshot shows the Oregon State University Employee Center portal. At the top left is the OSU logo and name. A search bar contains the text "general hr inquiry". On the top right, there are navigation links for "My Tasks" (with a red notification badge showing "1"), "My Requests", a heart icon, a user profile icon with "JB", and "Tours". Below the search bar are links for "HR", "Find Answers", and "Request Something".

The main content area features a large banner with a mountain background. It says "Hello Justin," and "Welcome to the OSU Employee Center". Below this is a red button that says "What can I do here?".

Below the banner are two main columns of content:

- Popular topics:** A grid of eight topic cards, each with an icon and a title: Benefits, Retirement, Compensation, HR, Tax Information, Health and Wellness, HR Systems, and Pay and Time.
- My active items:** A summary of the user's current tasks and requests. It shows "1 Tasks", "6 Requests", and "Surveys". Below this is a "Quick tasks" section with a "No due date" label and a task titled "Annual goal update".

At the bottom, there is a "Recommended for you" section with three items:

- An article titled "Test Article for HR & Payroll External Knowledge Base" with a red heart icon and a timestamp of "2mo ago".
- A request titled "General Employee and Labor Relations Inquiry" with a red heart icon and a brief description: "Ask Employee and Labor Relations a general or complex employment...".
- A request titled "General PEBB Medical Coverage Inquiry" with a red heart icon and a brief description: "Ask a question about PEBB's medical plans and coverage."

Finally, a "Quick links" section at the bottom right contains two links: "Oregon State University" and "MyOregonState", both with external link icons.

Home HRC0001002 +

# Hello, Roger!

Here's a snapshot of what's important

## Overview

### SLAs at risk

3

HRC0000106 Opened Dec 8	16 hours remaining	HRC0000277 Opened Apr 13	5 days breached	HRC0000263 Opened Apr 2	5 days breached
Employment Verification Letter for Rob Phillips		Report Inquiry for Matthew Robinson		Report Inquiry for Howard Johnson	
Priority: 3 - Moderate	State: Ready	Last updated: 7 days ago	Priority: 4 - Low	State: Awaiting Acceptance	Last updated: 7 days ago
Priority: 4 - Low	State: Work in Progress	Last updated: 7 days ago			

### High priority cases

0

No more high priority cases

### All cases

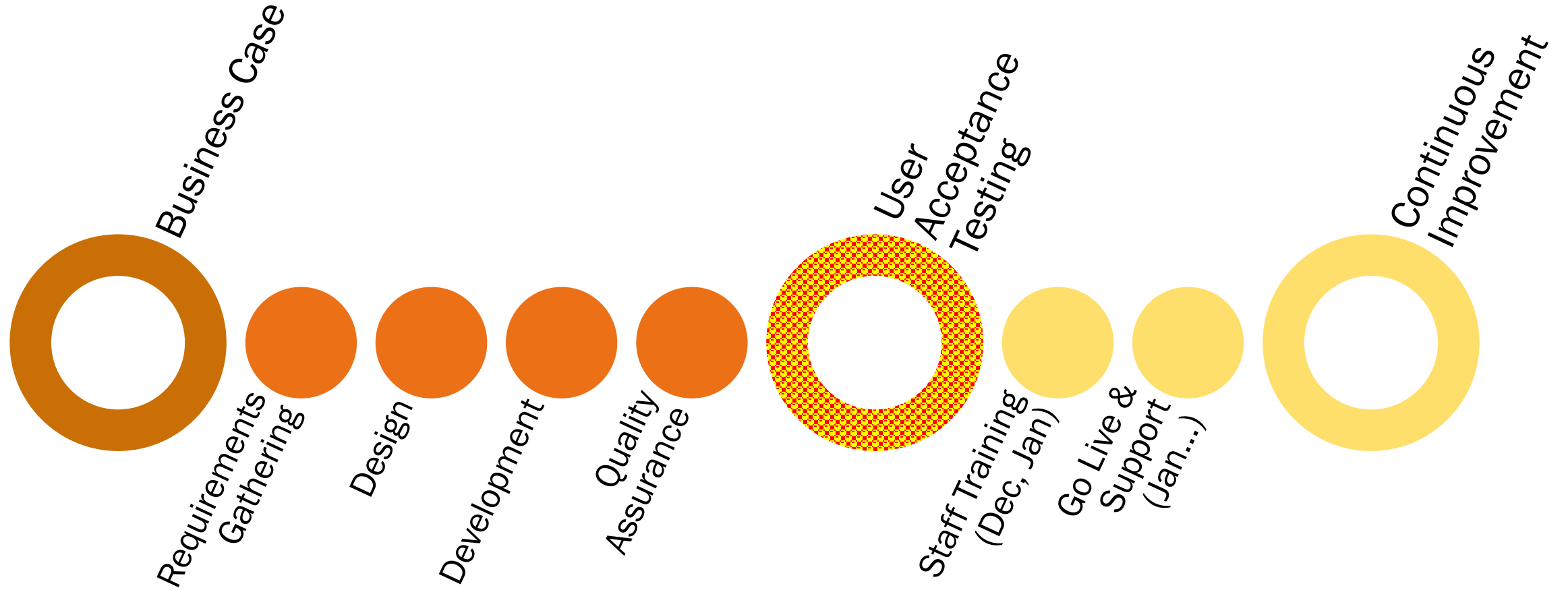
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HRC0001002 Opened May 2	New	HRC0000621 Opened Apr 24	HRC0000618 Opened Apr 24		
Direct Deposit Setup case for Abel Tuler		Beneficiaries Inquiry request for Tyree Courrage	Employment Verification Letter request for Rob Woodbyrne		
Priority:	State:	Last updated:	Priority:	State:	Last updated:

