The Commonwealth of Massachusetts

MassHR Overview

Briefing for Non-Executive Department Agencies

January, 2012

Delivering HR Services That Matter

Objectives & Discussion Agenda

MassHR
Delivering HR Services That Matter

1. Provide an Overview on the MassHR Program and Timeline
2. Provide an Overview of Self-Service Time and Attendance
3. Provide an Overview of the Time and Attendance Shared Services Approach for Executive Departments
4. Provide an Overview of MassHR Communications

Background

MassHR
Delivering HR Services That Matter

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

Gartner
The Hackett Group
World-Class Defined and Enabled
accenture
High performance. Delivered.

Background (continued)

MassHR
Delivering HR Services That Matter

In response, the Commonwealth:

- Issued Executive Order 517, enhancing the efficiency and effectiveness of Human Resource service delivery in the Executive Department

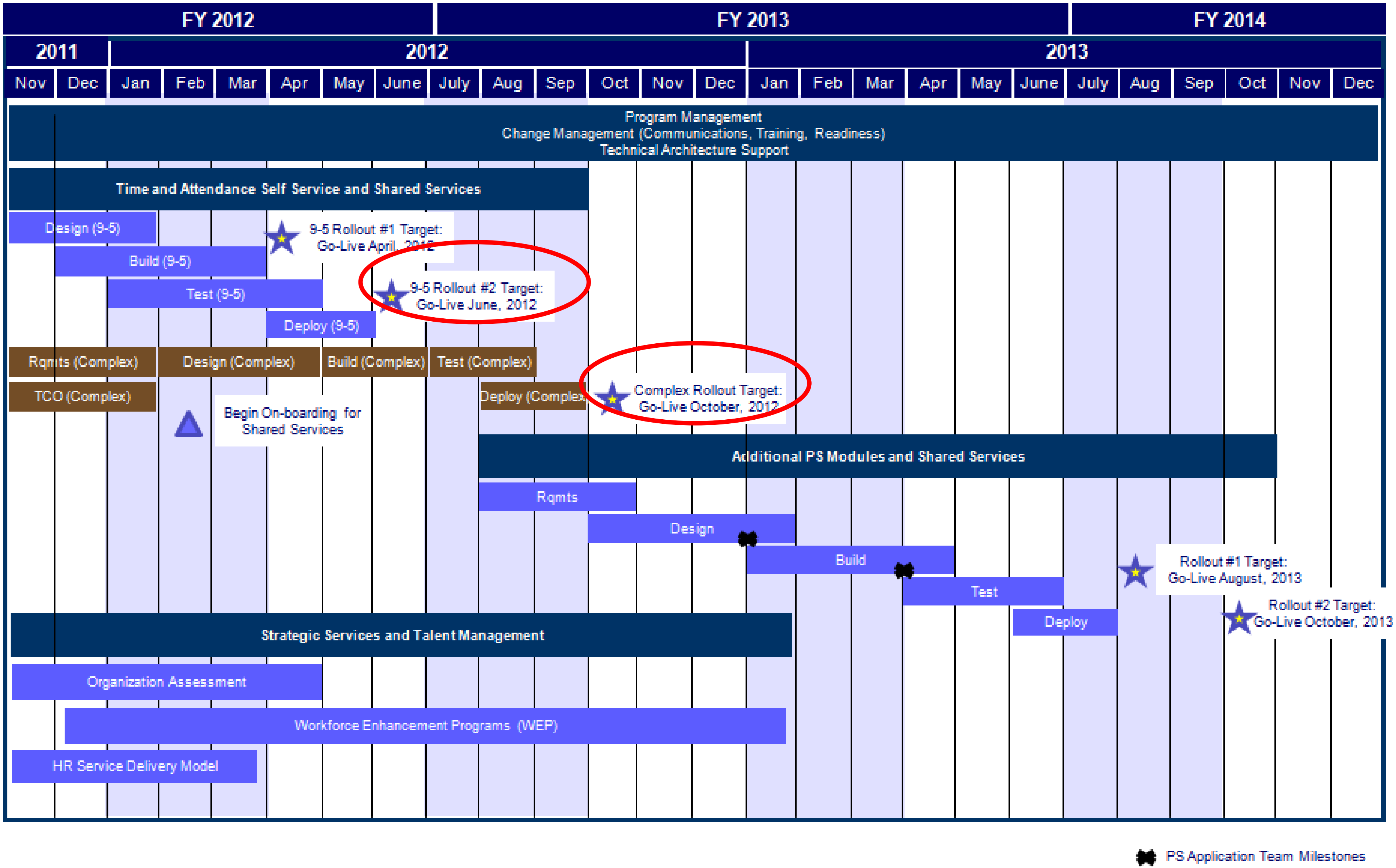
- Purchased a Universal License Agreement with PeopleSoft to purchase licenses and 5-years maintenance for a suite of HR technology modules

