

The Upgrade Incident Management Plan and You



Your Roles

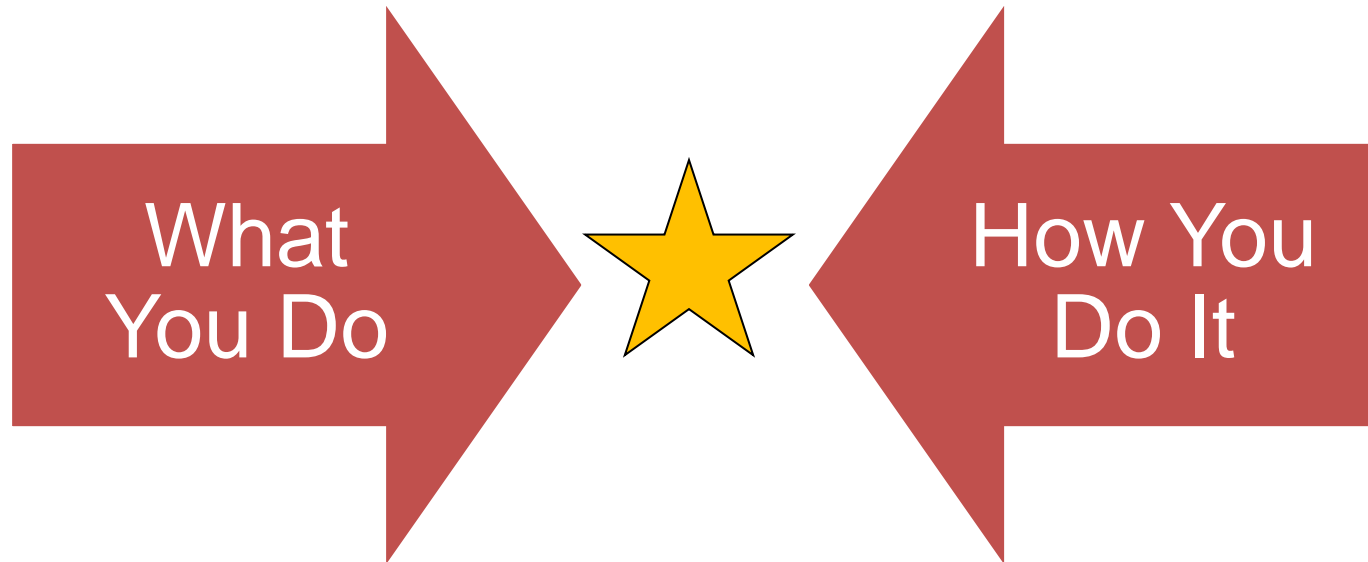
Advocate

Customer
Service Rep

Navigator

Trouble-
Shooter

Two Trainings to Support Your Success



Session Outcomes

- **Understand** The Upgrade Incident Management Plan and your role in it.
- **Learn** what is expected regarding inquiry management and incident reporting.
- **Practice** managing, categorizing, and tracking inquiries and issues.



THE UPGRADE

The Enterprise Systems Upgrade Program (ESUP)



