



TIME TO HIRE AND TEAM DYNAMIX UPDATE

Budget and Finance Committee Meeting | December 5, 2024

TIME TO HIRE UPDATE

TIME-TO-HIRE

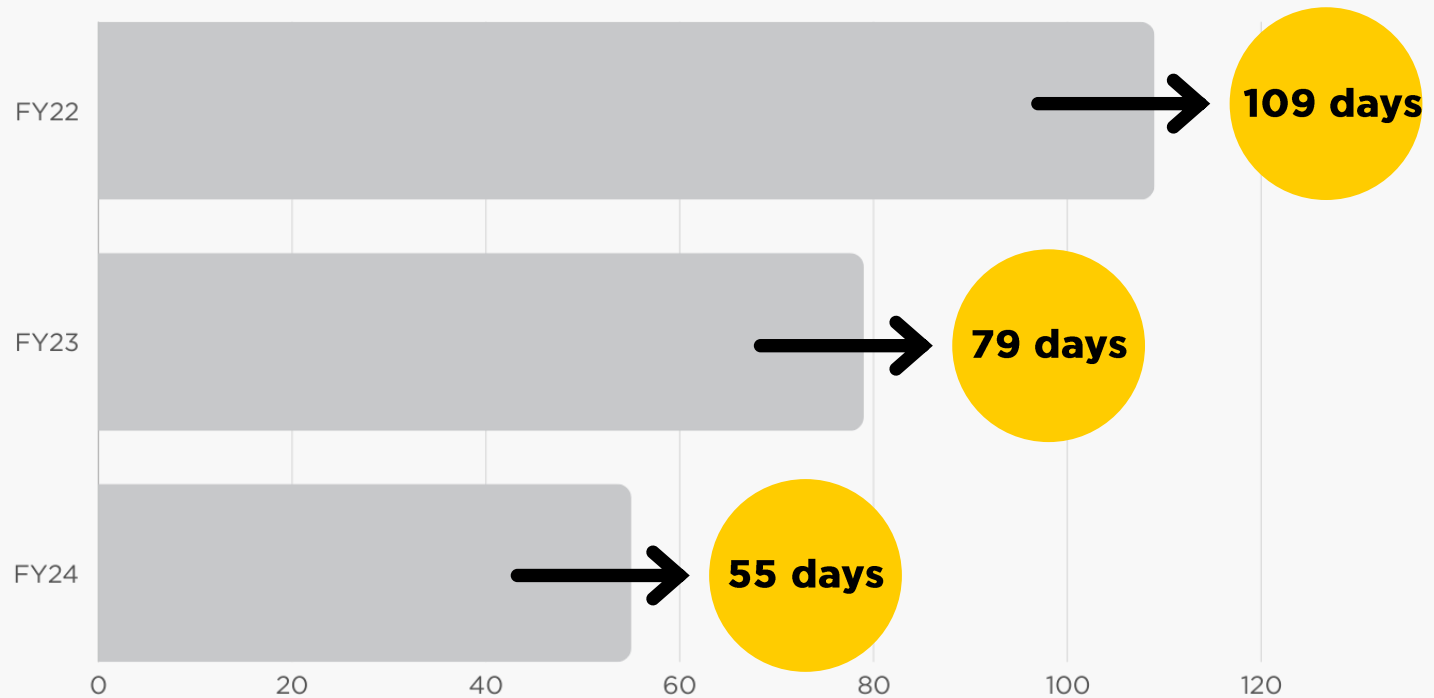
DRIVING RESULTS

Talent Acquisition's strategies have effectively reduced time-to-hire by nearly 50% over two years.

LAST 90 DAYS

137 recruitment searches initiated with an average time-to-hire of **39 days**.