PeopleSoft HR Technology Modules

- Time and Attendance Self Service
- ePerformance
- eRecruit
- Help Desk for HR
- Learning Management System

MassHR Program Timeline

MassHR
Delivering HR Services That Matter



Self-Service Time and Attendance Overview

MassHR
Delivering HR Services That Matter

- There are three (3) phases to the Self-Service Time and Attendance roll out:
  - Phase 1: Initial set of “9-5” agencies (approximately 1,000 employees) - April 2012
  - Phase 2: The balance of the “9-5” agencies – June 2012
  - Phase 3: “Complex” agencies – October 2012
- Non Executive Departments are invited to participate in Phase 2 or Phase 3 as appropriate, leveraging the resources of the project team

Self-Service Time and Attendance Time Reporting Methods

MassHR
Delivering HR Services That Matter

- Self Service Time and Attendance allows…
  - o Employees to enter time and attendance directly in HR/CMS or via Time Collection Device (TCD)
  - o Supervisors to approve time and attendance directly in HR/CMS
  - o Employees and supervisors to view leave balances in real time
- Employees may be assigned to 1 of 2 time reporting methods: Departments can decide which method works best for them
  - o Punch Time: Employees self report time in, time out / in for lunch and time out for the day, as well as any exceptions.
  - o Reported Time: Employees time may be generated by a default schedule, with employees entering any exceptions.

Self-Service Time and Attendance
Access to Self Service

MassHR
Delivering HR Services That Matter

- Self Service Options include multiple time collection options:
  - PC with internet access
  - IVR (telephone)
  - Mobile/Wireless
  - Badge Devices
  - Biometrics
- Self Service Availability:
  - High availability to meet 24/7 needs

MassHR Accessibility Approach

MassHR
Delivering HR Services That Matter

- MassHR will adhere to the Enterprise Information Technology Accessibility Standards and the Web Accessibility Standards issued by the Commonwealth of Massachusetts' Information Technology Division ("ITD")
- MassHR Deliverables will be tested against the Enterprise Accessibility Standards
- An Accessibility Advisory Committee ("AAC") will be formed and will meet minimally once/quarter.
- The committee will be comprised of at least one representative from each of the following:
  - Integrator
  - HRD
  - Certain agencies of the Commonwealth designated by HRD including, without limitation, ITD, Massachusetts Office on Disability, Executive Department disability coordinators, Massachusetts Rehabilitation Commission, Massachusetts Commission for the Blind and Massachusetts Commission on the Deaf and Hard of Hearing.

MassHR Shared Services
Service Delivery Components

MassHR
Delivering HR Services That Matter

The initial MassHR Shared Services implementation will consist of two tiers of service related to the Time & Attendance function.

