



# **Program Advisory Committee**

**January 13, 2011**



# Agenda



- Welcome Rich
  
- Discussion Items
  - Communications Rich
  - New year payroll changes Jane Kingston
  
- Reports / Updates
  - Effective use of SAP sub-group Jane Braaten
  - Roadmap Bruce
  - New Change Requests Bruce
  
- Presentations
  - NEOGOV Anna, Joe Wahl
  
- EBS Status Report Bruce



# Discussion Topics



- Communications
- New Year Payroll Changes



# Reports/Updates: Effective Use of SAP Sub-group



- Progress report
  - Reviewed EBS Operating Principles and charge to PAC to make effective use of SAP
  - Discussed an assessment approach and a problem solving approach
  - Favor problem solving approach at this time



# Reports/Updates: Effective Use of SAP Sub-group



- Elements of problem solving approach
  - Bureau self-nominates
  - Incremental/one bureau/issue at a time
  - Executive level sponsorship
  - Bureau makes commitment to change
  - Multi-disciplinary resource team
  - Team makes recommendations for follow up
  - Commitment to reconsider standardized business processes



# Reports/Updates: Effective Use of SAP Sub-group



- Next steps
  - Discuss with PAC on 1/13
  - Review SAP roadmap
  - Review ESC input on roadmap
  - Finalize recommend approach to the PAC



# Reports/Updates: Roadmap



- Roadmap
  - Five surveys submitted to SAP for benchmarking with other entities
    - Validating draft output from SAP
  - Discovery sessions completed
    - 14 sessions
    - 127 participants
  - Draft Roadmap materials from SAP expected mid-Jan



# Reports/Updates: New Change Requests



## December

Enhance the COLA program to calculate off the employee's hourly rate and create an error if the employee moves outside the range for their classification.	M
Payroll Employees Reimbursement process	H
Deferred Comp Refund Wage Type	H

## January

Enhance the COLA program to calculate off the employee's hourly rate and create an error if the employee moves outside the range for their classification **resubmitted**	H
BES Synergen Upgrade -Interface Testing	H
Increase Security on IT0006 Address C/O Field	H





# Presentation

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## NEOGOV



# EBS Status

- **HelpDesk Tickets**

- Open HelpDesk ticket grew in Dec

- Incidents up 20 to 249
- Total tickets up 30 to 332
- Factors that impacted ticket closure: focus on patch, year end and staff vacations
- All tickets impacted by retro not yet processed

- **Change Requests**

- New Received in Jan/Dec: 6
- Completed in Dec: 0
- Total Open High Requests: 26



# EBS Status



- **Changes for Labor Agreements** (excludes PPA, PPCOA)
  - 3 of 51 done
  - 6 planned to implement this week
  - Schedule developed to implement changes by March 31<sup>st</sup>
    - May initially require some work arounds
  - Resource concerns
    - Addition consultant resource for configuration
    - Will create constraints on BHR & Central Payroll staff
  - Will impact closure rate of HelpDesk tickets in the Time area



# New Functionality



- **BOBJ**
  - Development of initial reports complete First reports Jan
  - Production environment, testing & training
- **Loans (PHB)**
  - GL interface: Open
- **Claims processing/Employee Health & Safety (Risk, FPD&R)**
  - Scoping engagement complete
  - 50% of information received from SAP
- **Lien Accounting**
  - Custom Application, planning on an interface to SAP
- **Water interfaces (CATS Time-Entry, Work Order Inbound)**
- **Project Portfolio Management (PPM)** Returning to ESC in Feb
  - Information received from SAP and evaluated



# New Functionality

- **Manager Self Service (MSS) - Update**
  - Quoted schedule and cost (EPI-USE)
    - 15 weeks, 1560 consultant hrs, \$185K + exp
  - Project timeline:

• Project Prep / Blueprint/ Analysis	3 weeks
• Design/Build/Test	7 weeks
• Final Prep	4 weeks
• Go-Live & Support	1 week
  - EBS Team to provide:
    - Functional oversight/coordination
    - SAP security and technical support
    - Training content/development
    - Ongoing support
  - Next steps: Additional detailed planning to determine timeline to initiate project.