UNIVERSITY OF MINNESOTA

Driven to DiscoverSM

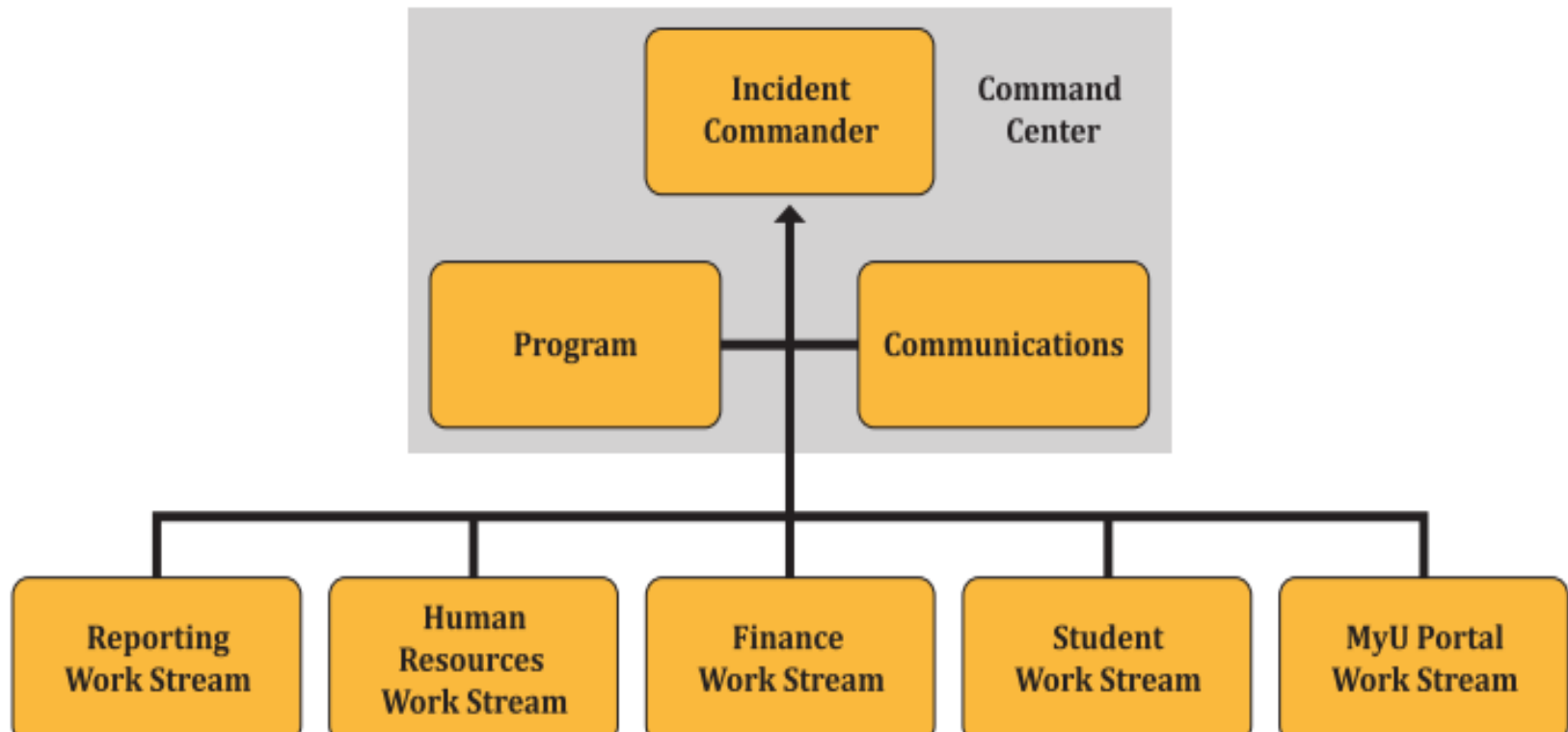
When Is Incident Command Most Effective

- Complex, high-stakes events
- Multiple groups involved
- Synchronized action and clear communication required
- Critical functions at risk

