

IOWA STATE UNIVERSITY

The goal of Improved Service Delivery (ISD) is to enhance Iowa State University's Finance and Human Resources operations by building upon our culture of service, fostering increased collaboration, and ultimately advancing ISU's mission.

In July 2019, dedicated specialists will transition to ISD Service Teams. Expert supervisors will manage these teams and ensure access to regular, consistent training and updated technology and systems (e.g. Workday), and cultivate a collaborative team-based approach to providing critical Finance and Human Resources services.

The following charts outline **Human Resources services** that will be provided by service team specialists and HR responsibilities that will not be handled by ISD.

Strategic Human Resources Responsibilities	Non-ISD Responsibility	ISD Responsibility
Determine business need for and responsibility of a position		
Monitor area HR trends to advise decision makers		
Make hiring and employment change decisions for employees		
Partner with department leadership to manage staff workforce, assess staffing needs, support recruitment negotiations		
Manage employee performance issues and maintain ongoing conversations on employee growth and goals		
Review and approve compensation changes upon request		
Collaborate on appropriate compensation and pay for employment actions including new hires and promotions		
Work with area leadership to develop immersion plans, on-boarding strategies, and ongoing staff development		
Develop career development with staff, collaborate on performance review process and performance improvement plans		
Collaborate with department to track faculty actions including preliminary (third year) review and post-tenure reviews		

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Human Resources Coordination	Non-ISD Responsibility	ISD Responsibility
Work with departments to maintain understanding of, and compliance with, HR policies and procedures		
Track time and leave requests for department staff		
Work alongside managers on employee actions including investigations and mediations as appropriate		
Process employee job changes (hire, transfer, promotion, renewals, etc.)		
Coordinate international employment		
Manage changes to staff positions and academic appointments in Workday		
Support faculty performance reviews and preparation of tenure review material folios		

Recruiting	Non-ISD Responsibility	ISD Responsibility
Determine need to create position and fill vacancies as resources permit		
Collaborate with hiring managers to identify needs and provide expertise on recruiting strategies		
Lead recruiting logistics for faculty and staff searches, including scheduling committee meetings and interviews		
Process hiring and appointments for students and graduate student hires		
Facilitate staff recruiting, posting of positions, assists interview screening		
Provide recruiting guidance and support for Merit, P&S, and contract positions and requisitions		
Facilitate the Post-Doc hiring process		
Check candidate references and ensure background check completed		
Collaborate on salary negotiation and prepare employment letter		
Communicate with and disposition candidates		