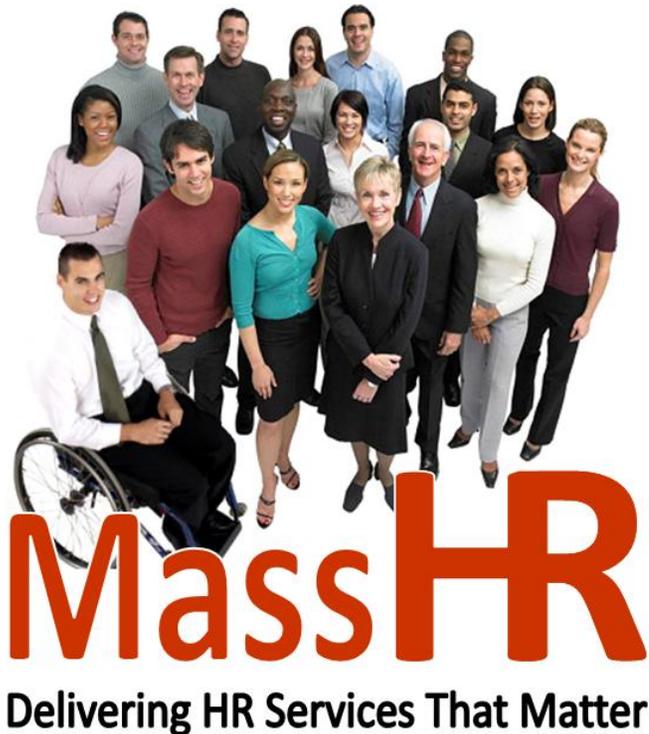




The Commonwealth of Massachusetts

# April Agency Liaison Meeting

March 6, 2012



# Objectives & Discussion Agenda

1. Shared Services (Lana) - 60 minutes
  - Discussion about how agencies talk to their HR/payroll staff about roles and responsibilities and the information they use for these discussions
2. Online Learning Demo (Brian and Lynn) - 15 minutes
  - Includes system requirements, communications, roll-out schedule
3. HR/CMS Self-Service Time and Attendance Module Demo (Lynn and Deb) - 25 minutes
  - Review of flexible schedules (not just the typical 7.5 hour day)
  - Entering Comp Time and Overtime
4. Agency Readiness Update (Lynn) 10 minutes
  - Checklist of activities completed and activities to be done, announce training dates, registration process.
5. Q&A



# Shared Services Service Delivery Components

The initial MassHR Shared Services implementation will consist of two tiers of service related to the Time & Attendance function.