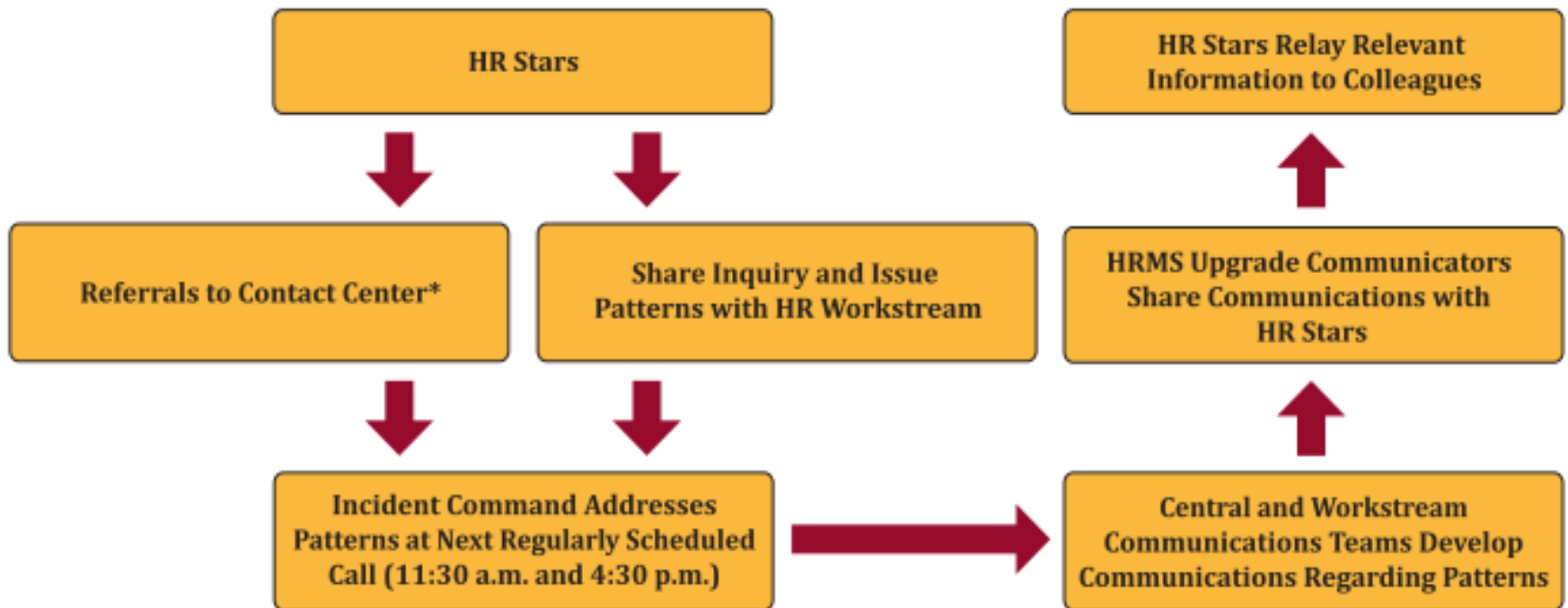
Incident Management System Characteristics

- Centralized command structure
- Protocol for escalating issues
- Well-defined processes for critical actions

