2025
Hawai'i Annual Code Challenge (HACC)

Challenge Title	HR Navigator – AI Powered Benefit & Leave Advisor
Department / Organization	University of Hawai'i OHR / OVPA
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The Challenge	
Describe situation to be solved	The University of Hawai'i is a large, complex organization that is governed by policies, procedures and administrative requirements that may change over time. There are also numerous collective bargaining agreements in place—which apply to the vast majority of University employees—that influence the benefit and leave options that may be available to an individual based on their position appointment.

This complexity can make it challenging for employees to find information and forms that are directly relevant to their situation over the course of their employment. |
| **Preconditions** *(How does it work now)* | Staff search the HR Webpages for relevant information and self-service tasks. If they have questions or require assistance, they must manually lookup the Human Resource Specialist assigned to support their program or department via a public-facing HR Directory. The employee then calls or emails the assigned HR Specialist to request assistance. |
| **Assumptions/Issues** *(list any conditions that could impact the solution)* | Since the solution(s) will be accessible via the System Human Resources page, solution(s) will focus on "universally applicable" policies, procedures, forms and collective bargaining agreements that broadly apply to all campus locations. Ad-hoc forms, procedures and knowledge base articles being utilized by HR Specialists at individual locations, or individual programs, are deemed out-of-scope for this effort.

Relevant data will be verified and provided by UH. The majority of policies, procedures and benefit information are publicly accessible via UH Webpages which will be summarized and provided by UH. Supplemental data—including hypothetical employee information that can be used to verify the accuracy of benefit and leave responses provided by the solution—will be provided via google drive by UH. |

	From time-to-time, portions of policies, procedures, and collective bargaining agreements may change. In light of this, the solution will need to be easy to update/train to ensure information is accurate and responses are not indexing or citing old information.
Current Approach *(how is situation currently being handled)*	Staff receive a brief overview of the resources and support available to them during the employee onboarding process. Aside from that, Staff seek out information they are looking for by searching intranet webpages and shared drives for relevant articles, forms and documentation. If information cannot be located, they reach out to colleagues and/or UH System staff for assistance. *Note: Depending on their role, Staff may also be invited to participate in periodic training over the course of their employment on various HR tasks and best practices.*
Users *(Who would use the application - employees or constituents or both? How many users would there be?)*	Approximately 15,000–17,000 employees
Business Rules	Access to an AI Agent / Chat Bot that helps the general staff population find benefit and leave information that is tailored to them based on a set of established criteria.
Special Requirements	1. Solution(s) must not present any cybersecurity risks; 2. Solution(s) must be straightforward to maintain/update from a technical perspective; and 3. Solution(s) should not be cost-prohibitive to procure/run/maintain/renew.
Technical Platforms *(in use or desired to be used)*	Ai Agent / Chat Bot
Data set to be used or collected	UH to provide: ● Hypothetical Employee Dataset; ● List of relevant Websites with policies, procedures and relevant benefit/leave information; ● List of common inquiry types and sub-types to inform solution; and ● Other miscellaneous documents and information relevant to the development of a solution.

Data set calculations or reporting needs	Metrics on: • the volume and type of inquiries received; • the number of "first-level" inquiries addressed by the AI Agent / Chat Bot; • the number of inquiries escalated for review/response by staff (stratified by campus); and • customer satisfaction with the AI Agent / Chat Bot

Solution Road Map	

Basic Flow
 (steps of user action/system response)
	1. Access "Employee Resource" Section of HR Webpage
	 2. Select "Get Assistance" Tab on Site
	    a. "Connect with an Agent" (Visible to General Employee Pop.)
	 3. Interact with AI Agent
	    a. Follow-up with Staff/HR Rep (as applicable)
	 4. Rate Interaction/Satisfaction with AI Agent
	
	 *for purpose of the 2025 HACC, scope is limited to **Steps 3 & 4***

Goal of Solution	• Streamline access to information; • Automate responses to routine inquiries; • Reduce form submission errors and defects/re-work; • Improve staff satisfaction
Business Value *(potential financial or time savings)*	• Reduction in non-value-added activities (searching site for information, submitting/re-submitting forms, responding to routine inquiries, etc.); • Improved process resiliency; and • Improved policy adherence and consistency
Success Scenario *(how you know a solution is working)*	• Agent accurately responds to inquires with accurate information and appropriate source references (as periodically verified by HR Staff) • Reduction in the number of general inquiries fielded by HR Specialists • Positions Staff Satisfaction/feedback following engagement with the Agent

To be completed by the HACC Planning Committee	
Community/Industry Data Available	
Potential Community/Industry Co-Sponsors	