AGENDA ITEM SUMMARY

1. **NAME OF ITEM:** Phase II Human Resources Administrative Review

2. **INITIATED BY:** James H. Page, Chancellor

3. **BOARD INFORMATION:**
   
   **BOARD ACTION:** X

4. **BACKGROUND:**

   The Human Resources Administrative Review was chartered by the Board of Trustees in May 2012. Phase I of the Review, approved in July 2013, has been completed and Phase II has been developed in support of the strategic goals of the University of Maine System.

   Phase II of the Administrative Review includes a service delivery model that moves all repetitive and transactional work from the campuses and either centralizes, outsources, or automates the work to gain efficiencies. Centers of Excellence will be established to support other human resources functions for the University System. Strategic Human Resource Business Partners will be located on each campus in support of the strategic mission and goals of their respective University.

   Phase II of the Administrative Review was presented at the September 21, 2014 Board of Trustees meeting in Fort Kent. Following the meeting, Phase II was posted on the Mission Excellence website for review and public comment via an online survey tool.

   In summary, survey results were as follows:

   - The survey was posted from 9/29/14 – 10/14/14
   - 426 individuals representing all campuses responded to the survey
   - The two largest groups to respond to the survey were Non-HR/EO staff and faculty
   - All HR services were reported to be “Important” or “Very Important” to the success of the University System and its employees with “Payroll” and “Benefits” scoring the highest
   - “Investment in technology” was rated the highest in importance to the HR Administrative Review Update recommendations
   - 26% felt that Phase II of the HR Administrative Review moved UMS in the right direction and 46% responded maybe
   - The comments that were provided were varied; however, some main themes were captured. There was a reinforcement regarding the need to invest in technology, a message of caution in removing positions prior to solutions being available, and the need for tremendous culture change required for success.
The survey was the final step in the feedback process. Since no major concerns (not already addressed in the review) we presented, there will be no changes made to Phase II of the Administrative Review as it was outlined to the Board of Trustees at the September 21st Board meeting in Fort Kent. The Board will now vote on approving Phase II of the HR Administrative Review.

The Human Resources and Labor Relations committee will be reviewing this item on November 7, 2014. Any changes will be provided before the November board meeting. If approved by the Committee, this item will be forwarded to the Consent Agenda.

5. TEXT OF PROPOSED RESOLUTION

That the Board of Trustees approve Phase II of the HR Administrative Review.

November 6, 2014