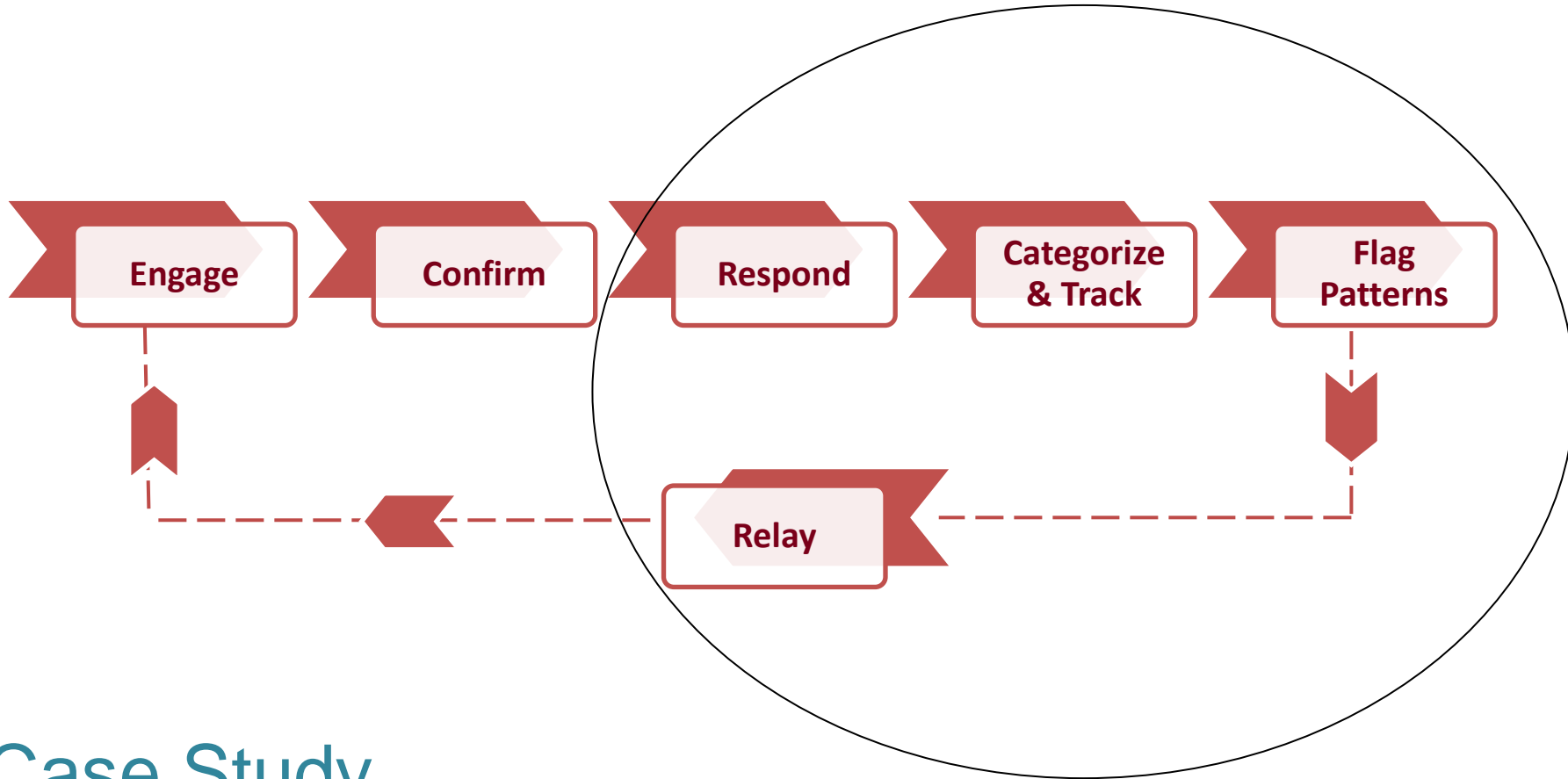
The Upgrade Incident Management System



HRMS Communications Flow Chart



Inquiry and Issues Management Path



Case Study

Response Options



**H.A.R.D
Response**

Help

Answer

Refer

Defer

Help

- Resolve functional problems based on your knowledge via step-by-step assistance.
 - **Issue:** “I can’t log in to enter data.”
 - **Solution:** “You may need to clear your cache. I’ll show you how.”