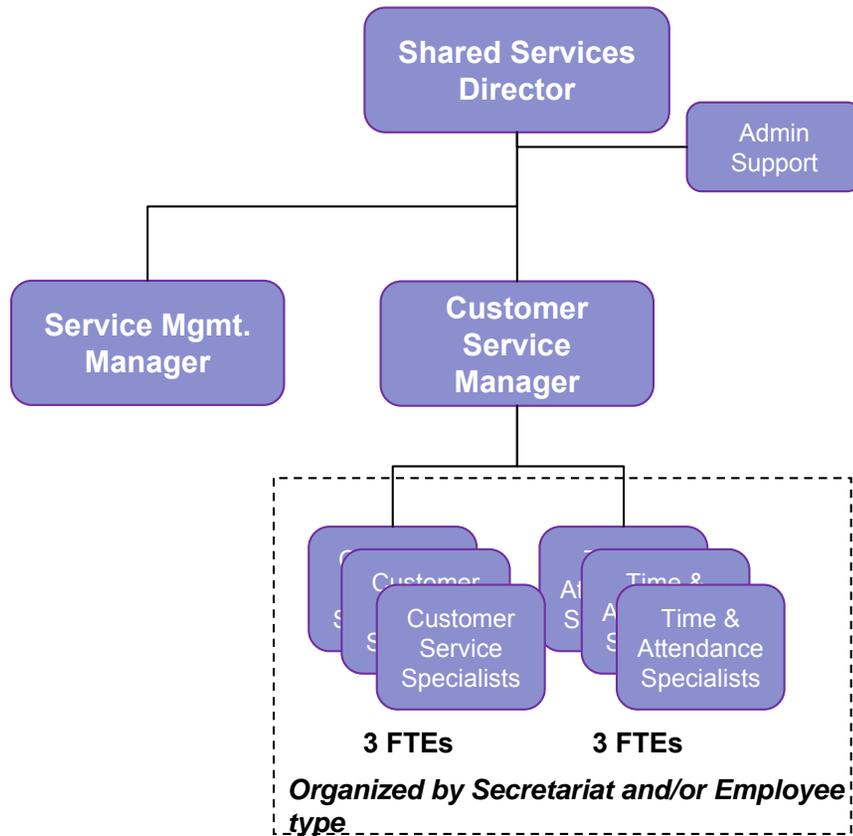
Tier 1	<b>Inquiry Management</b>	<ul style="list-style-type: none"> <li>• Handling of inquiries via phone, e-mail, mail and fax</li> <li>• First Shared Services contact for issues resolution and escalation (if necessary)</li> </ul>
	<b>Password Management</b>	<ul style="list-style-type: none"> <li>• Completion of password resets as requested by Self Service end users</li> </ul>
Tier 2	<b>Time Entry</b>	<ul style="list-style-type: none"> <li>• Assistance of time entry for special cases (i.e., unanticipated out of office, no PC/TCD access, natural disaster, FMLA)</li> </ul>
	<b>Prior Period Adjustments</b>	<ul style="list-style-type: none"> <li>• Work with employee to complete Prior Period Adjustments when the adjustment exceeds more than 1 pay period prior</li> </ul>
	<b>Exception Management</b>	<ul style="list-style-type: none"> <li>• Identifying and notifying employees and supervisors of exceptions (missing meal punch, reported time not equal to scheduled time, incorrect holiday hours / time, etc.)</li> </ul>
	<b>Reporting &amp; Analytics</b>	<ul style="list-style-type: none"> <li>• Produce reports for Secretariats, as well as internally, to monitor trends and proactively manage issues</li> </ul>



# High-Level Shared Services Organization SS TA Deployment #1 (April 2012)

The SSC organization required to support SS TA for Executive Departments following the 1st deployment is shown below. FTE numbers are provided as high level estimates of staffing needs.

Position Type	Total Number of FTEs*
Managers	3
Supervisors	-
Specialists	7
<b>TOTAL</b>	<b>10</b>



*Leadership & Management*

*Customer Service, HR Operations*

*Shared Services Support Functions*



**Key:**

- Shared Services Roles (represented by a purple box)
- Shared Services Support Roles (represented by a green box)



\*Notes:  
FTE estimates do not include Shared Services Support Functions.

