



The Commonwealth of Massachusetts

Agency Liaison Kick Off Meeting Rollout #2

March 1, 2012



Objectives & Discussion Agenda

1. Welcome
2. MassHR Overview
3. Liaison Role
4. Getting Ready
 - Readiness Activities – Data Collection
 - Communications – Newsletter and Weekly Email Updates
 - Training Plan



MassHR Background: A Need for HR transformation

Between 2008 and 2010, three independent studies of the Commonwealth's Human Resources function were conducted.

Conclusions

The function was labor intensive, with a heavy reliance on manual transactions

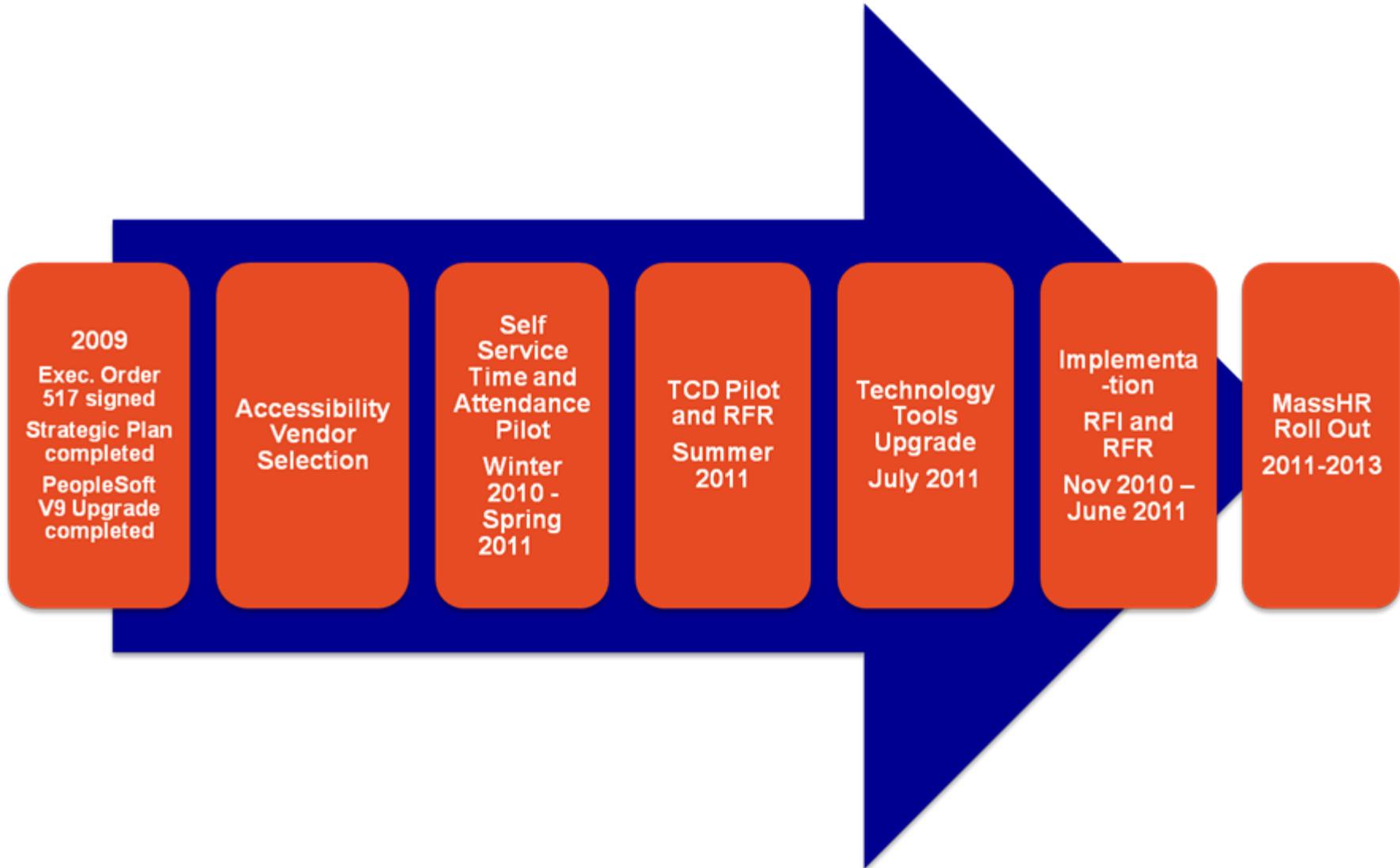
The allocation of resources to high-volume transaction was significantly higher than the industry standard

Business processes were inconsistent across the Executive Department

Failed to make use of technology and automation

Failed to allocate resources to strategic and workforce enhancement functions that support a high performing workforce

MassHR Evolution



Self-Service Time and Attendance: Overview

Self-Service Time and Attendance allows...

