



CONNECTING THE RIGHT TALENT TO THE RIGHT JOB

MassHR Hire Now! Project

2014 Chief Fiscal Officer Conference
November 20, 2014

Hire Now! Project Background & Goals

Project Background:

Agencies cite the hiring process as a significant pain point

- Lack of efficiency
- Qualified candidates lost to other organizations
- Increased overtime costs and/or over-burdened staff

Project Goals:

- Reduce # of days to hire
- Develop a transparent and efficient hiring process
- Increase outreach beyond the usual options
- Enhance the user experience for:
 - ✓ Job Applicants
 - ✓ Hiring Managers
 - ✓ Recruiters/Diversity Officers
 - ✓ HR staff

Hire Now! Project Phases

Phase I – Taleo Recruiting November 2014 - March 2015

- Proof of concept with 3 agencies (DOR, HRD, DPH Central Office)
- Business Process Using Best Practices Model
- Bare Bones Implementation
- Shared Services Support

Phase II – Taleo Recruiting and On-Boarding

- Use Phase I- Lessons Learned to inform Enterprise-Wide Business Process Redesign
- Leverage technology to full functionality
- Rollout Recruiting functionality to remaining agencies
- Rollout Onboarding functionality to all agencies
- Integrate Taleo with HR/CMS V9.2

Hire Now! Key Features

- Streamline the hiring process with fewer sign offs
- Hiring Managers, Human Resources and Diversity Officers will have real time access to each requisition, affording greater input into the process
- Robust reporting to track where requisitions and candidate selection gets hung up
- System generated correspondence will keep candidates in the loop
- Automated workflow for all approvals

Hire Now! Prescreening Features

- Requisitions contain Prescreening Questions that candidates answer when applying to a job.
- Prescreening Questions include Required Questions that map to Minimum Entrance Requirements (MERs) and Asset Questions that map to Preferred Qualifications
- The combination of these elements is referred to as ACE Prescreening because they allow the system to sort ACE or top candidates to the top of the candidate pool.