# High-Level Shared Services Organization SS TA Deployment #2 (June 2012)

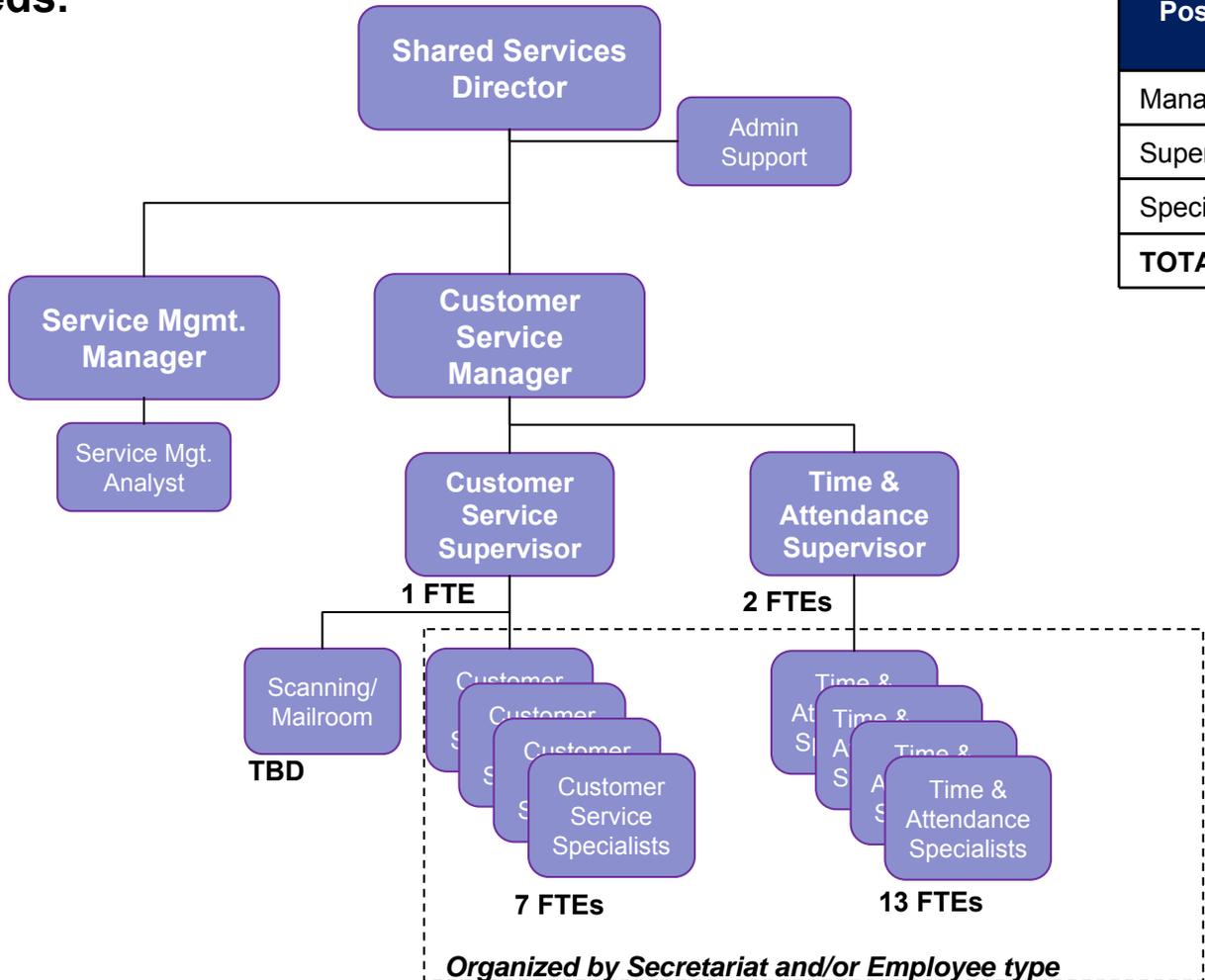
The SSC organization required to support SS TA for Executive Departments following the 2nd deployment is shown below. FTE numbers are provided as high level estimates of staffing needs.

Position Type	Total Number of FTEs*
Managers	3
Supervisors	3
Specialists	22
<b>TOTAL</b>	<b>28 + TBD</b>

*Leadership & Management*

*Customer Service, HR Operations*

*Shared Services Support Functions*



**Key:**

- Shared Services Roles (represented by a purple box)
- Shared Services Support Roles (represented by a green box)



\*Notes:  
FTE estimates do not include Shared Services Support Functions.