- Employees to enter time and attendance directly in HR/CMS or via Time Collection Device (TCD)
- Supervisors to approve time and attendance directly in HR/CMS
- Employees and supervisors to view leave balances in real time



Self-Service Time and Attendance: Employee Time Reporting

- Employees will use their EMPL ID to access HR/CMS system
- Employees will have a timesheet (reported OR punch)
- Employees will have a department defined work schedule
- The schedule information will be pre-populated into the self-service timesheet
- Employees can update their hours on the timesheet to reflect actual hours worked or exceptions
- All employees will still be required to submit hours worked
- Employees can enter prior period adjustments going back one pay period



Self-Service Time and Attendance: Time Approval

There are two levels of time approval required

- Reported time approved by time approvers (supervisors/managers)
- Payable time approved by timekeeper/payroll staff for certain TRCs (i.e. overtime, cash out)
- Certain TRCs are auto-approved (i.e. shift diff)



Self-Service Time and Attendance: Time Approval

The “Reports To” field, on the Position Data page, will be used to determine who the time approver is for each employee.

- Reports To – defines organizational structure for the Commonwealth
- Time Approver Flag – identifies a scenario in which the direct supervisor is not the time approver
- Delegate – manually set by the time approver when time approver is unable to approve time



Roll Out Schedule by Department Self-Service Time and Attendance and Shared Services Center

Pilot	Phase 1 April 2012	Phase 2 June 2012	Phase 3 October 2012
<p>Human Resources Division</p> <p>Information Technology Division</p> <p>Office of the Comptroller</p> <p>Lemuel Shattuck Hospital (DPH&DMH)</p> <p>Berkshire Sheriff's Dept.</p>	<p>Executive Department Agencies Executive Office of Administration and Finance Human Resources Division Operational Services Division Department of Energy Resources Department of Elder Affairs Health Care Finance and Policy Office for Refugees and Immigrants Department of Veterans Services Sex Offender Registry Board</p> <p>Independent Agencies Office of the Comptroller</p>	<p>Executive Department Agencies 36 agencies in 7 secretariats</p> <p>Constitutional Offices Mass Cultural Council Office of the State Treasurer Victim and Witness Assistance Board</p> <p>Higher Education 9 Community Colleges and State Universities</p> <p>Independent Agencies District Attorney Association Sheriffs Department Association</p> <p>Judiciary Board of Bar Examiners Mental Health Legal Advisors</p>	<p>Agencies with 24/7 operations and complex time reporting</p>



MassHR Shared Services Benefits

Shared Services will support MassHR's mission to deliver strategic human resources programs, services and technologies to build and support a talented, diverse, engaged, and productive workforce.

Shared Services will:

- Provide a ***single point of contact*** for all Time & Attendance related inquiries – no more trying to find a particular person
- Promote standardized business processes across Commonwealth agencies and employees to ***improve consistency and reduce time reporting errors***
- Use case management tool to ***track and report on customer inquiries***, providing an opportunity for targeted change management and communications



MassHR Shared Services Benefits



(continued)

Shared Services will:

- **Formalize the partnership between customers and the Shared Services Center** through Service Level Agreements (SLAs) that include clearly defined accountabilities and expectations of service delivery
- Encourage a **culture of regular feedback and a continuous improvement mindset** that will enable adjustments to be made to better align services to customer needs
- Resolve issues in a timely and transparent manner using **defined and managed governance processes** including input from customers, partners, and Shared Services leadership



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

Role of the Liaison

The Liaison plays an extremely important role in supporting MassHR success, serving as an essential conduit of information between agencies and the MassHR project, providing feedback, and assisting with agency readiness tasks.

As a Liaison you will:

- Gain an early understanding of the scope, key benefits, and implementation impacts of the MassHR project components;
- Provide feedback to the project team concerning information, training or other readiness needs particular to your agency;
- Have the opportunity to identifying potential roadblocks to successful user implementation of the new system, processes and programs;
- Serve as the point person on Agency Readiness and help disseminate agency readiness information;



Readiness Activity: Data Collection

- Please submit completed Data Collection file to Nicole Jin (Nicole.Jin@massmail.state.ma.us) by March 30th



Communications Dashboard

Week of March 5, 2012

HIGHLIGHTS:

Weekly ePostcards to all employees of APRIL roll-out agencies no ongoing through April 30
 June rollout Liaison Kickoff Meetings convened March 1.

