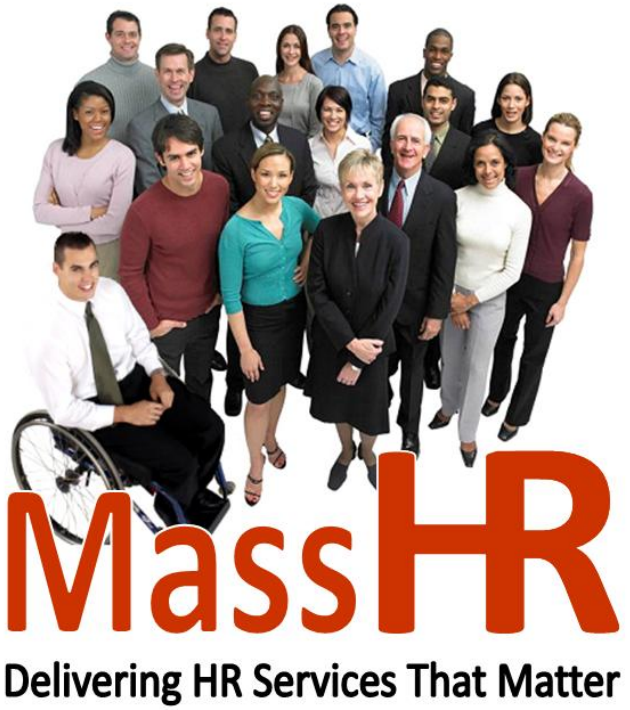
The Commonwealth of Massachusetts

SSTA Liaison Meeting
Roll-Out #2

All-Liaison Meeting

July 12, 2012



Objectives & Discussion Agenda

Updates

- **Statistics and performance since go live**
- **Issues**
- **Reminders**

Q&A / Feedback

Roll-Out #2 Status

ESC Stats

	Metric	7/18/2012 Count	7/18/2012 % of Total	7/19/2012 Count	7/19/2012 % of Total	7/20/2012 Count	7/20/2012 % of Total	Total	% of Total
Telephony	Calls Received	500		461		344		1,305	
	Average Call Wait Time in minutes	1.02		1.13		0.43			
	Calls Abandoned	52		33		14		99	
	Average Call Abandonment Time in minutes	1.29		1.04		1.04			
								-	
Ticket Generation	Number of Phone Initiated	472	95%	418	93%	308	89%	1,198	93%
	Number of E-mail Initiated	27	5%	30	7%	39	11%	96	7%
								-	
Top Classifications	HR/CMS Password Reset	190	38%	156	35%	68	20%	414	32%
	HR/CMS Data Setup	87	17%	89	20%	34	10%	210	16%
	Time Entry	45	9%	58	13%	16	5%	119	9%
	Reg Time	39	8%	34	8%	31	9%	104	8%
	Time Off	34	7%	23	5%	25	7%	82	6%

Total Number of unique users by day:

7/18	7/19	7/20
6,684	5,541	2,752

Unreported time for week one was less than 1%!!!

Roll-Out #2 Issues

Issue	Description	Agency Action Items	Anticipated Resolution Date
Delegation Page Error	Incorrect approver selected when list of approvers has multiple people with similar last name	• Project team is updating delegates as needed and monitoring through reports • Contact the ESC/CommonHelp when this occurs	TBD
Misleading Email Notifications	Approver emails showing employees who have current and/or future time to be approved Agency emails showing missing timesheets being sent for week 2 of pay period in week 1.	• Review available reports/manager dashboard to confirm missing timesheets • Contact ESC/Commonhelp with questions	Aug. 16th
White Screen when trying to log in	User sporadically clicking on SSTA button on MassHR webpage and receiving a white screen instead of SSTA login page	Close browser window and retry	Link associated with button on MassHR webpage has been update; monitoring situation
System slow (performance)	User experienced slow online response at times	Make sure the employees click on the 'sign out' link instead of closing the browser tab once they complete data entry	Forgotten Password link is hidden and monitoring situation
Leave Balance updating incorrectly	When an approver denies/changes leave time, the employees balance is credited back the time twice	Project team updating balances as needed	Aug. 16th

Available Reports

Agency HR/Payroll has access to the reports listed below in SSTA.

Report Name	Description
No Reported Time	This report identifies employees who have not reported any time for a pay period.
TL Unapproved Time	This report displays both reported and payable time that has not been approved for the fiscal year.
Over Under Time	This report identifies employees who have posted time over or under the scheduled hours for the week in the pay period.
TL Exception	This report captures all exceptions created for Self Service (SS) employees (over/under, missing or incorrect meals, missing or incorrect holiday, etc.).
TL TRC Audit	This report identifies employees who made changes to restricted TRCs.
TRC Payable Time	This report displays TRC payable time data for the current pay period only.
Time Approver and Proxy	This report displays a list of time approvers, including delegates and the employees for which they are responsible for approving time.

Reminders

Support Path for non-ESC Agencies

HR/Payroll staff in non-ESC agencies and colleges who need support should call CommonHelp. We are working to ensure that CommonHelp staff have the information they need to respond.

Logging Out of the System

Remember to log out of the SSTA system when you are done. Closing the browser or letting the system time out consumes system resources and can impact performance.

“Reports To” Information

HR/Payroll core users will need to continue to address areas where Report To information was not specified or is inaccurate.

Open Questions & Feedback

Change Management: MassHR.CMTeam@massmail.state.ma.us