# High-Level Shared Services Organization SS TA Deployment #3 (October 2012)

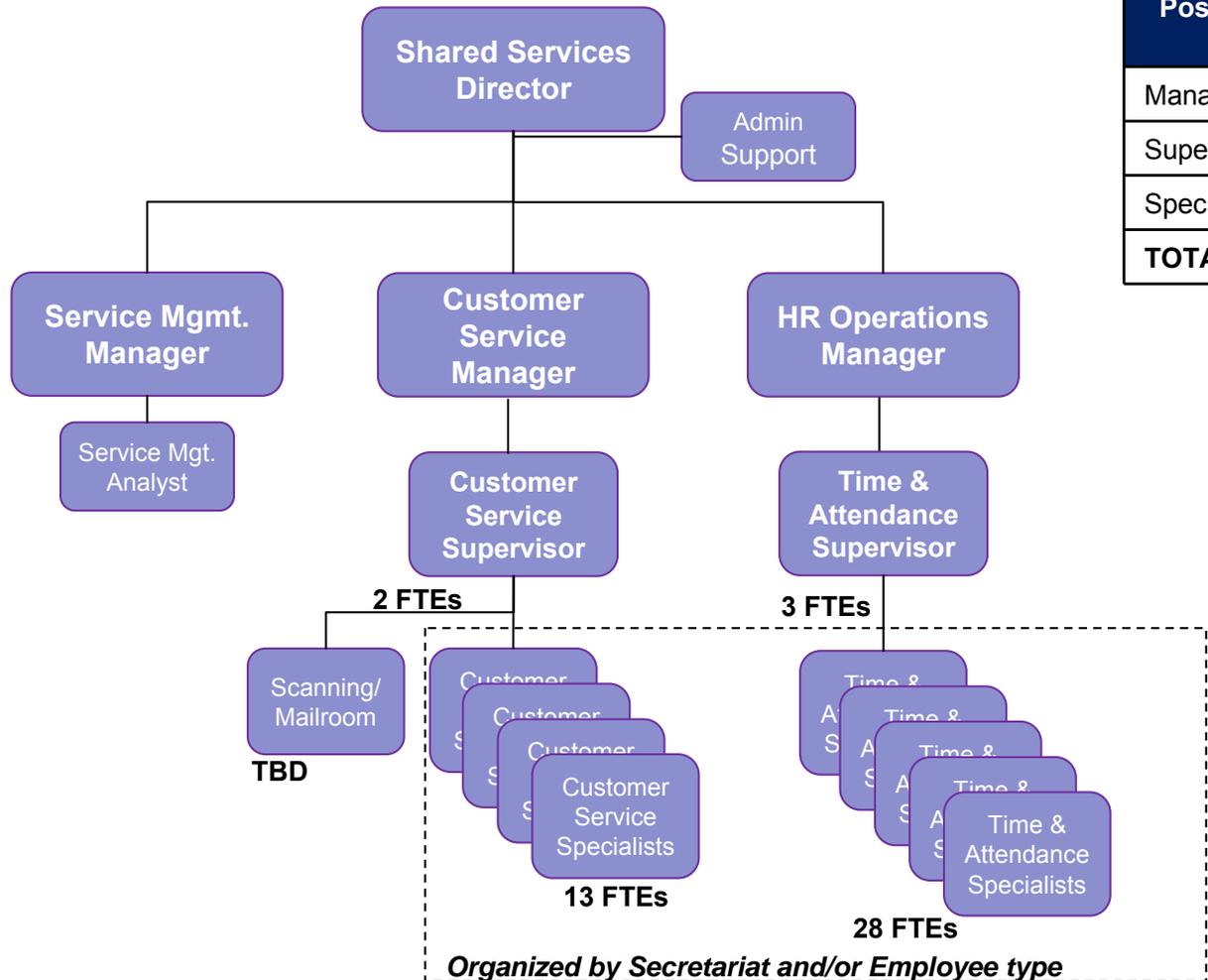
The SSC organization required to support SS TA for Executive Departments following the 3rd deployment is shown below. FTE numbers are provided as high level estimates of staffing needs.

Position Type	Total Number of FTEs*
Managers	4
Supervisors	5
Specialists	43
<b>TOTAL</b>	<b>52 + TBD</b>

*Leadership & Management*

*Customer Service, HR Operations*

*Shared Services Support Functions*



**Key:**

- Shared Services Roles
- Shared Services Support Roles



\*Notes:  
FTE estimates do not include Shared Services Support Functions.  
Estimates subject to change following TCO analysis

# Future State Responsibilities for Time & Attendance and related HR/Payroll Processes

Shared Services will be the employee’s first point of contact for questions regarding Self-Service Time & Attendance and select Time & Attendance related transactions. Secretariat/Agency HR/Payroll staff will continue to perform the following activities to support Time & Attendance after the implementation of Self-Service Time & Attendance and the Shared Services Center. Additionally, they will continue to complete HR and Payroll related activities.