# Other Topics

- Year end
  - System Patch completed
  - HR updates implemented (taxes, etc)
  - Work to be done
    - W-2
    - 1099



# Other Topics



- EBS staffing
  - Recruitments completed for 5 positions
  - Interviews scheduled for 3 positions
  - Expect hiring to start Feb 3<sup>rd</sup> and completed by end of the month
  
  - Principal Analyst (Time) recruitment re-opened Monday, Jan 10<sup>th</sup>



# Issues

- Focus on labor contract changes
  - Will impact the closure rate of HelpDesk tickets in Time area
  - Resource constraints in BHR and Central Payroll





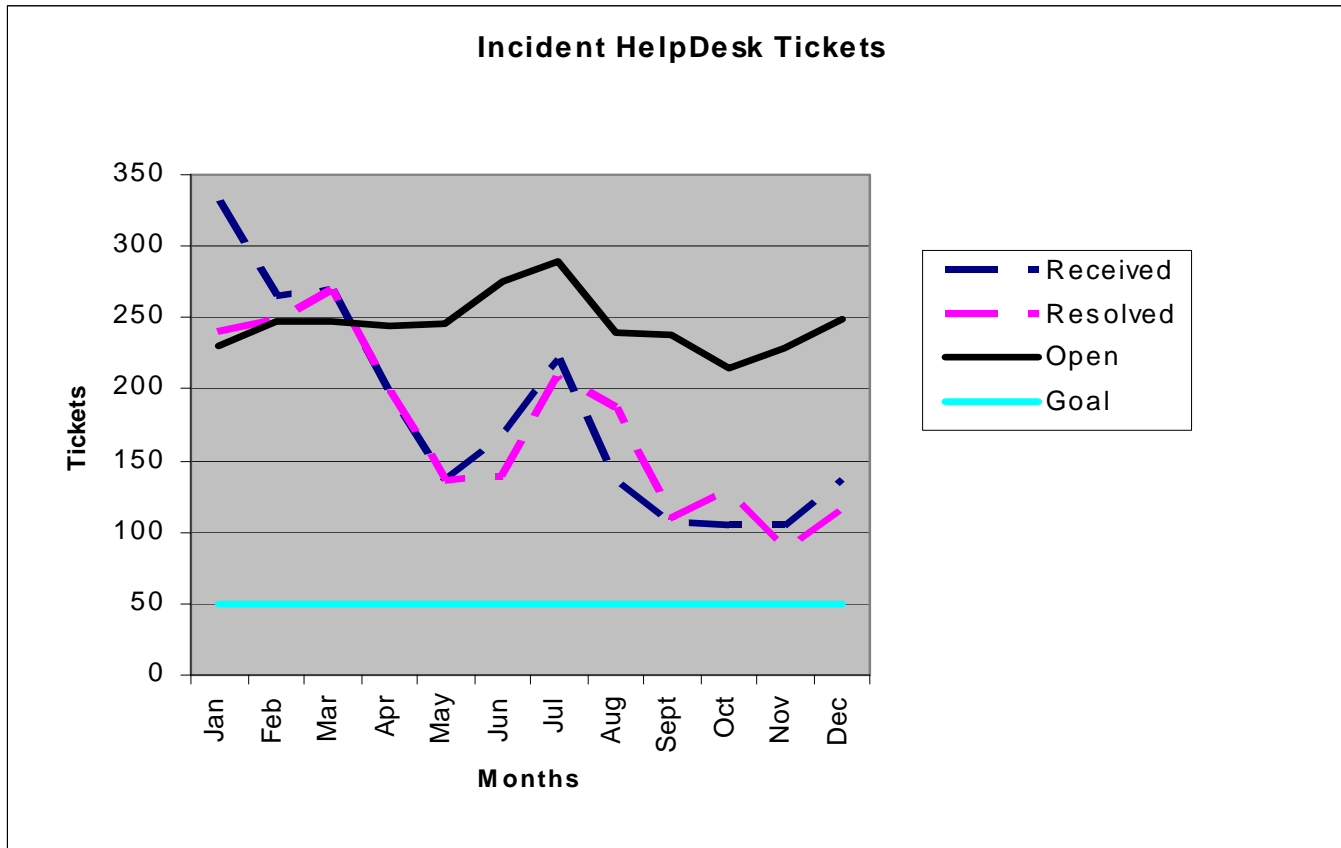
# Backup



# HelpDesk Tickets

- Incidents

Incidents	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Received	331	265	269	195	137	168	221	137	108	104	104	137
Resolved	240	247	269	198	136	138	208	187	109	128	89	117
Open	230	248	248	245	246	276	289	239	238	214	229	249
Goal	50	50	50	50	50	50	50	50	50	50	50	50