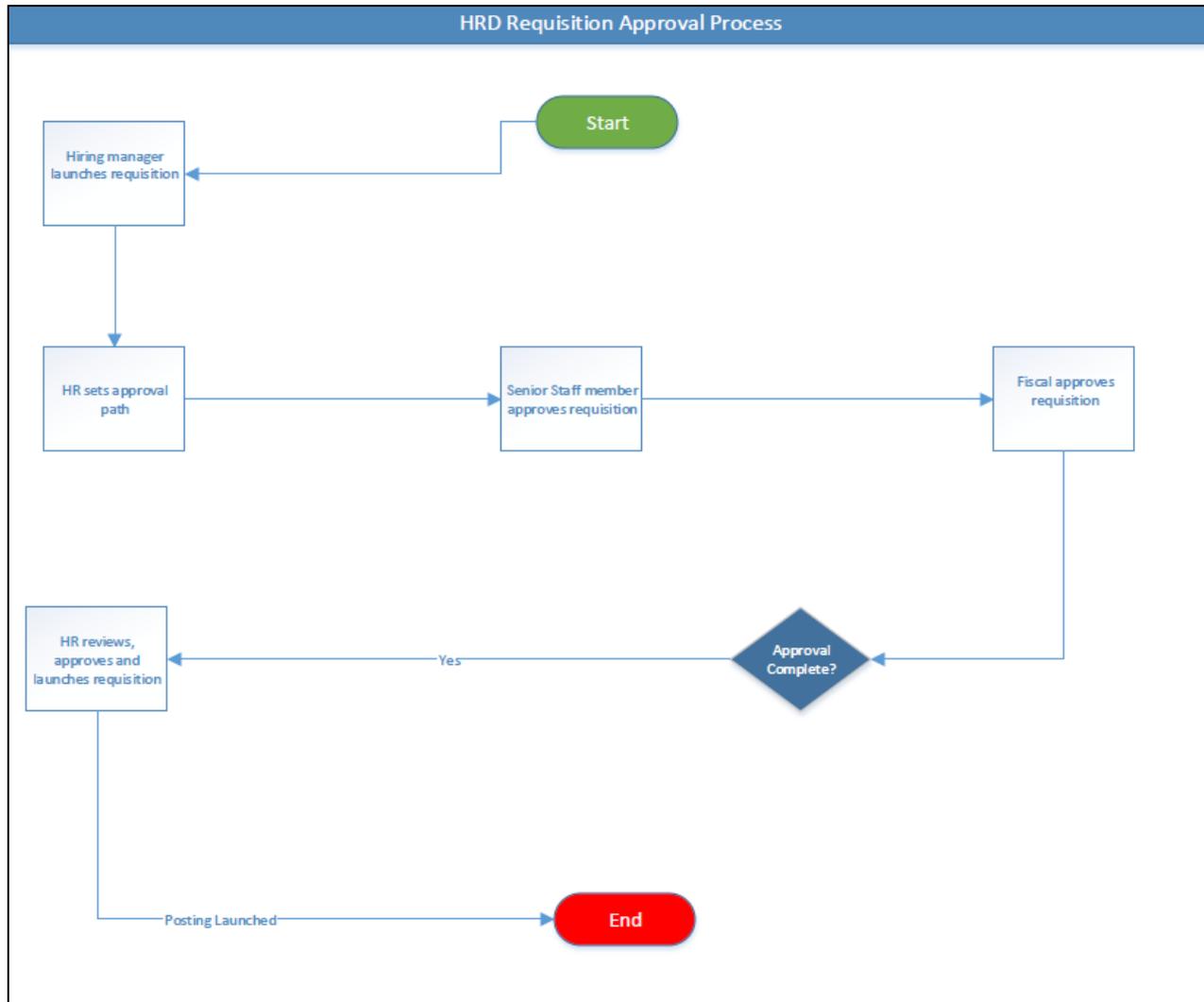
Hire Now! Hiring Process Reforms

We have secured several reforms in the Hiring Process for the agencies participating in Phase 1 of the Hire Now! Project.

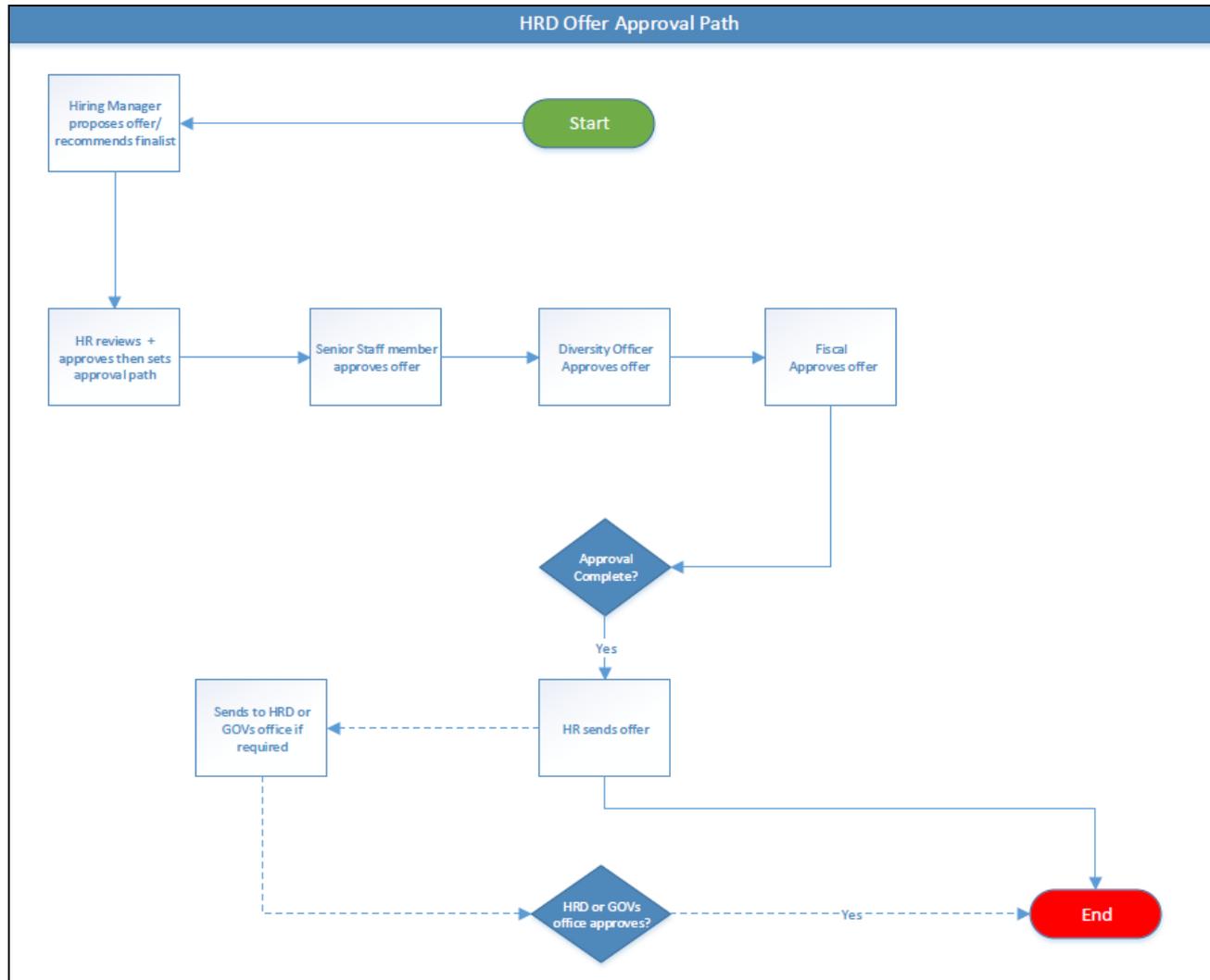
Highlights:

