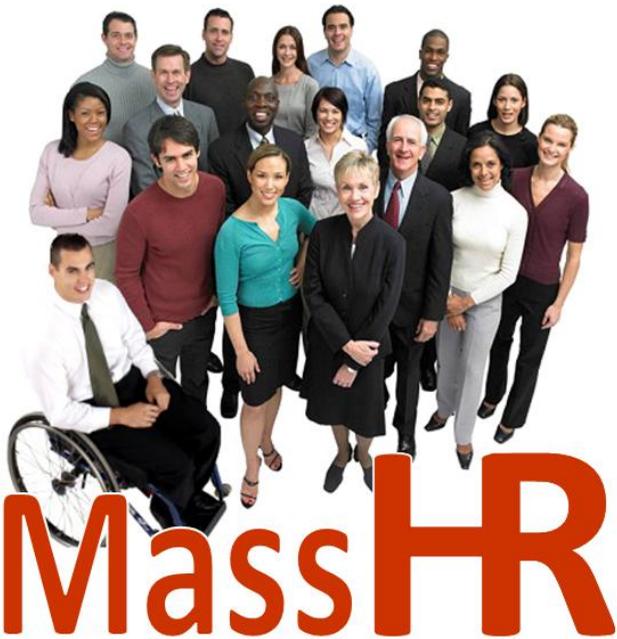




The Commonwealth of Massachusetts

# Agency Liaison Meeting Rollout #2

April 26, 2012



Delivering HR Services That Matter

# Objectives & Discussion Agenda

## Change Management Plan Overview

- Rollout #2 At-A-Glance
- Approach: Integration of Communications, Training and Agency Readiness
- Calendar

## Communication Update

- ePostcard launch

## Agency Readiness

- HR/Payroll Training: Approach, size of population to be trained
- Transition Meetings: Approach for employees, time approvers
- Information gathering approach: Survey Monkey

## Announcements



# Change Management Plan Overview

## Roll-out #2 At-A-Glance

Total agencies = 57

ESC agencies = 33

Non-ESC agencies = 24

Total participants (SS TA users for summer go-live) ~ 12,000

ESC participants (SS TA users for summer go-live) ~ 8,000

non-ESC participants (SS TA users for summer go-live) ~ 4,000



# Change Management Plan Overview

## Integrated CM components

- How we think about agency readiness, communications and training
- Our plans for coordination and agency engagement

**Focus on June 30 as a readiness deadline!**



# Consolidated Change Management Calendar

			May					June				July				
			Week beginning:	30-Apr	7	14	21	28	4	11	18	25	2	9	16	23
<b>SS TA Rollout 2</b>																
	<b>CM Component</b>	<b>Venue</b>														
	<b>Program Oriented Communications</b>	MassHR Newsletter			◆					◆				◆		
		MassHR website updates (ongoing)														
<b>ESC Agencies</b>	<b>Readiness Communications</b>	ePostcards for all employees	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆			
		Surveys					◆				◆					
	<b>Agency Engagement</b>	Liaison Meetings		◆		◆		◆		◆		◆		◆		
		Agency-Delivered Employee Transition Meetings						◆	◆	◆	◆					
		Proj Team-Delivered Time Approver Transition Mtgs						◆	◆	◆	◆					
	<b>Training</b>	Presenter Training for Employee Transition Mtgs					◆									
		HR/Payroll staff training					◆	◆	◆	◆	◆					
		Job Aid Updates									◆	◆	◆			
		Online Learning				◆	◆	◆	◆	◆	◆	◆	◆	◆		
<b>Non-ESC Agencies</b>	<b>Readiness Communications</b>	ePostcards for all employees	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆			
		Surveys					◆				◆					
	<b>Agency Engagement</b>	Liaison Meetings			◆		◆		◆		◆		◆		◆	
		Agency-Delivered Employee Transition Meetings						◆	◆	◆	◆					
		Proj Team-Delivered Time Approver Transition Mtgs						◆	◆	◆	◆					
	<b>Training</b>	Presenter Training for Employee Transition Mtgs					◆									
		HR/Payroll staff training*					◆	◆	◆	◆	◆					
		Job Aid Updates									◆	◆	◆			
		Online Learning				◆	◆	◆	◆	◆	◆	◆	◆	◆		
	<b>Agency "Asks"</b>	Liaison Meetings via Survey Monkey	HR/PY staff to be trained	Schedule Transition Mtgs						SS TA security roles	ESC pts of contact (if applic)					

\* Not currently in the plan to be delivered by the MassHR Project Team.

### CM Plan Highlights:

1. Agency Transition Meetings for all employees in Rollout 2 will be happening during the month of June, with sessions to be conducted by Agency Liaisons. The MassHR Project team will provide a presenter script, video simulation and presenter training during the last week of May.
2. Agency Transition Meetings for Managers/Supervisors (Time Approvers) will be happening during the month of June. The Project Team will conduct these sessions.
3. Instructor-led, full-day Agency HR/Payroll Training (for ESC agencies) begins the last week in May.
4. Online Learning for all Rollout 2 employees will be available beginning May 21.



# Communications Update

## ePostcard Weekly Communications Re-Cap

- ePostcard #1

- ✓ General introduction to SS TA
- ✓ To go out the week of April 30
- ✓ To be sent from Executive Level HR Director

- ePostcard #2 and then weekly through July

- ✓ To start the week of May 7
- ✓ Short messages intended to build employee knowledge
- ✓ Provide updates and reminders
- ✓ Will do 2 employee surveys (after #4 and #8) to gauge message impact



# Agency Readiness

## HR/Payroll Training

- Help agency HR/Payroll staff gain proficiency with SS TA core functions and available diagnostic reports
  - ✓ Will be updating curriculum with lessons learned from Rollout #1
  - ✓ Need to understand size of agency HR/Payroll staff population – will send survey to collect names
  - ✓ Finalize HR/Payroll training approach
    - ESC and non-ESC agencies

## HR/Payroll Instructor-Led Training Description

- Full-day onsite in Boston
- End of May through June



# Agency Readiness

## Agency Transition Meetings

Help ensure that all employees are ready for a successful SS TA implementation

- Sessions for All Employees
  - ✓ Led by Liaison and Agency HR/Payroll representative
  - ✓ Project trains presenters and provides training simulation video and presenter notes – focus on time entry
  - ✓ Recommend sessions of max. 25 employees to promote interaction and questions
- Sessions for Managers/Supervisors (Time Approvers)
  - ✓ Led by MassHR Project Team
  - ✓ Focus on time entry, time approval, and Manager Dashboard



# Agency Readiness

## Information Gathering

Seeking an easy way to request and collect agency information via the Liaison network

- Examples of agency “asks”:
  - ✓ List of HR/Payroll staff needing training
  - ✓ List of Liaisons/agency personnel needing presenter training for transition meetings
  - ✓ Assigning SS TA Admin or other security roles
- Approach: Use Survey Monkey for ease of response and information consolidation



# Announcements

**Data Collection – deadline for updates:** extended to June 22, 2012

**Next Roll-out #2 Liaison meetings:** Thursday, May 10

- 9:30–11:00 a.m., Charles River Room, 10<sup>th</sup> floor, One Ashburton Place  
...and via web conference
- 2:00-3:30 p.m., Videoconference Room, Room 1002, One Ashburton Place  
...and via web conference



# Open Questions?



Contact:

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