AVERAGE DAYS TO HIRE PROFESSIONAL (A&P),
TEMPORARY (OPS NON-STUDENT), AND STAFF (USPS)



KEYS TO SUCCESS





TOP 50 TALENT ACQUISITION TEAM AWARD WINNER

UCF Talent Acquisition Team honored with prestigious
OnCon Icon 2024 Top 50 Talent Acquisition Team Award

TEAMDYNAMIX INTAKE SYSTEM

PROJECT OVERVIEW

An Intake System is a **simplified approach to request an HR or finance transaction** on behalf of yourself or others. It is not Workday – but complements Workday in requesting key information to process the transaction effectively and efficiently

- **Current State:** requests are done inconsistently through Workday Help, email, PDF forms, and in some cases, Workday self-service functionality when available
- **Future State:** requests are done systematically through **TeamDynamix**, using a common approach, to ensure users understand the process, length of time for completion, and we can measure for trends

Problem #1

Inconsistent processes for human resources and financial transactions that originate outside of Workday.

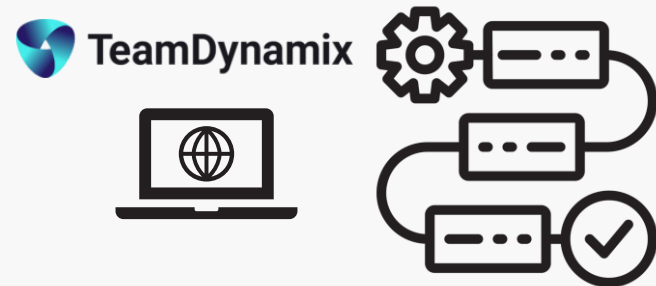
They are typically paper (PDF) based, emails, or other correspondence.

EXAMPLES

- **14 different PDF forms** to hire an OPS student
- **Two** finance approvals; one paper and one Workday
- **Missing key approvals** (post-doc, APQ)
- **Missing data** causing integrity issues

Solution #1

We will **standardize all manual processes** that are currently outside of the Workday system into a clear and cohesive workflow that will make the work of transaction processors much easier.



Problem #2

Because of the inconsistent processes, there is **not a universal way to serve the campus community** properly.

Individuals are having to tailor responses based on how a college or unit is accustomed to processing their paper transactions.

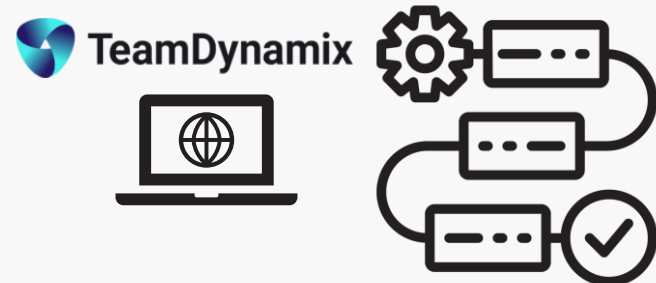
EXAMPLES

- What is the **correct process** to hire an OPS student, adjunct, post-doc, or graduate teaching/research assistant?
- Where do you find **user-friendly instructions**?
- Manage exceptions as needed

Solution #2

We will have **one standard process** that the campus community will utilize for greater efficiency and a user-friendly system in getting work completed.

We will also provide opportunities to hear unique situations and ensure those are managed accordingly.



Problem #3

Customer service is challenged at the current time. It leads to frustration, delays and in some instances, the loss of candidates and the lack of taking advantage of vendor discounts.

We **lack a systematic way to track metrics** for continuous improvements around transaction times and execution.

EXAMPLES

- Lack **service level agreements** for completion of tasks
- **Understanding where work is 'stuck'**
- **Reduce or remove administrative burden** from faculty
- **No metrics** to understand volumes and staffing needs

Solution #3

Subject matter experts (SMEs) will be able to service customers by seeing where transactions are bottlenecked, respond to inquiries in a timely manner.

More importantly, we will be able to **gather data and metrics** for statistical analysis for continuous improvements.



PROJECT PHASES

PHASE ONE (May-Dec 2024)

Hiring Processes

- OPS Student (UG & Grad)
- *Adjuncts**
- *Graduate Assistantships**
- *Post Doc**

User-friendly job aids and tools to support processes

Metrics and reports on volumes, completion time, etc.

PHASE TWO (Jan 2025-Apr 2025)

Tentative Plan – subject to change

- **Continue Hiring Processes*
- Duplicate W-2/Paystubs

Survey to measure effectiveness of processes to meet needs of audience

PHASE THREE (2025-2026)

To be determined based on business need and feedback



QUESTIONS?