Tier 1	**Inquiry Management**	• Handling of inquiries via phone, e-mail, mail and fax • First Shared Services contact for issues resolution and escalation (if necessary)
Tier 1	**Password Management**	• Completion of password resets as requested by self-service end users
Tier 2	**Time Entry**	• Assistance of time entry for special cases (i.e., unanticipated out of office, no PC/TCD access, natural disaster, FMLA, disability, time entry for restricted access)
Tier 2	**Prior Period Adjustments**	• Work with employee to complete Prior Period Adjustments when the adjustment exceeds more than 1 pay period prior
Tier 2	**Exception Management**	• Identifying and notifying employees and supervisors of exceptions (missing meal punch, reported time not equal to scheduled time, incorrect holiday hours / time, etc.)
Tier 2	**Reporting & Analytics**	• Produce reports for Secretariats, as well as internally, to monitor trends and proactively manage issues

Shared Services will be funded through a chargeback model

Non-Executive Department Transfer and Escalation of Inquiries to Partner Customer Service Providers

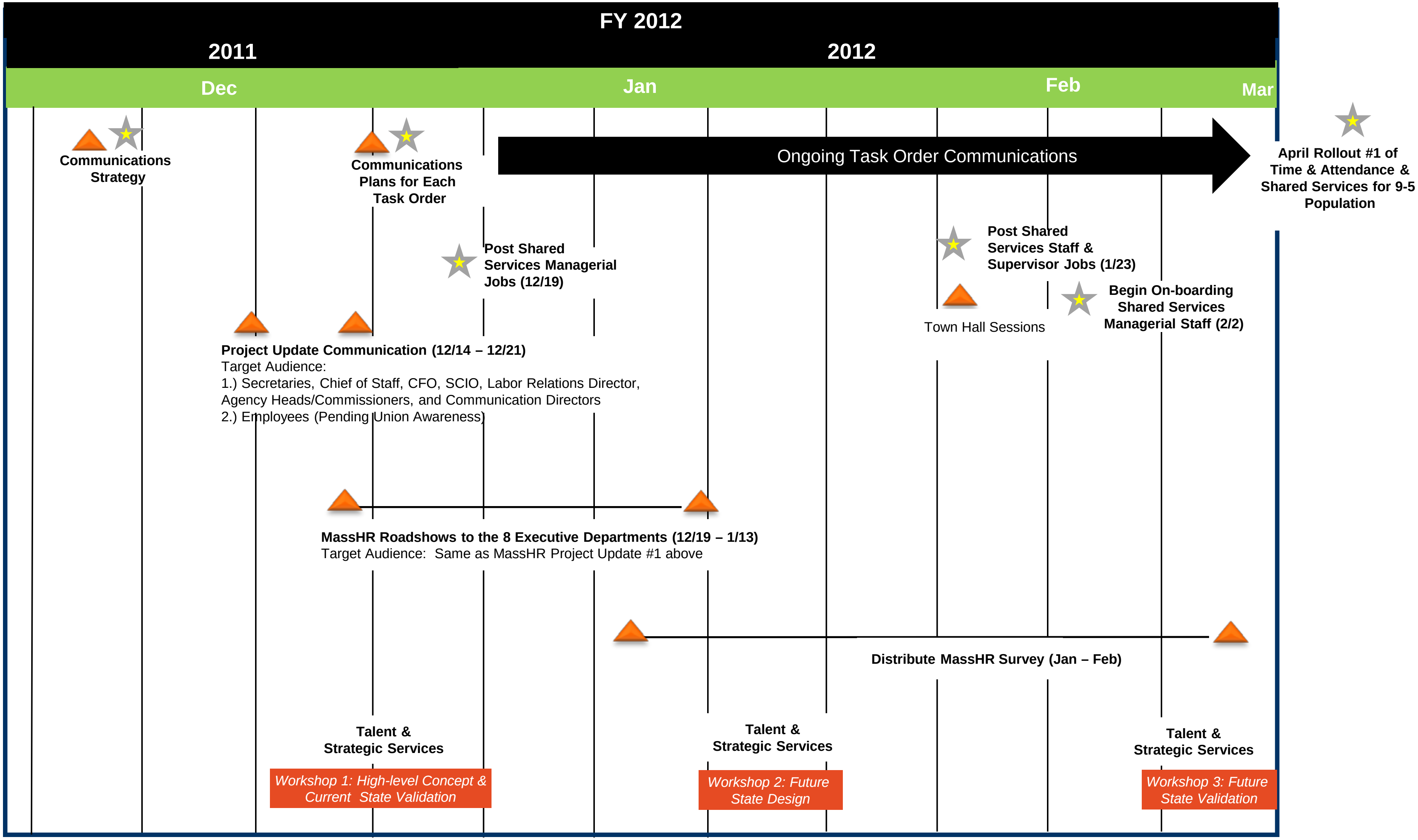
MassHR
Delivering HR Services That Matter

Non-Executive departments will need to work with existing partners to resolve inquiries related to Time & Attendance as well as other payroll related topics.

