



division of
**Human Resource
 Management**

Service Plan

Fiscal Year 2022

Department of Government Operations
 Division of Human Resource Management
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The Department of Government Operations creates innovative solutions to transform government services. The mission of the Division of Human Resource Management is: The Division of Human Resource Management shall “develop, implement and administer a statewide program of human resource management that will aid in the efficient execution of public policy, foster careers in public service for qualified employees, and render assistance to state agencies in performing their missions.” ([63A-17-106](#)). The Division was created by statute in [Section 63A-17-105](#). Its duties are specified in Title 63A, Chapter 17.

This Service Plan is prepared in compliance with [Section 63A-1-111](#). Questions regarding the plan may be directed to John Barrand, Division Director, 385-210-4417 or by email at jbarrand@utah.gov.

What are the services we provide?	What are the methods used to provide each service?	What are the standards of performance for each service?	What performance measures are used to gauge compliance with the standards?
Classification / Compensation	<ul style="list-style-type: none"> - Establish a New Position - Establish New Job - Modification of Job - Reclassify a Vacant Position - Reclassify an Incumbent Filled Position - State of Utah Compensation Recommendations / Targeted Funding - Structure Adjustment 	<ul style="list-style-type: none"> - Timeliness standards defined per service method - Accuracy 	<ul style="list-style-type: none"> - Annual satisfaction rates

Employee Relations	<ul style="list-style-type: none"> - Abusive Conduct Investigations - Career Service Demotion - Career Service Reprimand - Career Service Suspension - Career Service Termination - Career Service Exempt Demotion - Career Service Exempt Reprimand - Career Service Exempt Suspension - Career Service Exempt Termination - Drug Testing - Reasonable Suspicion - FMLA Eligibility - FMLA Birth/Adoption/Foster - FMLA Employee Serious Health Condition - FMLA Family Member's Serious Health Condition - FMLA Military Exigency - FMLA Serious Injury of a Current Service Member - GRAMA - Grievance Level 1 - Grievance Level 2 - Grievance Level 3 - Grievance Level 4 (Career Service Review Office) - Investigations - Performance Improvement Plan - Performance Improvement Plan Extension - Written Warning - High Profile investigations 	<ul style="list-style-type: none"> - Timeliness standards defined per service method - Accuracy 	<ul style="list-style-type: none"> - Annual satisfaction rates - % supported (not overturned)
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<p>HR Transactions</p>	<ul style="list-style-type: none"> - HR Q&A - Payroll - Administrative Adjustment - Administrative Salary Decrease Executive Director Approval - Administrative Salary Increase Executive Director Approval - Administrative Salary Increase Legis Approval - Administrative Salary Increase Performance - Administrative Salary Increase Probation Increase - Administrative Salary Increase Resident Worker Adjustment - Administrative Salary Increase Skill Enhancement - Administrative Salary Increase Temporary - Benefit Add / Remove (non ACA) - Career Service Change - Demotion - External Transfer - Internal Transfer - Longevity - Non Career Service Change - Promotion - Reassignment - Salary Range Change - Appointed - Schedule A Assignment - Series Promotion - Short Term Disability Insurance Claims - Termination 	<ul style="list-style-type: none"> - Timeliness standards defined per service method 	<ul style="list-style-type: none"> - Case satisfaction rates - % completed within business day target of receiving full kit (defined at unit level) - % of actions not requiring rework
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	<ul style="list-style-type: none"> - Transfer - Unemployment Insurance Claims - Verification of Employment 		
Recruitment	<ul style="list-style-type: none"> - Career Mobility Initiation - Continuous Recruitment - Direct Hire - External Post Certified - External Post Certified (DPS Officer) - External Post Certified (COR Officer) - Manual Hire (Benefitted) - Manual hire (Non-Benefitted) - Standard Recruitment 	<ul style="list-style-type: none"> - Timeliness standards defined per service method - Quality of hire 	<ul style="list-style-type: none"> - Annual satisfaction rates - Quality of hire
Retirement Leave Payouts	<ul style="list-style-type: none"> - Retirement Action - Retirement Estimate - Retirement Leave Payout 	<ul style="list-style-type: none"> - Timeliness standards defined per service method - Accuracy 	<ul style="list-style-type: none"> - % completed within business day target of receiving full kit (defined at unit level)
Consultation Services (Center for Excellence)	<ul style="list-style-type: none"> - Consultation / coaching - Training - Data analytics - Management tools 	<ul style="list-style-type: none"> - Timeliness - Accuracy - Impact of intervention 	<ul style="list-style-type: none"> - % completed within business day target of receiving full kit (defined at unit level) - Case level satisfaction rate

Note: Rates and fees associated with these services may be found in [S.B. 8 \(2021\)](#), Item 1841.