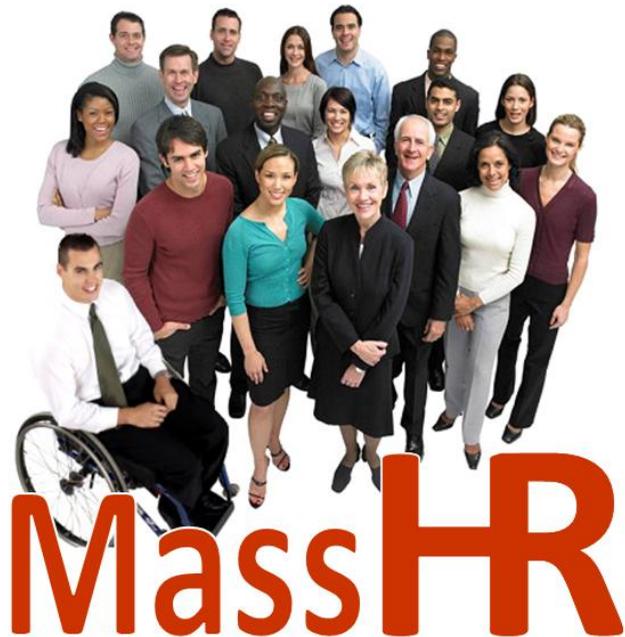




The Commonwealth of Massachusetts

# Agency Liaison Meeting Rollout #2

March 29, 2012



Delivering HR Services That Matter

# Objectives & Discussion Agenda

- Communication Update (20 mins)
  - Communications Plan for June Rollout Agencies
  - Review of Liaison Role
  - Liaison Toolkit
  
- Updates (10 mins)
  - Reminder: What Stays the Same ...
  - Readiness Checklist:
    - Q and A of Data Collection spreadsheet due Friday
    - SS TA System Requirements
  
- Demonstration of Dashboard (45 – 60 mins)
  
- Upcoming Meetings



# Employee Communications Dissemination Approach

## June Rollout

### Goals of the Dissemination Approach

- Ensure effective dissemination of important information to employees
- Increase likelihood that employees will read messages by having them sent from an internal, recognizable leader
- Enable agencies/organizations to tailor messages as needed for their employee population

### Communications Program Content

- Ten weekly messages designed to build employee understanding of Self-Service Time and Attendance and the Employee Service Center over time
- Two (in total) messages intended for managers/supervisors concerning their role as time approvers.



# Employee Communications Dissemination Approach

## June Rollout (continued)

### **Step #1 – Secretariat-level HR Director sends ePostcard #1 by April 5**

- Secretariat-level HR Director sends initial message to all employees providing an overview of the project and announcing to employees that they will be getting short weekly emails from their HR Director

### **Step #2 – Agency HR Directors send ePostcard #2-10 and Targeted Messages**

Beginning the week of April 9:

- Monday of each week: HR Directors receive weekly ePostcard text from the MassHR Project Team.
- Thursday of each week: HR Director sends ePostcard to all employees involved in the June SS TA implementation.

The weeks of April 30 and May 21:

- Monday of each of these weeks: HR Directors receive time approver message from MassHR Project Team.
- Thursday of each of these weeks: HR Director sends message to those individuals noted as time approvers in the data collection process.



# Agency Liaison Role Re-Cap

Agency Liaisons are extremely important to the implementation success of the MassHR roll-out Self-Service Time and Attendance and the Employee Service Center!

Liaisons are our eyes and ears “on the ground” at your agencies, bringing questions and feedback to the project and helping to ensure information about the project is being received, read and understood.

## Essential Aspects of the Liaison Role

1. Provide feedback to the project team concerning information, training or other readiness needs particular to your departments.
2. Work pro-actively to understand whether employees are receiving and understanding project communications.
3. Understand the essential elements for departmental and user readiness and help disseminate that information among departmental colleagues.
4. Provide feedback on system demos to enable the project team to be prepared to answer questions likely to arise during training.



# Reminder: What Stays the Same ....

- Report Time Today, Report Time Tomorrow
- Policies for:
  - Comp and OT
  - Flex Schedule
  - Leave Time
- How Leave Time is Accrued



# Readiness Checklist

Each meeting, we will check in on readiness items intended to help ensure that your agency is ready for a successful deployment in June.

Readiness Item	Action Required	By When
Agency Data Collection Template	Please submit completed Data Collection file to Nicole Jin ( <a href="mailto:Nicole.Jin@massmail.state.ma.us">Nicole.Jin@massmail.state.ma.us</a> )	March 30 (tomorrow!)
Confirmation of ePostcard #1 Distribution	Confirm that your HR Director has sent ePostcard #1 (due out April 5) and that employees have read and understood it.	April 12 – at the next Liaison Meeting
Desktop Requirements (for online learning and HR/CMS)	Validate agency compliance with minimum desktop requirements	April 13



# SSTA System Requirements

Certified Operating Systems	Certified Browsers
<ul style="list-style-type: none"> <li>•Apple Mac OS (Intel/PowerPC)</li> <li>•Windows (32&amp;64bit)</li> <li>•Linux (x86 &amp; x86-64)</li> </ul>	<ul style="list-style-type: none"> <li>•Firefox 3.6 and up</li> <li>•Internet Explorer 7, 8 and 9</li> <li>•Safari 3,4 and 5</li> </ul>
Workstations (Min.)	Workstations (Ideal)
<ul style="list-style-type: none"> <li>•256 MB RAM</li> <li>•1GHz Pentium or equivalent</li> <li>•800x600 VGA Controller</li> <li>•10/100 NIC</li> </ul>	<ul style="list-style-type: none"> <li>•1 GB RAM</li> <li>•1GHz Pentium or equivalent</li> <li>•1024x768 16bit Graphics Controller</li> <li>•10/100 NIC</li> </ul>
Network requirement estimates for Self Service Time and Attendance	
Core PeopleSoft User – 3.4 kBps (27.2 kbps) / User SSTA User – 2.4 kBps (19.2 kbps) / User	N/A

## Online Learning Requirements

- JavaScript enabled
- Popup blocker disabled
- Microsoft Windows XP or 7
- Microsoft Windows Media player for multimedia support
- Adobe Flash 6 plug-in software, compatible with the browser above

The following system plug-ins are available for download. Choose one that is compatible with your Media player:

Adobe Reader ® , Adobe Flash, Microsoft Windows Media, Microsoft PowerPoint ® Viewer, Apple ® Quicktime ® Player, Real Player TM



# Self-Service Time and Attendance Demo

- Time review and approval through the Manager's Dashboard



# Announcements

- ❑ **Next Liaison meeting (only one timeslot):**  
Thursday, April 12, 9:30 am, CTR Executive Conference, 9th floor
  - ❑ Overview of Employee Service Center
  - ❑ Online Learning Preview
  
- ❑ **Special PUG (Payroll User Group) meeting:**  
Thursday, April 12, 2:00 – 4:00 pm, 21st floor



# Open Questions?



Contact us:

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