- Salary approvals are based on new HRD salary guidelines which are administered at the agency level and audited by HRD
- Postings will not require sign off by the Secretariat Chief of Staff
- Role of the Diversity Officer is strengthened albeit with less sign offs
- Goal: For bargaining unit positions, Time to Fill will be reduced by 50%-75%

Hire Now! HRD Requisition Approval Path



Hire Now! HRD Offer Approval Path



Hire Now! E-Share Approval Emails

From: E-Share <do_not_reply@invalidemail.com> Sent: Mon 10/27/2014 10:43 AM
To: Boulanger, Simon (Cognizant)
Cc:
Subject: Standard Notification for a Requisition Approval Request

Message  this_message_in_html.html (2 KB)



Dear Simon

Requisition Approval Request

Requisition Title:	Program Coordinator III
Requisition ID:	14000003
Requested by:	Simon Boulanger
Comments:	please approve

Click "Respond..." to view more requisition details and respond to the approval request as soon as possible.

[Respond...](#)

Best regards,
System Administrator
Commonwealth of Massachusetts

Replies to this message are undeliverable. Please do not reply.

Hire Now! E-Share Approval Link

Done **Cancel**

Requisition Approval Request

Requisition **01463 – Territory Business Manager**
Requested by
Comments **please approve before friday**

Please review the Requisition Information Summary and respond to the approval request as soon as possible.

In response to approval request:

I approve this requisition ▼

[Requisition approval path details](#)

Comments (required if you do not approve the requisition)

Notify me once the task is completed

Done **Cancel**

Requisition Information Summary

Requisition Details

01463 – Territory Business Manager

Recruiter	Ivana Recruitlot	Hiring Manager	Ima Manager
Justification	New Position	Number of Openings	1
Primary Location	Zeeland		
Attachments	–		