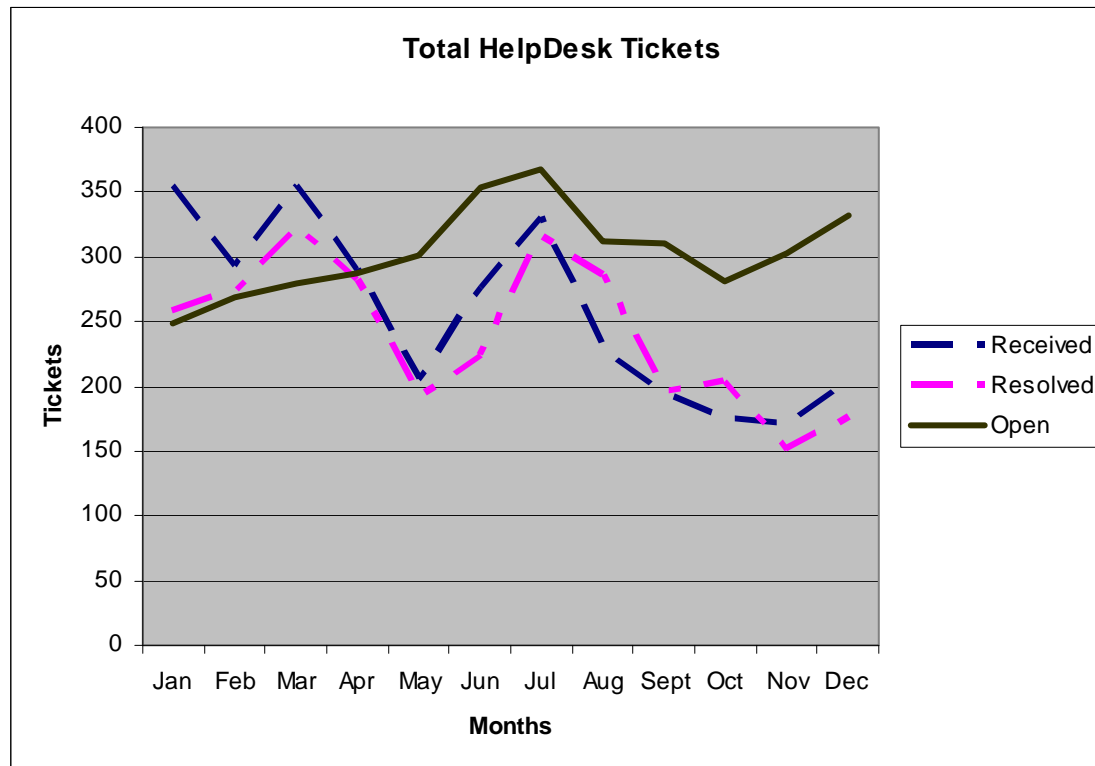




# HelpDesk Tickets

- Total

Total	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Received	355	293	355	290	205	276	331	229	195	174	172	206
Resolved	258	273	324	282	191	224	316	285	196	204	151	176
Open	248	268	279	287	301	353	368	312	311	281	302	332





# Manager Self-Service

## PAC Prioritized Functionality

- **Previously Configured** (Some Development Required)
  - Team Viewer
    - Overview of team/individual attendance
    - Employee and position data
    - Employee/Mgr events (probation end, performance appraisal, etc...)
  - Position Profile (including Org Publisher when available)
  - Universal Worklist – UWL (SAP Inbox for all MSS tasks)
- **To Be Developed**
  - Leave requests and approval
  - Time sheet approval/time sheet corrections
  - Manager initiated personnel change requests (Adobe Forms)
  - Employee compensation history
  - MS Outlook integration



# MSS: Benefits

- Simplifies Time Management/Increases Accountability
  - Verification of employee time worked and quota usage
  - Orderly and open process for leave request/approval
- Allows managers to:
  - Initiate personnel actions/pay increases
  - Initiate position/cost center changes
  - Quickly view employees' data for direct reports and lower levels
- Increased efficiency
  - Data accuracy (quality goes up)
  - Reduced transaction costs for commonly executed transactions
  - Reduced transaction processing time with UWL and Outlook notification
  - Increased service availability
  - Reduce and simplify data entry
- Empower employees and managers to do more for themselves
- Free up HR's valuable time for more strategic HR efforts



# MSS: Next Steps

- Obtain cost estimate for development, implementation and ongoing support
- Conduct requirements gathering
- Configuration and pilot implementation
- Change Management, Communications & Training.
- Subsequent phase includes FILO