Shared Services	Secretariat/Agency HR	
	Time & Attendance Activities	Related HR/Payroll Activities
<ul style="list-style-type: none"> <li>• Answer employee questions related to the use of Self-Service Time &amp; Attendance</li> <li>• Complete password resets</li> <li>• Enter time on behalf of employees under defined circumstances</li> <li>• Process prior period adjustments greater than one period back</li> <li>• Monitor system exceptions and reports for items such as missing or unapproved time and work with employees and/or Agency HR/Payroll to resolve</li> <li>• Prepare standard and ad hoc reports related to Time &amp; Attendance for Secretariats/Agencies</li> </ul>	<p><b>Activity Done Currently</b></p> <ul style="list-style-type: none"> <li>• Setup and maintain employee data in HR/CMS required to support time entry (e.g., enroll as time reporter, punch vs. elapsed time, task group, workgroup)</li> <li>• Assign and maintain employee work schedules in HR/CMS</li> <li>• Complete distribution of labor costs to appropriate accounts, projects, or tasks in LCM</li> </ul> <p><b>New Activity</b></p> <ul style="list-style-type: none"> <li>• Enter TRC codes requiring Agency HR/Payroll entry (<i>65 TRCs without Shift Differential such as reimbursements, buybacks, furlough, etc.</i>)</li> <li>• Approve TRCs requiring secondary approval (e.g., comp time) (<i>21 TRCs including Overtime, Callback, Standby, etc.</i>)</li> <li>• Serve as point of contact for Shared Services when issue resolution is required</li> <li>• Contact employees as required to correct time entry errors</li> </ul>	<ul style="list-style-type: none"> <li>• Set-up and maintain employee data in HR/CMS including Reports To (Supervisor) and E-mail address</li> <li>• Review predictive reports with payroll calculations to identify exceptions and manage availability of funds for payroll cycle</li> <li>• Respond to inquiries and process transactions as required for items such as:             <ul style="list-style-type: none"> <li>• Pay Differentials</li> <li>• Pay Advice/Info</li> <li>• Direct Deposits</li> <li>• Reimbursements</li> <li>• Benefits Inquiries</li> <li>• Deductions</li> <li>• Verification of Employment</li> <li>• FMLA</li> <li>• Garnishments</li> <li>• Retirement Information</li> <li>• Termination Payouts</li> <li>• Pay Info Password Resets (Security)</li> </ul> </li> </ul>



# Potential Future Process Candidates for Shared Services

**Once Shared Services has had time to stabilize, staffing will be reassessed to understand if resource capacity exists to support additional HR/Payroll functions.**

## **Steps necessary:**

- Stabilize shared services operations – typically requires 3 months to reach steady state (post October)
- Reassess Shared Services staffing levels based on demonstrated volume and efficiency levels
- Consider and evaluate additional functions in terms of process and technology changes required to move to Shared Services as well as staffing required to support function

## **Potential Future HR/Payroll Process Candidates for Shared Services\*:**

- **Direct Deposits – previously identified**
- **Verification of Employment – previously identified**
- **Pay Info Password Resets (Security) – previously identified**
- Pay Differentials
- Pay Advice/Info
- Reimbursements
- Benefits Inquiries
- Deductions
- FMLA
- Garnishments
- Retirement Information
- Termination Payouts

\* Additional HR Functions beyond Time & Attendance and Payroll such as Recruiting and Learning Management are being considered as part of the HR Service Delivery Model work.



# Online Learning Demo

Employees and Supervisors/Managers (those who approve time) will be trained via online learning. Online learning will be rolled out in phases:

## Employee Training

April 2: Navigation

April 9: Reporting Time

April 16: Reporting Excess Time (overtime, comp time)

May 7: Reporting Holiday Time

## Approver Training

April 2: Navigation

April 9: Approving/Denying Time

April 16: Approver Delegation



# Instructor-Led Training for Agency HR/Payroll Staff

HR/Payroll staff will be asked to attend one all-day training session. Instructor-led training is scheduled for the following days:

- Wednesday, April 4
- Thursday, April 5
- Tuesday, April 10



# HR/CMS Self-Service Time and Attendance Module Demo

- Time entry for flexible schedules
- Entering Comp Time
- Entering Overtime



# Agency Readiness Update

	Data Collec-tion	Assign Super User	Assign Tester	Verify Desktop Reqts	Collect Feedback on Comms	Transition Workshop Scheduled	Schedule ILT for Agency HR/PY staff	Online Learning (empls must know their default timesheet)
ANF Secretariat	√		√			√		
ANF: HRD	√		√			√		
ANF: OSD	√		√					
EEA: ENE	√		√			√		
HHS: ELD	√	√	√			√		
HHS: HCF	√	√	√			√		
HHS: ORI	√	√	√			√		
HHS: VET	√	√	√					
CTR	√	√	√			√		
PSS: SOR	√	√				√		



## **Announcements:**

Liaison Meeting on March 13<sup>th</sup>

Liaison Meeting on March 20<sup>th</sup> will cover the following topics

- Approver's Dashboard
- Impact to Supervisors/Managers



# Open Questions?



Contact us:

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