Commonwealth Of Massachusetts
HR/CMS 9.2 Project



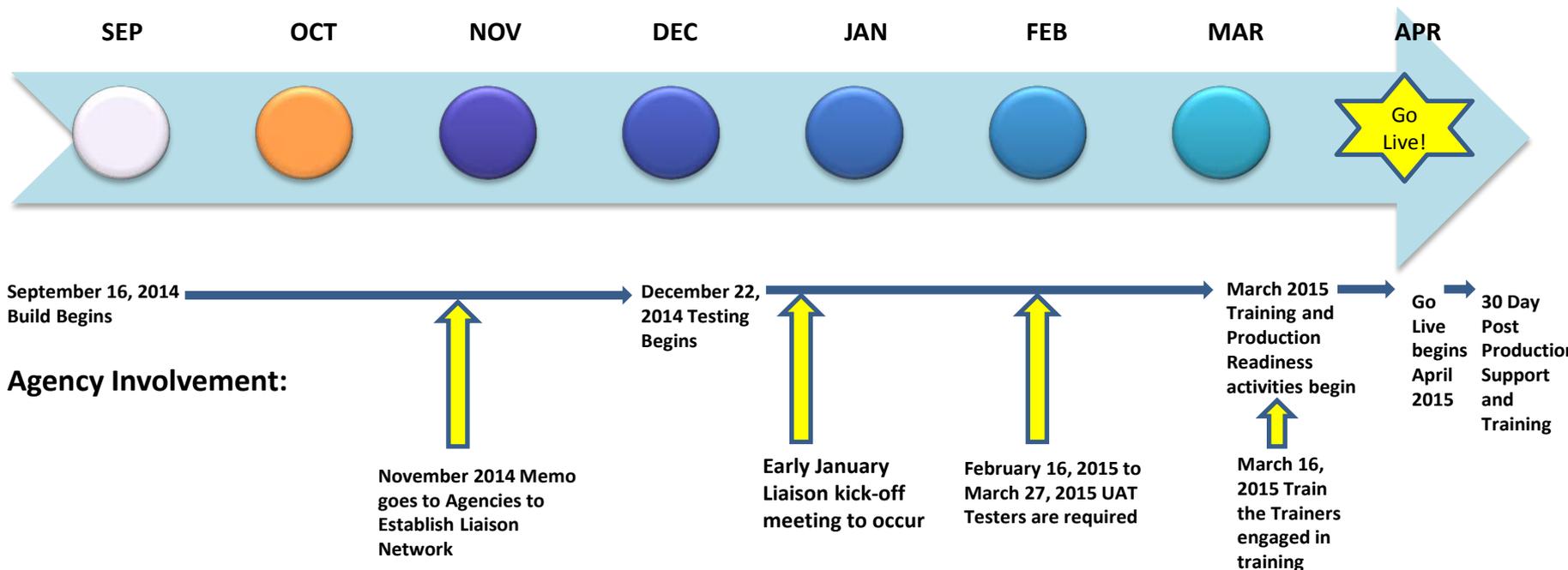


Project Schedule and Milestones

Milestones met:

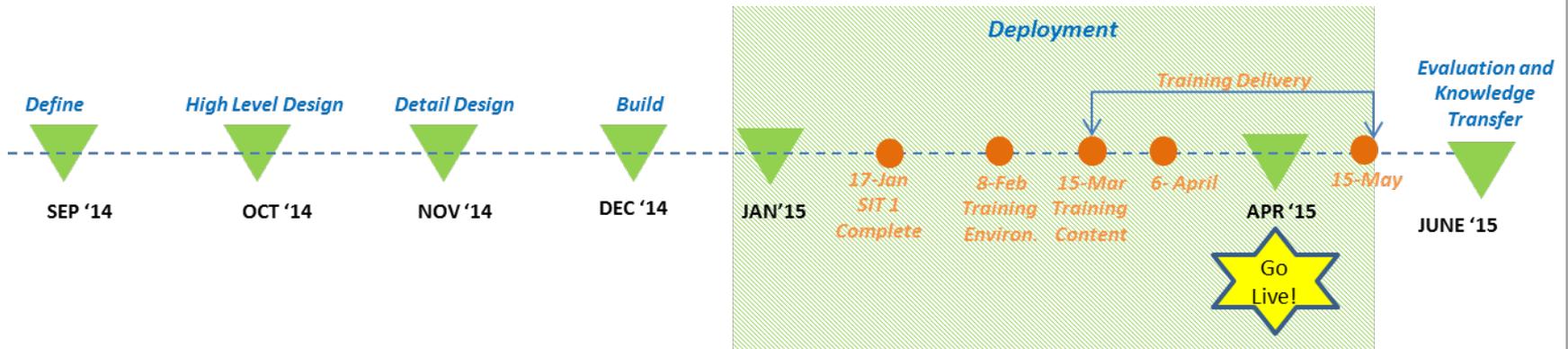
- Fit/Gap completed 7/29/2014
- Design completed 9/26/2014

Additional Milestones:



Once Liaisons are identified, regular meetings will with Change Management will occur through the remainder of the project and through Post Production Support and Training

Key Training Milestones



Training Delivery

Core Users	15 Mar- 15 Apr	Early Adoption Training, Virtual, Drop-In's as needed
Managers / Approvers	15 Mar – 30 May	Pre-Production : Early Adoption Training, Virtual, Classroom as needed Post Production : Post Production Classroom training as needed, Rapid Response Teams
End Users	1 Apr – 15 Apr	Virtual, Drop-Ins as needed

What will be new in HR/CMS 9.2



Navigation and Ease of Use:

Cascading Menus

The screenshot shows the Oracle HR/CMS 9.2 user interface. The breadcrumb trail is: Main Menu > Self Service > Personal Information > Personal Information Summary. A search menu is visible at the top. The main menu is cascading, showing a list of folders including Self Service, Manager Self Service, Recruiting, Workforce Administration, Benefits, Compensation, Set Up HCM, Enterprise Components, Worklist, Tree Manager, Reporting Tools, PeopleTools, Usage Monitoring, Change My Password, My Personalizations, My System Profile, and My Dictionary. A sub-menu for 'Personal Information' is open, showing a list of items including Personal Information Summary, Home and Mailing Address, Phone Numbers, Email Addresses, Instant Message IDs, Emergency Contacts, Marital Status, Name Change, Complete and Submit I-9 Form, Ethnic Groups, Request Leave of Absence (USF), and Request Termination (USF). Annotations include: 'Sort menu' pointing to a small arrow icon in the search bar; 'New cascading style menu.' pointing to the cascading menu structure; and an arrow pointing from the 'Self Service' folder to the 'Personal Information' sub-menu.