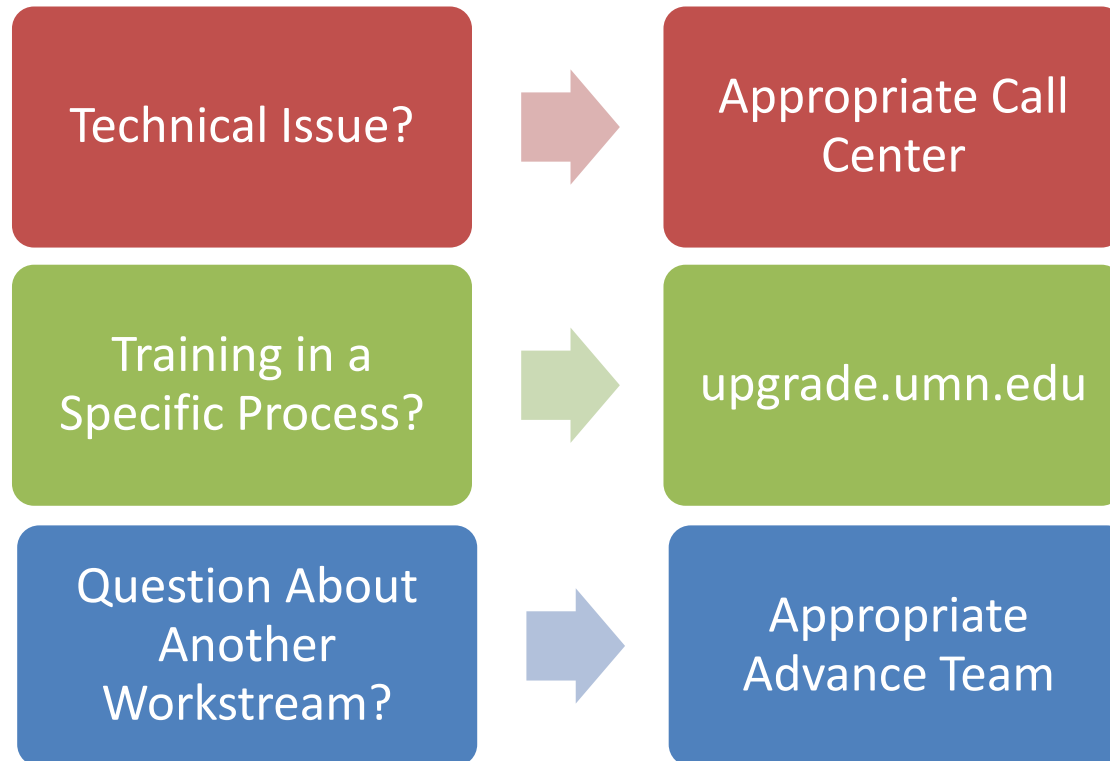


Answer

- Reply to general questions about The Upgrade or the HRMS Workstream.
 - **Q:** *“Will recruiting solutions automatically generate communications with applicants?”*
 - **A:** *“Yes. The system distributes pre-programmed messages at key points in the hiring process.”*



Refer

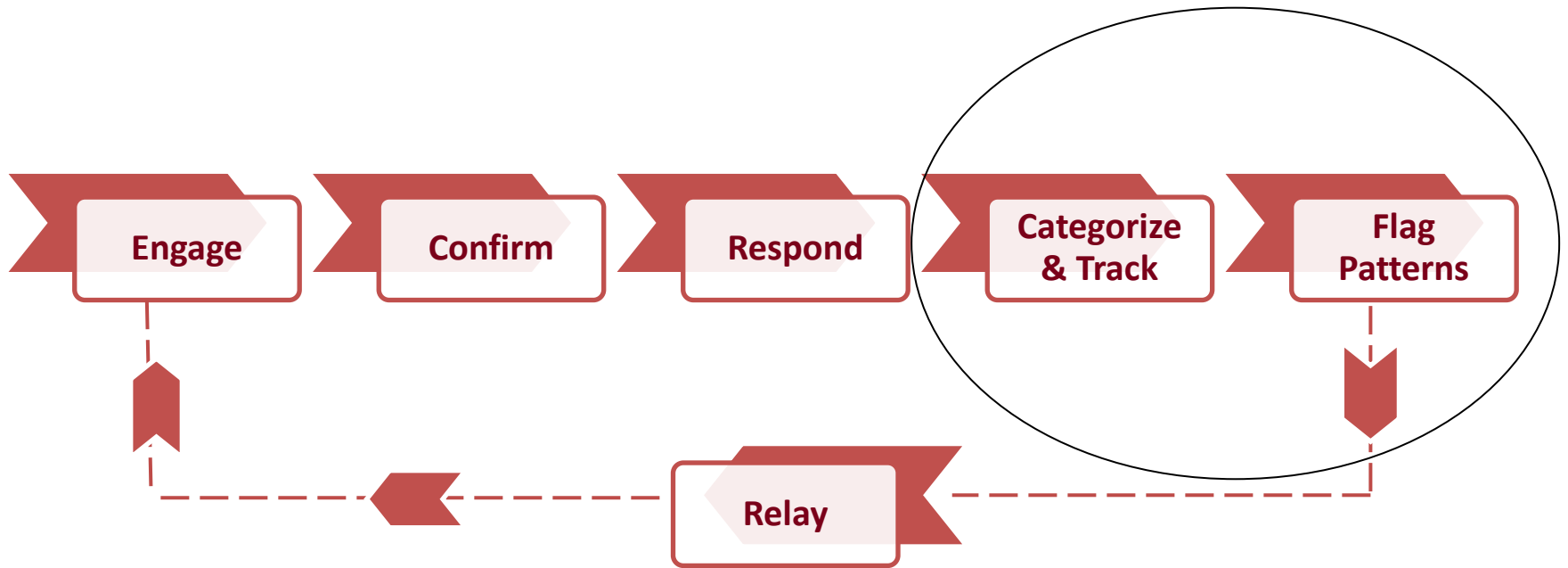


Defer

- Defer if you need to get more information or are attending to other colleagues' issues.
- Set a specific time to reconnect and follow through.
 - *“I wish I had an immediate answer for you but I don't. I will check with my Advance Team colleagues and get back to you before 11 this morning – does that work for you?”*



