

Comprehensive Assessment of WSU Human Resources

WARRIOR STRONG



WAYNE STATE
UNIVERSITY

Meet Our Team



Jessica Roy
Executive Sponsor

Jessica is a Detroit-based Managing Director in Accenture's North American Education Practice. She has spent the last 15+ years supporting higher education institutions through HR modernization efforts.



Elizabeth Klobucher
Delivery Lead

Elizabeth is a Senior Manager in Accenture's North American Education Practice and has 15+ years of experience in HR with 8 years focused on higher education and academic medical centers.



Avante Gilstrap
Consulting Senior Analyst

Avante is a Detroit-based Senior Analyst in Accenture's Consulting Practice. He is a proud Wayne State MBA graduate, with concentrations in Human Resources & ISM. Avante has experience working in IT application management, project management, and large-scale transformations in the Public Sector.





Leaders in education are facing new challenges

Enable Organization Reinvention

How might we enable HR and teams across campus harness the power of data, technology, AI and people to unlock potential, drive business strategy and enable the university?

Access, Create, and Unlock Potential

How might we enable an 'always-learning' organization that creates an unparalleled employee experience and brand internally and externally?

Evolve Enterprise Culture

How can we partner to drive leadership behaviors and enterprise ways of working to enable future growth?

Build an Agile and Resilient HR Function

How might we invent, iterate, and scale new HR processes, tech, skills, and capabilities needed for constantly changing environments?

Program Overview

Revitalizing Tomorrow, Transforming Today: Empowering Excellence through HR Innovation

WHY



Increase Efficiencies and Enhance HR Processes



Attract and Keep Talent



Cultivate Culture of the HR Function Across Campus

HOW



Work With WSU Leadership across campus



Align Stakeholders



Create Solutions Roadmap

WSU



Share Past Work



Co-Create Future Vision



Collaborate on Solutions

At the end of this engagement, Wayne State will have built a strong foundation for transformation opportunities to enhance HR as a partnership across campus.



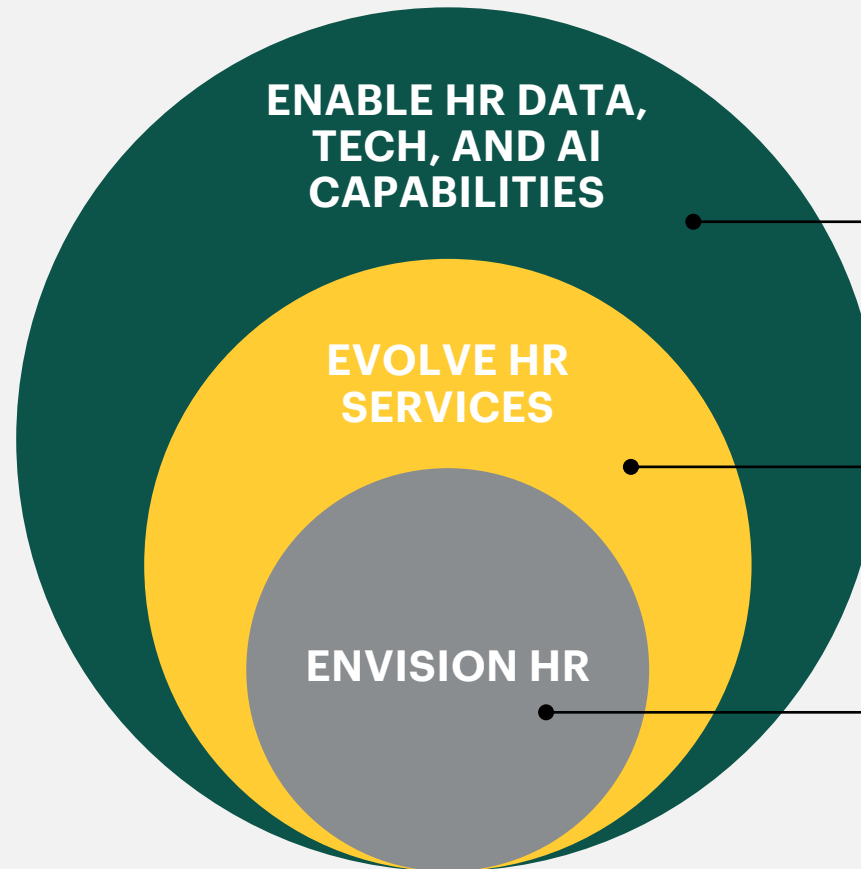
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Timeline