What will be new in HR/CMS 9.2



Navigation and ease of Use:
Favorites

A screenshot of the HR/CMS 9.2 interface showing the 'Favorites' dropdown menu. The breadcrumb trail at the top reads: 'Main Menu > Self Service > Personal Information > Personal Information Summary'. The 'Favorites' menu is open, showing a 'Recently Used' section with a green border containing 'Personal Information Summary' and 'Timesheet'. Below this is 'Recent Search Results' with a magnifying glass icon. The 'My Favorites' section includes 'Add to Favorites', 'Edit Favorites', and 'ACM Dashboard'. A 'Change Name' button is at the bottom. Annotations with arrows point to: 'Last 5 recent pages' (pointing to the 'Recently Used' section), 'Easily accessible Favorites' (pointing to the 'My Favorites' section), and 'My Saved Favorites' (pointing to the 'Edit Favorites' option). 'Expand All' and 'Collapse All' links are visible to the right of the menu.

What will be new in HR/CMS 9.2



Navigation and ease of Use:

Bread Crumbs

Bread crumb – Each item is a drop down menu.



What will be new in HR/CMS 9.2



Navigation and ease of Use:

Recent Search

The screenshot shows the Oracle HR/CMS 9.2 interface. The breadcrumb navigation path is: Favorites > Main Menu > Workforce Administration > Job Information > Job Data. A search icon in the 'Job Data' breadcrumb is highlighted with an arrow and the text "Click the icon to see the most recent search results for the page". Below the breadcrumb, the text "Most recent search results" is displayed. The main content area shows the profile for "Mary McGuire" with various fields like "Effective Date", "HR Status", and "Payroll Status". A "Recent Search Results" popup window is overlaid on the right side, displaying a table of search results for "Job Data". The table has columns for "Empl ID", "Empl Record", "Name", "First Name", and "Last Name". The results list 15 entries, including Mary McGuire, Alison Fairchild, Molly Manchester, Sandra Jones, Kate Hawthorne, Jackie Moller, Patty Wells, Missy Ring, Lisa Crow, Anthony Stefani, Steven Davis, Jennifer Gordon, Ryan Bookout, and Karen James. A "Refine Search" link is visible in the popup window.

Click the icon to see the most recent search results for the page

Most recent search results

Recent Search Results

Job Data

View All | First 1-15 of 15 Last

Empl ID	Empl Record	Name	First Name	Last Name
KUX121	0	Mary McGuire	Mary	McGuire
KUX122	0	Alison Fairchild	Alison	Fairchild
KUX123	0	Molly Manchester	Molly	Manchester
KUX124	0	Sandra Jones	Sandra	Jones
KUX125	0	Kate Hawthorne	Kate	Hawthorne
KUX126	0	Jackie Moller	Jackie	Moller
KUX127	0	Patty Wells	Patty	Wells
KUX129	0	Missy Ring	Missy	Ring
KUX133	0	Lisa Crow	Lisa	Crow
KUX134	0	Anthony Stefani	Anthony	Stefani
KUX135	0	Steven Davis	Steven	Davis
KUX135	1	Steven Davis	Steven	Davis
KUX136	0	Jennifer Gordon	Jennifer	Gordon
KUX137	0	Ryan Bookout	Ryan	Bookout
KUX138	0	Karen James	Karen	James

What will be new in HR/CMS 9.2



Navigation and ease of Use:

Mouse Over Pop-up

Employee detail popup appears when hovering the mouse over the name.

The screenshot shows a web interface with three tabs: "Biographical Details", "Contact Information", and "Regional". The "Biographical Details" tab is active. At the top, the name "Mary McGuire" is displayed. A mouse-over popup window is open, showing a profile picture of a person and the following details: Name: Mary McGuire, Title: Manager-HR Systems, Department: Information Systems, Manager, E-Mail, Phone, and Address. Below the popup, there are several dropdown menus: *Gender (Female), *Highest Education Level (A-Not Indicated), *Marital Status (Single), and Language Code. There is also an "Alternate ID" field and a "Full-Time Student" checkbox. To the right of the popup, there is a "Person ID" field with the value "KUX121" and a "Waive Data Protection" checkbox. Below that, there is another "View All" section with "First" and "Last" buttons and a "1 of 1" indicator. At the bottom right, there is an "As of" field with the date "01/01/2000" and a calendar icon.