Inquiry and Issues Management Path



Categorize and Track

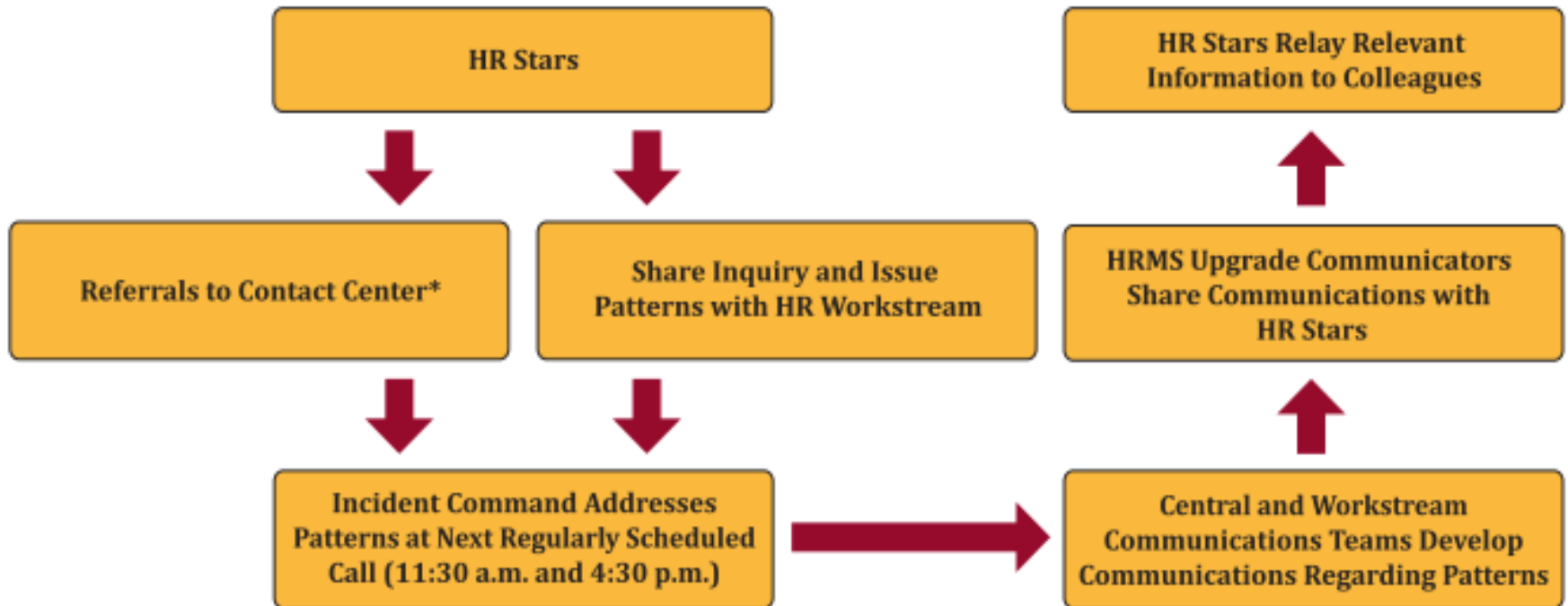
- Benefits
- Core HR
- Payroll
- Payroll Accounting
- Recruiting Solutions
- Reporting
- Time and Absence
- Data
- Technical
- MyU

