

February 2, 2016

I would like to use this edition of From the Desk of to outline two large projects taking place simultaneously within the Department of Human Resources. These projects are the development and implementation of our shared services centre, MyHR, and the Human Resource Management System (HRMS) Improvement Project.

While we have been providing information over the past year on the progress of MyHR, the HRMS Improvement Project is an initiative that is new to many of you within the university community.

The HRMS Improvement Project is a two-year project that will be approached in phases. The first phase will focus on strengthening the internal control environment regarding payroll related processes. The second phase will focus on data quality. The final phase will focus on system optimization. Human Resources implemented Banner HR a couple of years ago and it is now time to do some system refinement. With this in mind and after talking to our client groups, we have taken a step back to look at Banner HR and our payroll processes. This is a key project that requires attention. While pay and compensation are important to the individual, they also constitute a significant part of the university's operating budget. To help us with this initiative, we have hired Ms. Cheryl Whitten as project manager of the HRMS Improvement Project.

Ms. Whitten joined our team in Dec. 2015 bringing years of experience to Memorial from the private sector where she worked most recently at Grant Thornton LLP as service line leader for the Newfoundland and Labrador Advisory practice. She has extensive experience working within institutional environments and additionally held the role of internal auditor at Stratos Global Communications. With her professional and educational background (Ms. Whitten has a Bachelor of Commerce (Co-operative) Honours degree, a Chartered Accountant designation, and a Certified Internal Auditor designation) Ms. Whitten is ideal to take on this project.

In approaching this project, Ms. Whitten is joined for a short time by Mr. Gary Pike from the Department of Financial and Administrative Services who will be helping for the next few weeks.

While work is beginning on the HRMS Improvement Project, we also continue to move forward with MyHR. Our hope originally was to have MyHR launched by now. As many of you know, we have a team in place and the physical MyHR location is ready. However, while some achievements have occurred, we are still working on implementing a new system that will enable us to better document, measure and track requests that are coming through MyHR. We have the system in place but have had some technical challenges with having it live within the university environment. With the help of our colleagues in ITS, these issues have been resolved and we are pleased to report that our staff are now training on the system and learning how to deliver our services more effectively. Once ready, this system will help us provide better service to all of our clients (both employees and administrators) within Memorial.

MyHR is an important project that, when finalized, will change how we do business going forward. One of the challenges we have faced with this project is that we are doing it by shifting operations piece by piece as we continue with our regular day to day business. This has not been an easy task but thanks to our dedicated staff we have been making progress. Due to the dedication of these individuals as well as others who have been reallocated within HR to help us finalize this project, we are now looking forward to MyHR being fully operational this spring.

In closing, I would like to thank all of our staff in HR for their work on MyHR and the HRMS Improvement Project. Your efforts will result in improved service for our clients throughout Memorial for years to come.

Sincerely,

Stephen Dodge  
Director of Human Resources