

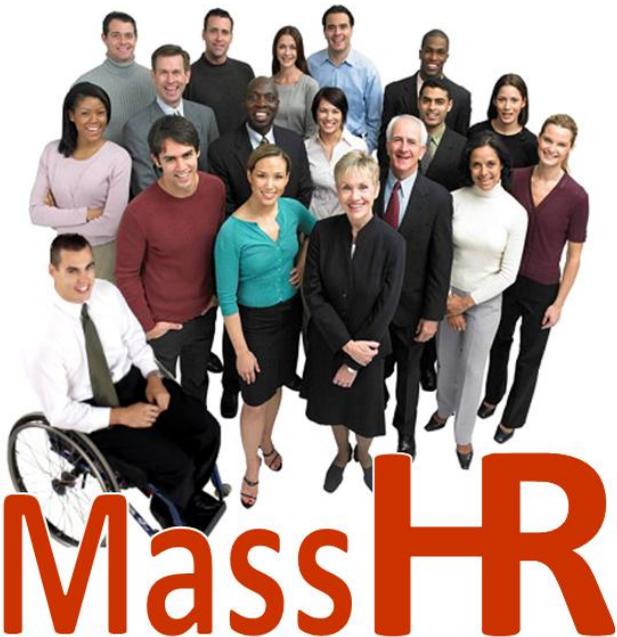


The Commonwealth of Massachusetts

# SS TA Liaison Meeting Roll-Out #2

*ESC and six non-ESC agencies*

May 17, 2012



Delivering HR Services That Matter

# Objectives & Discussion Agenda

## Entire Group (1<sup>st</sup> hour):

- 30 minute demonstration of a Transition Meeting for Employees
- Discussion of Readiness
- Operational Readiness Testing
- Registration kickoff for HR/PY training sessions

## Non-ESC Agencies (2<sup>nd</sup> hour):

- Checklist specific to non-ESC agencies



# Transition Meeting Demo

... Brian Powrie demonstration of Employee Transition Meeting ....



# MassHR Update

## Readiness Validation – Roll-out 2

May 17 , 2012

Mid-April

June

Mid-July

Change Management Activities – communication, training, implementation tasks

Readiness Validation  
06/07 – phone call

Readiness Validation  
06/27 – phone call



# What Is Readiness?

**The liaisons for roll-out 1 and 2 implementation answered that question...**

- Employees are aware; they've received communications about the project.
- We've built employee self-confidence in their ability to use the system.
- Employees feel a sense of confidence in the system and the project team.
- The technology can support them using the system.
- Employees complete training.

**The MassHR Change Management Team adds the following to the above list.**

- Desktop requirements are in place.
- Procedures are finalized and communicated for both ESC and non-ESC agencies.
- Data collection is complete.
- Help desks are ready (CommonHelp, ESC, non-ESC help desks).
- SSTA is accessible to all.



# Is Your Agency Ready?

Communications

Training

Implementation Tasks

Readiness validation will be discussed with the MassHR Executive Committee on June 6, 27 and July 11. Also, the MassHR Executive Committee will communicate to commissioner/department heads about the implementation during June – July.



# Communications

## Are employees aware of the following?

- SSTA timelines i.e., when will SSTA be implemented.
- SSTA – is my agency using the reported or punched timesheet.
- Basic terminology – SSTA, TRC, adding a row, etc.
- What will not change – i.e. - pay day, accruals, prior approvals.
- What will change – how work hours and leave time is entered.
- Where the SSTA URL is located.
- Who to contact for help.
- Their employee ID is the SSTA user ID.
- Their initial password is their employee ID and the last four digits of their SSN.

## Are approvers aware of the following?

- How their role changes for approving time.
- Basic terminology – manager's dashboard, delegation, etc.
- Who to contact for help.

## How are the above concepts communicated to employees and approvers?

- ePostcards – 9 distributed weekly between May 3<sup>rd</sup> and June 29<sup>th</sup>.
- Employee transition meetings (application demos – 30 minutes, 15 minutes for questions).
- Approver transitions meetings (application demos – 45 minutes, 15 minutes for questions).
- Posters
- MassHR website



# Training

## Can your employees?

- Enter work hours and leave time.
- Submit their time for approval.
- View their leave balances.
- Print job aids.

## Can approvers?

Approve or deny time.  
Change employee timesheet, if needed.  
Print job aids.

## Can HR/payroll staff?

- Read reports.
- Approve secondary TRC codes.
- Enter restricted TRC codes.
- Re-set passwords (non-ESC agencies).
- Delegate on behalf of a manager.
- Enter a new hire and transfer procedures (i.e., work group, type of timesheet, etc.)

## How are employees trained to complete the above?

- Online learning.
- One day classroom training for HR/payroll staff (ESC agencies).
- One day classroom training for HR/payroll staff (non-ESC agencies). Note: all other topics included in the HR/payroll training for ESC agencies will be discussed at the liaison meetings.



# Implementation Tasks

## Are the following ready and/or submitted?

- Data collection – due May 11 and updated June 22.
- Security role assignments – due TBD.
- Desktop requirements are in place.
- Agency policy/procedures are updated and communicated.
- Notification process for unreported and unapproved time is finalized and communicated.