### My Cases by Request Type

All cases	7
Employment Verification Letter	2
Report Inquiry	2
Beneficiaries Inquiry	1
Direct Deposit Setup	1
General Inquiry	1

# PROJECT STATUS: USER ACCEPTANCE TESTING (UAT)



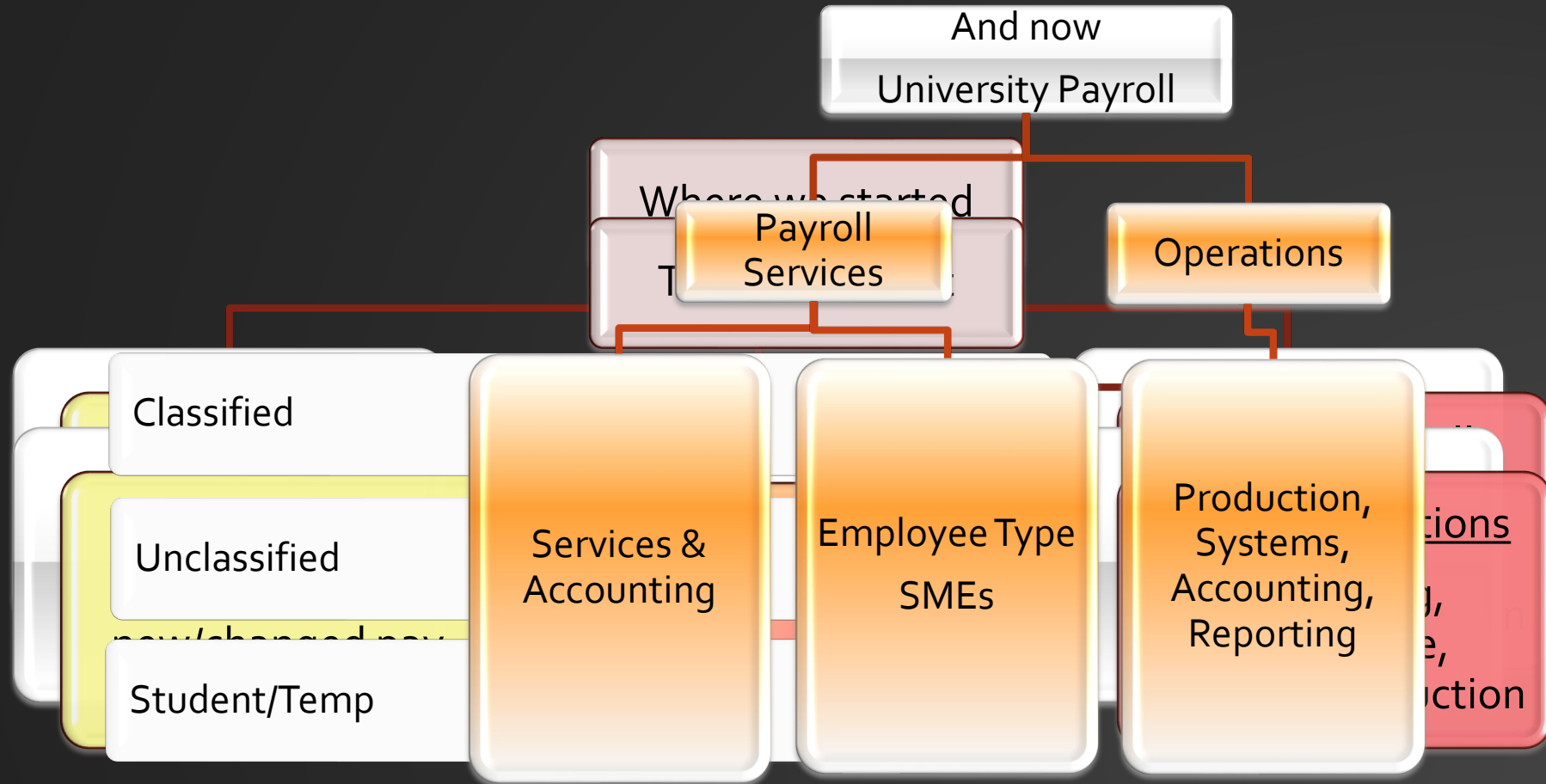
# CU Alignment:

# Payroll Team Structure

- ❑ Evaluate resource needs to benchmarks
- ❑ Design organizational structure(s)\*
- ❑ Identify who, what, where
- ❑ Clarify roles & responsibilities
- ❑ Transition work and reporting
- ❑ Update position descriptions

\*transitional and target

# PAYROLL ALIGNMENT JOURNEY





QUESTIONS?

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THANK YOU.



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