PeopleSoft deliver this functionality on most of the pages where employee name is at the top. Information in the box can be configured differently for each page.

What will be new in HR/CMS 9.2



Navigation and ease of Use:
Embedded Help

The screenshot shows the HR/CMS 9.2 interface for employee Kate Hawthorne (Empl ID KUX125, Empl Record 0). The 'Work Location' section is active, and an 'Embedded Help' icon (a question mark) is visible next to the section title. An arrow points to this icon. A help window titled 'Help - Work Location' is open, providing instructions for entering work location details. The help text includes:

- Entering Work Location Details**
Enter position and location information for a person's job, including the regulatory region, company, department, and location.
- Position**
Use the Effective Sequence field to track multiple administrative actions that occur on the same day.
- Position**
If you drive part or all of the system by position, select a position number, which then populates position-related fields in the Job Data component, including job code, department, location, supervisor level, reports to, and full- or part-time status. The fields from Position Management are unavailable for entry unless you select the Override Position Data to enter exceptions to the default position data for this person.
- Regulatory**
Note: If you override position data, you must maintain the employee data manually; the system doesn't update the position data from Position Management.
- Department**
The business unit controls the set ID that determine the valid departments, locations, job codes, salary plans, and so on that you see on the remaining Job Data pages.
- Depending upon the country, an establishment may be required for local regulatory reporting.

At the bottom of the help window, there are input fields for:

- *Location: KUCA00 (California Location)
- Establishment ID: KU001 (Global Business Institute HQ)
- Date Created: 04/18/2001

PeopleSoft now delivers embedded help icon on some PeopleSoft pages. These icons when clicked, provide Quick help related to the section being worked on. Text for the grid can be tailored as per need.

What will be new in HR/CMS 9.2



Functionality:

- Employee/Manager Dashboards
 - Action, Insight and Information on one page
 - Reduce number of clicks required to navigate to various functions
 - Manager can focus on what needs attention
- Checklist
 - PeopleSoft HR enables you to make checklists to help you remember all the details associated with adding a person (Hire)
- Time and Labor Work Center (for core users)
 - Organize steps that users access most when performing the tasks that comprise their primary responsibilities
- Single Check
 - Earnings, Tax, and Deductions for all jobs on the same paycheck
 - Increased accuracy in tax calculations
 - Fewer checks and advices to print

What will be new in HR/CMS 9.2



Functionality:

- Other Time and Labor New Functionality
 - Improved Timesheet design
 - Leave Balances, Exceptions and Payable Time displays as Tabs on the Timesheet
 - Print Timesheet function
 - TRC access control by Role
 - Approval Workflow Engine (AWE)
 - Approvals will be routed to specific users as defined by the Commonwealth.
 - Only users to whom a particular transaction was routed can approve that transaction.
 - Other users who have security access to employee's Timesheet can view and change it, but not approve.
 - Administrators and/or Core Users can approve using Monitor Approvals page.
 - Email Notifications
 - Approvals will be routed to specific users as defined by the Commonwealth.
 - Only users to whom a particular transaction was routed can approve that transaction.
 - Other users who have security access to employee's Timesheet can view and change it, but not approve.
 - Administrators and/or Core Users can approve using Monitor Approvals page.
 - Self Service Delegation Framework
 - Delegation Framework is core PeopleSoft functionality which allows the users to delegate their responsibilities to other users
 - Delegation Framework is integrated with Approval Workflow Engine and provides the capability to delegate (re-route) approval transactions
 - Delegation in v9.2 is interactive process which requires proxy to accept or reject delegation requests.

Why Important?



Future Functionality

- Advances in “Hire Now!” may lead into streamlined on-boarding
- Workflow
- Organizational Charts
- Employee Related Content

One Final Thought:



W-2 Online Delivery

Choose to have your W-2 delivered online



Some of the benefits of online delivery:

- Access to your W-2 sooner than by mail
- No possibility of your W-2 being lost, stolen, delayed or misplaced
- Secure access through HR/CMS

Suppressed is the best

Stop paper excess

Get your W-2 online

Go green at tax time!!

Job aids are available online at:
www.mass.gov/MassHR

Questions



Q & A?