◆ Current Week
★ Deliverable



Future success starts with connecting people, process, and technology today.



How can we leverage data and technology to increase our employee experience?

How can we create HR capabilities to find, access, and unlock potential?

How can we create a more agile and optimized HR function?

How to be a High Performing HR Function

Global forces are changing the structure of work which increases demand for organizational change. HR functions focused on creating value leverage the power of data, tech, and people to access, create, and unlock talent potential.



**DEFINED ROLES,
RESPONSIBILITIES**



**TRANSPARENT
WORKFLOWS WITH
STANDARD PROCESSES
AND CLEAR
ACCOUNTABILITY**



**COMMON
TECHNOLOGY & DATA**



**INSIGHTS INTO
TALENT: GOALS,
LEARNING AND
SUCCESSION PLANS**



**SINGLE SOURCE OF
TRUTH FOR DATA &
REPORTING**



**SHARED GOAL AND
STRUCTURES TO ENABLE
PEOPLE-CENTERED "NET
BETTER OFF"**



Sample Outcomes: Modern HR Programs



Recruit to Hire Process Redesign

Client Challenge: Recruit to hire process was complex for candidates and HR, lack of transparency, manual, and had compliance risks

Transformation: Completed a 'clean sheet' redesign of the End-to-End Recruit to Hire process.



80% reduction in non-value-add steps in Recruit to Hire Redesign

Re-focus on **Candidate Care and outcomes** throughout process

Evaluation of **roles and responsibilities** between campus and service center



TA HR Roles and Responsibilities

Client Challenge: Talent Acquisition processes were spread across central and department roles with lack of clear processes.

Transformation: Design thinking workshops to co-create TA vision, roles, and roadmap.



Collaboratively aligned on key activities and responsibilities

Gained **end user/new hire insights** to inform experience

Developed **future state vision** for talent function



University-wide Change Campaign

Client Challenge: Governance across functions and campus, leading to culture and decision-making challenges.

Transformation: Stakeholder engagement and change for faculty, staff, students, and admin for future state designs.



Developed **governance model** with representation across the University and functions

Created **change plan** to drive engagement and two-way communications

Built **feedback culture** to sustain the change



NextGen HR Operations Strategy

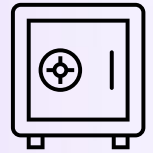
Client Challenge: Employee experiences was misaligned to customer needs and business collaboration and transparency were lacking.

Transformation: Co-created HR Operating model including interaction analysis and technology assessment.



Developed **clear HR strategy and vision** with business representation

Assessed **moments that matter** across the employee lifecycle to determine key focus areas for **30-60-90-day planning**.



Future Talent Agenda

Client Challenge: While strong in core capabilities the organization was lacking in modern skills and pathways.





Transformation: Completed a skills analysis and labor market comparison to identify pathways.



Identified **34 future-ready roles** with aligned skills, tailored pathways, and learning plans

Created long-term talent strategy to enable the organization to look at **future needs** and be agile to change

Over the next 10 weeks we will...

-  Develop a shared vision and roadmap for the future of HR at Wayne State
-  Enable open and transparent discussions inclusive of campus-wide stakeholder sentiments
-  Bring ideas and leading practice to the table to open the art of the possible
-  Seek leadership support to prioritize and champion changes

Thank You



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Contact Us:

Jessica.l.roy@accenture.com

Elizabeth.Klobucher@accenture.com