

1999 Planning Summary For Payroll

Goal	Indicators	Evidence
1. Coordination of Y2K issues for IUPUI Payroll	<ul style="list-style-type: none"> • Testing of system programs and equipment 	<ul style="list-style-type: none"> • Contingency plan development for Indiana University • Communication to University population and outside customers
2. HRMS Project	<ul style="list-style-type: none"> • Project Timeline • New systems development • Staff Commitment to Project 1-5 years in length. 	<ul style="list-style-type: none"> • Uniform method for faculty and staff to access and conduct administrative activities • Improved Business Practices
3. Implementation of New Retirement Benefits Program for Hourly Employees	<ul style="list-style-type: none"> • Redesign of form to accommodate retirement plan • Training of campus in partnership with Human Resources 	<ul style="list-style-type: none"> • Recruitment and retention of hourly staff working in positions requiring 1,000 or more. • Measure of collaboration between departments • Employee satisfaction
4. Customer Service	<ul style="list-style-type: none"> • Customer Service Survey • Functional and Service Philosophy 	<ul style="list-style-type: none"> • Analyze results of survey • Implementation of programs to improve customer satisfaction.
5. Automated Timekeeping System	<ul style="list-style-type: none"> • In conjunction with HRMS project • Compliance to University, federal, state and local regulations. 	<ul style="list-style-type: none"> • Employee and Employer satisfaction • Access to information for labor cost analysis.