## Additionally - did non- ESC agencies?

- Assign staff to reset passwords.
- Designate help desk or personnel to assist employees.
- Assign staff to review reports.
- Agree on escalation process for questions agencies are unable to answer/resolve.



# Readiness Validation

May 29<sup>th</sup> - June 5<sup>th</sup> – Change Management Team will call liaisons to verify:

## Communications

- ePostcards (to date), posters were distributed.
- Employee transition meetings are being scheduled.
- Presenters are scheduled for employee transition meeting training.
- Approvers are being scheduled for transition meeting.
- HR/payroll staff are being registered for training.

## Implementation Tasks

- Desktop requirements are ready.
- Non-ESC procedures (tasks completed by ESC) are being discussed or are finalized.

\* If needed, team will address liaison attendance at liaison meetings.

\*Team will ask if liaisons have concerns and/or other issues and address as needed. In some cases the issue may be escalated to the EC.



# Readiness Validation

June 25<sup>th</sup> - 27<sup>th</sup> – Change Management Team will call liaisons to verify:

## Communications

- ePostcards, posters were distributed.
- Employees attended transition meeting.
- Managers/supervisors attended training meeting.
- HR/payroll staff attended one day HR/payroll training.

## Training

- Employees completed online learning.
- HR/payroll staff attended classroom training.
- Employees can print job aids.

## Implementation Tasks

- Desktop requirements are in place.
- Security roles assigned.
- Data Collection updates received, if needed.

\*If needed, the team will address liaison attendance at liaison meetings.

\*The team will ask liaisons about their concerns and/or other issues. In some cases the issue may be escalated to the EC.



# *Optional Request:* **Operational Readiness Testers**

- Recommended for testing own data, but not required.
- Three to five testers per agency  
(max: 3 employees + 1 approver + 1 HR/PY)
- Identify testers to MassHR by next **Friday, May 25**
- **Prerequisite:** Tester will take online learning and review job aids so that he/she knows the basics of how to enter work and leave time and/or approve time.
- At One Ashburton, during a two-hour time block Tues – Th, June 12 – 14:
  - Testers will enter their own data using their choice of scenarios.
  - Data will be real, system will not – “payroll” in this test environment will run over the weekend.
  - Agency HR/PY rep may be present to verify data entered.
- The following Tuesday, June 19, HR/PY rep will return (for one hour) to verify payroll results.



# Agency HR/Payroll ILT Calendar

June 2012						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5 ESC Agencies 10 <sup>th</sup> Floor PC Lab	6 ESC Agencies 10 <sup>th</sup> Floor PC Lab	7	8	9
10	11	12 ESC Agencies 10 <sup>th</sup> Floor PC Lab	13 ESC Agencies 9 <sup>th</sup> Floor PC Lab	14	15	16
17	18	19 ESC Agencies 10 <sup>th</sup> Floor PC Lab	20 ESC Agencies 9 <sup>th</sup> Floor PC Lab	21	22	23
24	25	26 Non-ESC Agencies 9 <sup>th</sup> Floor PC Lab	27 Non-ESC Agencies 9 <sup>th</sup> Floor PC Lab	28 Non-ESC Agencies 8 <sup>th</sup> Floor PC Lab	29	30

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# Agency HR/Payroll ILT Registration

- The MassHR Project Team will communicate with the individuals you identified as needing Agency HR/Payroll Training to coordinate registration via the MassHR.CMTeam  
([MassHR.CMTeam@MassMail.State.MA.US](mailto:MassHR.CMTeam@MassMail.State.MA.US)) Project Mailbox:
  - Training session availability will be communicated via email to identified individuals (Liaisons will be copied on this communication)
  - Individuals will be requested to register for one of the available sessions and communicate this information back to the project team (via email)
  - Individuals will be registered on a first come first basis for the available sessions (12-15 participants per session depending on room)
- Calendar invites including the following information will be sent out to participants registered for each session:
  - Date / Time / Location
  - Training Prerequisites (Online Learnings and Job Aids on MassHR Website)

*MassHR Project Team will follow up with Liaisons as needed if identified individuals have not registered for Agency HR/Payroll Training.*



# Non-ESC Agencies

## Handout: Agency HR/Payroll Checklist for Non-ESC Agencies

### Participants:

<b>CONST</b>	ART, Mass Cultural Council (MCC), VWA, Victim and Witness Assistance Board	Michael Nagle, 29 employees Alice Wu and Kerrienne Mullin, 33 employees
<b>IND</b>	DAA, District Attorney Association SDA, Sheriffs Department Association	Marilyn Scott, 11 employees Jim Burke, four employees
<b>JUD</b>	BBE, Board of Bar Examiners MHL, Mental Health Legal Advisors	Laura Colby, 12 employees Abby Selter and Laura Colby, 11 employees



# Open Questions



Change Management: [MassHR.CMTeam@massmail.state.ma.us](mailto:MassHR.CMTeam@massmail.state.ma.us)

