# HUMAN RESOURCES SERVICE DELIVERY MODEL

HUMBER

**Human Resources Services**

**Centres of Excellence**

**Human Resources Business Partner Services**

## HR Function

| HR Business Partners | HR Support Services | Centres of Excellence |
|---|---|---|
| HR Programs | Payroll Operations | Total Rewards (Benefits, Compensation, Job Evaluation, Pension) |
| Labour Relations Programs/Operations | HR Operations | Talent Acquisition Operations/Transactions |
| | Contact Centre | Talent Management |
| | HR Systems | Learning |
| | Reporting | Change Management |
| | | Equity, Diversity & Inclusion |
| | | Legal, Risk & Privacy |
| | | Occupational Health & Safety |

**Service Delivery Model**

**Resources**

**Customer Feedback**

**HRMS**

**Processes**

**Tools**

**Knowledge Base**

**Capabilities**

**Agility & Innovation**