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Date	Incident/Question	Action				Incident Category										
			Help	Answer	Refer to Contact Center	Refer other	Defer	Benefits	Core HR	Payroll	Payroll Accounting	Recruiting Solutions	Reporting	Time and Absence	Data	Technical	MyU
2																	
3																	
4																	
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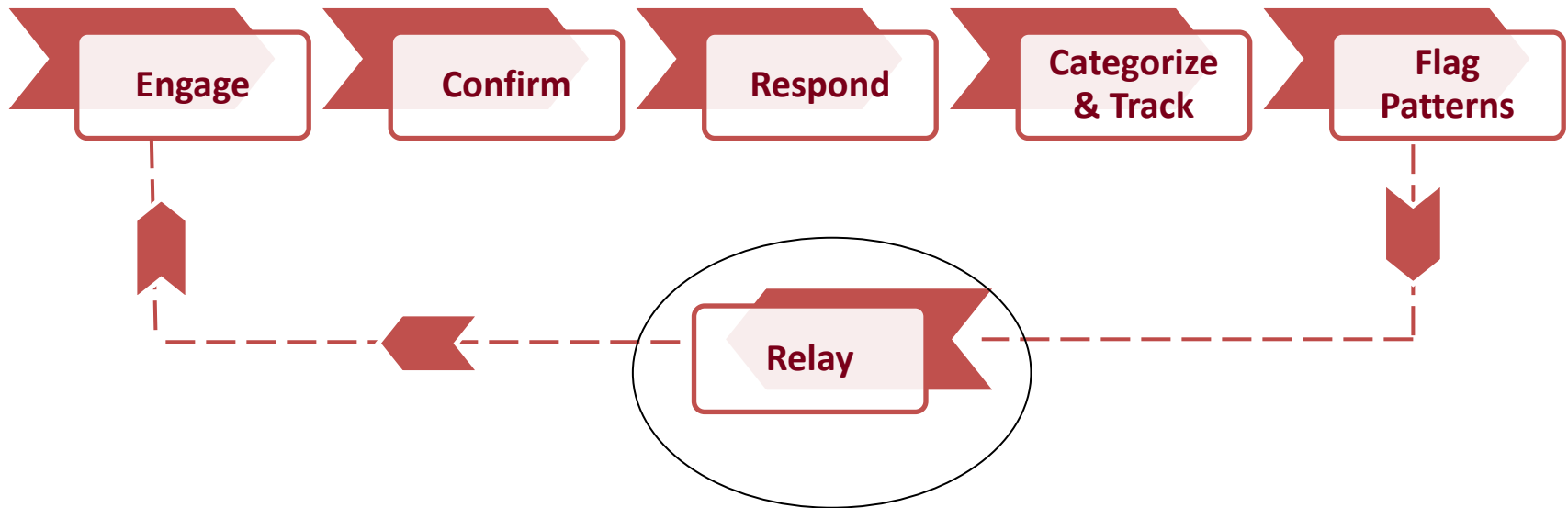
Flagging



HRMS Communications Flow Chart



Inquiry and Issues Management Path



Susan Diekman

HR STARS HANDBOOK REVIEW

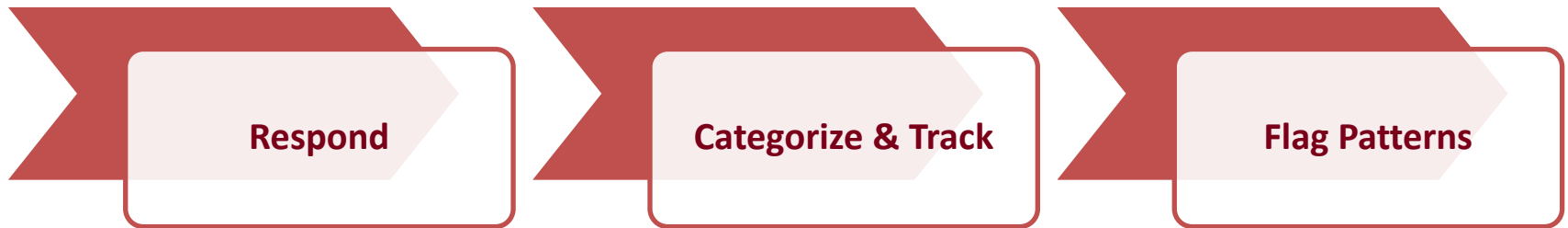




**H.A.R.D
Response**

Time to Practice!

RESPONSE SIMULATION PART 1



Time to Practice!

RESPONSE SIMULATION PART 2

Discussion Questions

- What else do you need?
- What do you see as your greatest challenge?

Key Takeaways

- Be aware of the Incident Management System and your role in it.
- Focus on responding to your colleagues.
- Track and flag as much as you can.
- Choose the tools that work best for you.