

The University of Virginia is transforming the way we serve our mission by putting you first. The Academic Division and Health System are joining forces. We aim to create a consistent and exceptional work experience for every UVA colleague, one that is commensurate with our reputation of excellence.

## Current Challenges

The case for transforming Human Resources (HR) at UVA has never been stronger. Outstanding HR services are crucial for the University to deliver on its mission and its strategic goals. Currently UVA faces:

-  Mass retirement of existing talent
-  Increasingly competitive market for new talent
-  Inconsistent service experience
-  Systemic inefficiencies and redundancies
-  70+ disjointed systems that collect HR data and six different learning management systems across three entities
-  20+ employee categories governed by 152 HR policies

## The Solution

Human Resources must be focused and unwavering in its support of excellence. We aim to provide the highest quality HR services to advance the University's mission of world-class teaching, research, patient care, and public service.

We commit to:

- A recruiting, hiring, and onboarding experience consistent with the reputation of the University
- Improved satisfaction through seamless, consistent, high-quality HR services, and experiences
- Proactive support and engagement from qualified HR professionals
- A more efficient operating model that frees up HR professionals to focus on more value-added activities

## Timeline

We began this large-scale, complex HR transformation journey in early FY 2015 and it will continue for several years with full implementation expected in FY 2018. Between now and then, expect to see both incremental and punctuated improvements to HR processes, policies, and systems.



For additional information visit the Ufirst website [ufirst.virginia.edu](http://ufirst.virginia.edu). If you have any questions and / or comments, email the project management office at [ufirst@virginia.edu](mailto:ufirst@virginia.edu).

## What is Ufirst about?



**Brad Haws**

Chief Operating Officer, University of Virginia Physicians Group

*"This is about partnership. Ufirst is about shattering our current silos and joining forces to put our people first. The pressures on health care are real and in order for our team members to be prepared for the future and continue to provide high quality service, we need to build on our collective strengths across the University HR community."*



**Pat Hogan**

Executive Vice President & Chief Operating Officer

*"This is real. Our leadership team is excited about Ufirst and has invested in its success. We are deeply committed to dramatically improving the way HR services are delivered across Grounds."*



**Tom Katsouleas**

Executive Vice President & Provost

*"This is about talent. Ufirst is focused on making it easy for UVA to attract, hire and onboard the exceptional teaching and research talent that fuels our academic mission as well as the doctors, nurses and staff that bring patient care and service to life every day in the Health System."*



**Bob Pianta**

Dean, Curry School of Education

*"This is about service. Ufirst will create a customer centric HR function - one that puts you, the heartbeat of the University first. Creating a culture of service and strategic partnership is no simple feat. Through this project, leaders and HR practitioners will work together to redefine how HR work is done."*



**Rick Shannon**

Executive Vice President for Health Affairs

*"This is about co-creation. Ufirst is about the Medical Center, University Physicians Group and Academic Division working together to solve a shared HR challenge. How we work together to build recommendations is just as important as the quality of the solutions."*



**Allan Stam**

Dean, Frank Batten School of Leadership & Public Policy

*"This is bigger than UVA. Ufirst responds to the broader challenges facing higher education today (mass retirement of talent, increasingly competitive market for new talent, improving the employment experience). Complacency is not an option, we must have the courage to lead and tackle issues head on."*



**Anda Webb**

Vice Provost for Administration

*"This is about moving forward. Ufirst is an opportunity to move forward while respecting our values and history. Regardless of what changes we make, our people are the key to creating an HR service experience that is top notch. Our most important investments will be made in you."*