

DHRM Overview



Pillars of Success



DHRM – Strategic Roadmap 2013-2014

Sept, 2013

mission & vision

MISSION:

Develop, implement, and administer a statewide program of human resource management that: aids in the efficient execution of public policy, fosters careers in public service for qualified employees, and assists state agencies in the performance of their missions. *(Utah Code, Section 67-19-6(1)(a))*

VISION:

DHRM actively partners with state agencies to achieve their missions by championing the highest quality workforce.

pillars of success

DHRM First

- We create the innovation that drives our goals.
- We set the example within DHRM.
- We CHAMPION our new vision.
- We demonstrate that we can add increased value.

Attract & Select

The highest quality hires become the highest quality employees.

- We actively partner with agencies to create strategies that will result in the highest quality candidates.

Strengthen & Support

The highest quality employees are engaged, nurtured, supported, and retained.

- We actively partner with agencies to develop strategies to enhance employee performance and satisfaction.

Facilitate Succession & Separation

The highest quality employees of the future starts with active planning in the present.

- We actively partner with agencies to plan for future needs and facilitate successful transitions when employees exit.

2013 - 2014 initiatives

Strategic Field Offices

- adding customized HR value to customer agencies
- agency operational excellence efforts
- pushing ideas to Admin

Effective Communications

- the right people...at the right time...giving the right message...in the right way

Project Management

- goal alignment
- identifying progress, needs, workload, etc
- what are we working on?...who is working on it?...what is the status?...who is the customer?

Planning & Goal Alignment

- short-term plans
- long-term plans
- aligned with the strategic roadmap
- budget coordination

Admin Refocus

- analyzing current workload ("whirlwind")
- putting some projects on hold, cutting those that don't align with our pillars
- re-emphasizing customer focus

IT Prioritization

- prioritized requests
- goal alignment
- budget coordination

DHRM Services

Recruitment/Classification

- ☞ Recruitment
- ☞ Executive Head Hunting
- ☞ Job Classification

Employee Information Resource Center (ERIC)

- ☞ Retirement Consultation
- ☞ Onboarding/benefits orientation
- ☞ Service center to assist employees with HR related questions
- ☞ Payroll services
- ☞ Process personnel actions

Training/Performance Management

- ☞ Certified Public Manager® course
- ☞ Online and classroom-based supervisor/leadership courses
- ☞ Utah Leadership Institute
- ☞ Online workplace harassment prevention training
- ☞ Utah Performance Management (UPM) performance planning

DHRM Services

Business Intelligence & Systems

- ☞ Employment and HR data mining
- ☞ Customized reports
- ☞ Statewide employee engagement measurement and data
- ☞ HR systems services

Compensation & Benefits

- ☞ Conduct annual salary surveys
- ☞ Submit an annual compensation plan to the Governor
- ☞ Administer State employee benefits
- ☞ Conduct RFPs for voluntary benefits
- ☞ Administer ACA for 6 entities in state government

Labor Relations

- ☞ Consult with Risk Management and the Attorney General's Office
- ☞ Conduct investigations at the request of the Governor's Office
- ☞ Respond to and investigate employee complaints regarding workplace harassment
- ☞ Coordinate FMLA, Workers Compensation, LTD and employee-related ADA issues
- ☞ Assist agencies in requesting drug and alcohol tests and fitness for duty examinations

What's New: Internal

Operational Excellence Initiatives – Internal

- ∞ HR Technician Transactions Consolidation
 - Expected cost savings through attrition
- ∞ Recruitment Processes
- ∞ Voice of Customer

Human Resource Information System (HRIS) Rebuild

- ∞ System is outdated and at risk
- ∞ Extensive business analysis with DTS
- ∞ Due diligence with private sector
- ∞ RFI process completed

DHRM Systems Chart



What's New: External

Strategic Field Offices

- ☞ Customized solutions
- ☞ Workforce planning
- ☞ Succession planning
- ☞ Operational Excellence support

Strategic Partnering

- ☞ Strive to understand agency needs
- ☞ Align HR function with agency activities to improve overall agency performance

Compensation Overhaul

- ☞ Statute revisions
- ☞ Customized, agency-specific recommendations
- ☞ Partnership between DHRM, agencies, and GOMB

Questions?