Time & Attendance Related	Non-Time & Attendance Related				
Agency HR/ Payroll	**Agency HR / Payroll**	**Agency IT**	**CommonHelp (ITD)**	**Comptroller's Help Desk (CTR)**	**HR/CMS Maintenance Team Tier 3**
• HR/CMS Password Resets • General Time & Attendance Inquiries (i.e., TRC Codes) • Holiday & Leave Balances • Time Entry (special cases) • Prior Period Adjustments - (> 1 period prior) • T&A Exceptions	• Pay Differentials • Pay Advice/Info • Direct Deposits • Reimbursements • Benefits Inquiries • Deductions • Verification of Employment • FMLA, FLSA • Reimbursements • Garnishments • Retirement Information • Termination Payouts • Pay Info Password Resets (Security)	• Internet Access Troubleshooting • Intranet Maintenance • Data Warehouse Inquiries • Personal computer / desktop support troubleshooting • Hardware / Software troubleshooting • Remote work technology assistance	Assist Agency IT: • HR/CMS Performance Issues • Data Warehouse Access • DocDirect - Reporting • Network & VPN Troubleshooting • Non-HRCMS Password Resets • Non T&A Inquiries • Infrastructure Support	• MMARS / LCM • MMARS performance issues • Audits • Taxes • Deductions Interface files for: • Payroll Advice • Pay Info • Employee Reimbursements / Pay Errors • Deductions • Benefits files	• Data Management • Application Changes, Breaks and Fixes • Centralized Data Processing • Change Control Management • Updates and Configurations • Manage PeopleSoft Cases • Disaster Recovery • Mass Updates • Data Warehouse Queries • Data Definitions • System Usage Policy • System User Training • Job Aids

Communication Timeline & Milestones

MassHR
Delivering HR Services That Matter



Program Milestone
Communication Activity/Task
Workshops

Self Service Time & Attendance and Shared Services Communications Plan Structure

MassHR
Delivering HR Services That Matter

KEY ATTRIBUTES:

- The plan breaks out activity streams for Executive and non-Executive agencies and departments.
- The plan details activities for both the April and June rollouts.
- The program of activities for both the April and June rollouts are similar, but staggered in time.
- The frequency of communications increases as “Go Live” dates approach to ensure agency readiness.
- The plan utilizes multiple avenues for communication to assure all employees are informed.
- Information about agency readiness, which spans several project work streams, will be coordinated to provide agencies and users with a comprehensive understanding of the steps needed to be ready for “Go Live”.

Self Service Time & Attendance and Shared Services Communication Guiding Principles

MassHR
Delivering HR Services That Matter

The Communication Plan and program of activities is designed with the following assumptions and guiding principles in mind:

- Agency heads receive advance notice of all communications to their departments and employees.
- The MassHR project teams will collaborate to ensure that communication to departments and users is clear, and messages are accurate and consistent.
- The MassHR project takes advantage of existing communications vehicles whenever possible to transmit project information.
- The plan must take into consideration specific communications needs of non-Executive Departments.

Next Steps

MassHR
Delivering HR Services That Matter

- Based on your initial feedback and level of interest we will coordinate meetings in early/mid-January with other interested non-executive departments, to address implementation questions and provide further detailed information needed to help make your decision on or before January 31st.
- Notify MassHR by January 9, 2012 if you would like to schedule additional follow up

MassHR Training

- Training will include both eLearning and traditional instructor-led courses
- Training will primarily focus on the following groups: Self Service Employees, Approvers, and Agency HR/Payroll users
- Sample training topics: Time Reporting Code usage, time entry, approval process, exception management, and leave balances
- Training delivery is planned to begin in the mid March / April time frame

Questions?

MassHR
Delivering HR Services That Matter