THIS WEEK (Week of Mar 5):

What	To Whom	How	When
MassHR Newsletter	HR Community (listserv)	Email	3/5/12
ePostcard #3	All employees in April rollout agencies	Email	3/8/12
Quarterly Payroll User Group (PUG) Meeting	Payroll Community	Meeting	3/7/12
MassHR Roadshow	EOE	Meeting	3/9/12

NEXT WEEK (Week of March 12):

What	To Whom	How	When
ePostcard #4	All employees in April rollout agencies	Email	3/8/12

COMMS BY WEEK:

	MAR				APR				MAY				JUNE				
	Wk of 3/5	Wk of 3/12	Wk of 3/19	Wk of 3/26	Wk of 4/2	Wk of 4/9	Wk of 4/16	Wk of 4/23	Wk of 4/30	Wk of 5/7	Wk of 5/14	Wk of 5/21	Wk of 5/28	Wk of 6/4	Wk of 6/11	Wk of 6/18	Wk of 6/25
Town Halls																	
Newsletters to HR Community	x				x					x				x			
June Rollout – Leadership Email Update			x														
June - All Empl Email Updates					x	x	x	x	x	x	x	x	x	x			
Survey Communications																	
HRSD Workshops																	

DEPENDENCIES:

- N/A

Delayed
 At-Risk/ On Hold



Action Items:

- Please submit completed Data Collection file to Nicole Jin (Nicole.Jin@massmail.state.ma.us) by March 30th
- Attend next Liaison meeting the week of March 15th

We will be setting up three 90-minute liaison meeting times for the week of March 15th.

Each session will have a web conferencing option and June rollout agency liaisons may attend whichever time is most convenient.

Tentative schedule includes:

Thursday, March 15 from 9:30 – 11:00 a.m.

Thursday, March 15th from 2:00 – 3:30 p.m.

One other meeting time to be scheduled.



Open Questions?



Contact us:

Claudia Rodriguez: Claudia.Rodriguez@massmail.state.ma.us

Chris Swistro: Christine.Swistro@massmail.state.ma.us

Future State – Report Time

Self-Service Timesheets for Reported Time

Timesheet

Helen Johnson

Employee ID: KU0018

Job Title: Nurse-Licensed Practical

Employee Record Number: 0

[Click for Instructions](#)

View By:

Date:

[<< Previous Week](#)

[Next Week >>](#)

Populate Time From:

Reported Hours: 0.00 Hours Scheduled Hours: 40.00 Hours

From Sunday 11/27/2011 to Saturday 12/03/2011

Timesheet

Sun 11/27	Mon 11/28	Tue 11/29	Wed 11/30	Thu 12/1	Fri 12/2	Sat 12/3	Total	Time Reporting Code	Taskgroup	Reported Time Source		
8.00	8.00	8.00	8.00			8.00		<input type="text"/>	PSNONTASK		-	+

Save for Later

Submit

[Reported Time Status - click to hide](#)

Date	Status	Total	Time Reporting Code	Sched Hrs	Comments
		0.000000		0.00	



Future State – Report Time

Self-Service Timesheets for Punch Time

Timesheet

Salish Bir Empl ID: KU0021
 Job Title: Analyst-Financial Employee Record Number: 0

[Click for Instructions](#)

View By: Date: [<< Previous Week](#) [Next Week >>](#)

Populate Time From:

Reported Hours: 0.00 Hours **Scheduled Hours:** 40.00 Hours [Show all Punch Types](#)

From 11/27/2011 to 12/03/2011

Timesheet

	Day	Date	Status	In	Meal	In	Out	Punch Total	Time Reporting Code	Quantity	Sched Hrs	Taskgroup	Time Zone	Reported Time Source	Date
	Sun	11/27	New								0.00	PSNONTASK	EST		11/27
	Mon	11/28	New	3:00:00PM	6:00:00PM	6:30:00PM	11:30:00PM	8.00			8.00	PSNONTASK	EST		11/28
	Tue	11/29	New	3:00:00PM	6:00:00PM	6:30:00PM	11:30:00PM	8.00			8.00	PSNONTASK	EST		11/29
	Wed	11/30	New	3:00:00PM	6:00:00PM	6:30:00PM	11:30:00PM	8.00			8.00	PSNONTASK	EST		11/30
	Thu	12/1	New	3:00:00PM	6:00:00PM	6:30:00PM	11:30:00PM	8.00			8.00	PSNONTASK	EST		12/1
	Fri	12/2	New								0.00	PSNONTASK	EST		12/2
	Sat	12/3	New	3:00:00PM	6:00:00PM	6:30:00PM	11:30:00PM	8.00			8.00	PSNONTASK	EST		12/3

