

Ottawa Public Sector Quality Fair

HR Modernization

Moving to PeopleSoft 9.1

My GC HR

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Agenda



- **WHY - HR Modernization the Driver**
- **WHAT – MY GC HR – PEOPLESOFT 9.1**
- **WHO – Governance and Pilots**
- **HOW – Release and Deployment Management**
 - Release 1 Content
 - Release 2 Proposed Content
- **WHEN – Onboarding**

WHY My GC HR? A Key Component of HR Services Modernization



- In order to enhance the efficiency of how HR Services are delivered in departments and agencies, in January 2012, TB Ministers approved as part of HR Modernization:
 - Implementation of Common HR Business Processes (CHRBP) as the **one process** for the delivery of HR business across government;
 - **Implementation of PeopleSoft 9.1 (My GC HR) as the one system and one instance**; and
 - Implementing a Common Lexicon to link new systems with **one language**
- The Standard processes to be implemented by 31 March 2014 and the My GC HR immediately thereafter.

My GC HR Strategic Outcomes



- Transition to Central Program Delivery
 - Eliminate duplication and overlap for systems upgrades and maintenance.
 - Fully exploit the economies of scale available to the GC
 - Reduced cost of operating HR applications in the GC
 - Central deployment of the HR application preserves ongoing standardization.
- Back Office Rationalization
 - More effective and efficient HR management through reduced applications.
 - Exploit alternative service delivery channels to gain efficiencies (e.g. self service).

WHAT is My GC HR



- **My GC HR:**
 - is the single GC standard HR application, built on the commercial version of PeopleSoft 9.1 that supports the common processes developed by OCHRO
 - provides more than the functionality in the centrally supported 8.9 version
 - has been developed with a view to integration with Pay Mod (Phoenix)
 - is being linked to other applications e.g. GC Docs, HR Actions, BI Tools etc.
 - provides easy data entry with creation and use of templates
 - provides workflow for routing of actions for approval

Centralized Approach to Customization



- No effort has been made to cater to individual departmental customisations
- The intent going forward is use configuration control to support specific departmental needs and incorporate that functionality into the core product
- Subsequent releases will add functionality for all departments as well as unique departmental requirements

WHO is Responsible for What?



- **HRSM Governance (ADM Level from Departments)**
 - Recommends functional content of releases to CHRO
- **OCHRO – HR business owner**
 - Defines end-to-end business requirements in consultation with departments
 - Leads governance through HRSM Advisory Board & Joint Onboarding Steering Cttee
- **CIOB: System standard – ERP Standard Implementation**
 - Is the custodian of the system standard
 - Interoperability with other systems (Finance, Pay, etc.)
- **PWGSC – Service Provider**
 - Service Delivery Management Coordinates and manages the definition, development, testing and release packaging
 - Enables onboarding of the organizations (e.g. data migration)
 - help desk support services
- **Organizations**
 - Contribute to overall business needs and investments
 - Get ready for onboarding
 - Perform data conversion in partnership with service provider
 - Manage transition

How are we Building My GC HR? Configuration Strategy



Configuring My GC HR 9.1

**Commercial 9.1 + G0C layer + New Policy Direction + Extras from Governance
CHRBP**

Developed by clusters for GoC wide implementation and integrated with My GC HR

Security

Cluster of
Departments

BI Tools

Cluster of
Departments

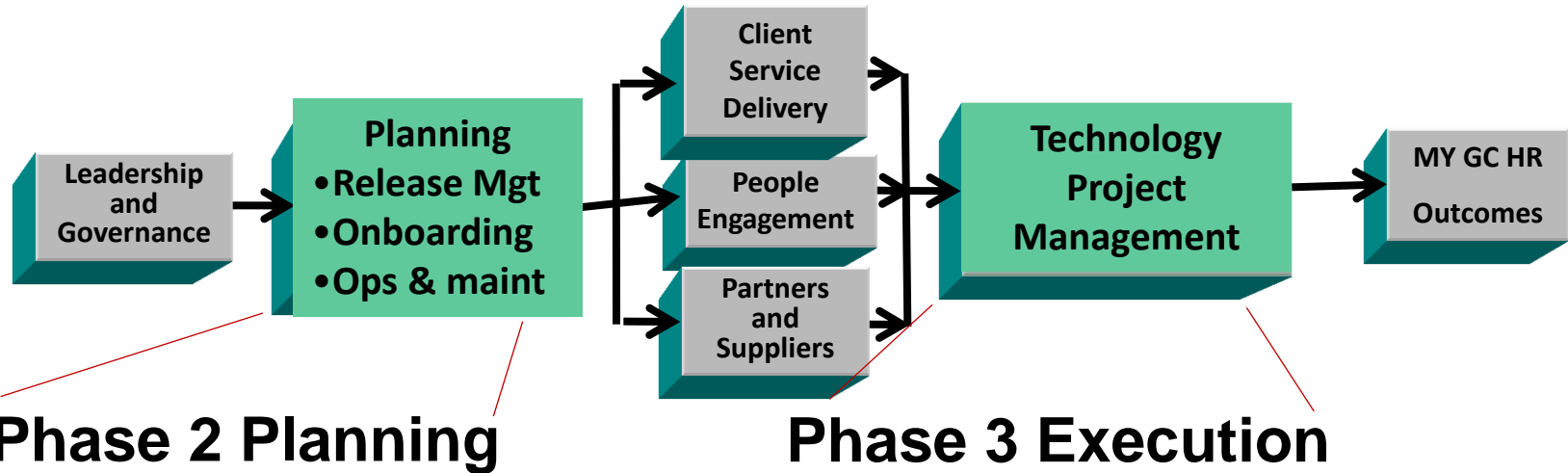
**HR
Actions**

Cluster of
Departments

GC Docs

Cluster of
Departments

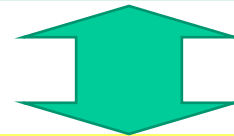
PWGSC CoE My GC HR Business Framework



3 Business Lines

1. Release Management

Prioritization, Bundling, Alignment with Departments



2. Onboarding PS 9.1

Dep't Readiness, Install, Data Transfer, Test, Train, Go live

Steady state for 8.9 until last 8.9 dep't is onboarded to 9.1

3. Operations & Maintenance

>30 HR systems=\$10X

One HR system= \$1X

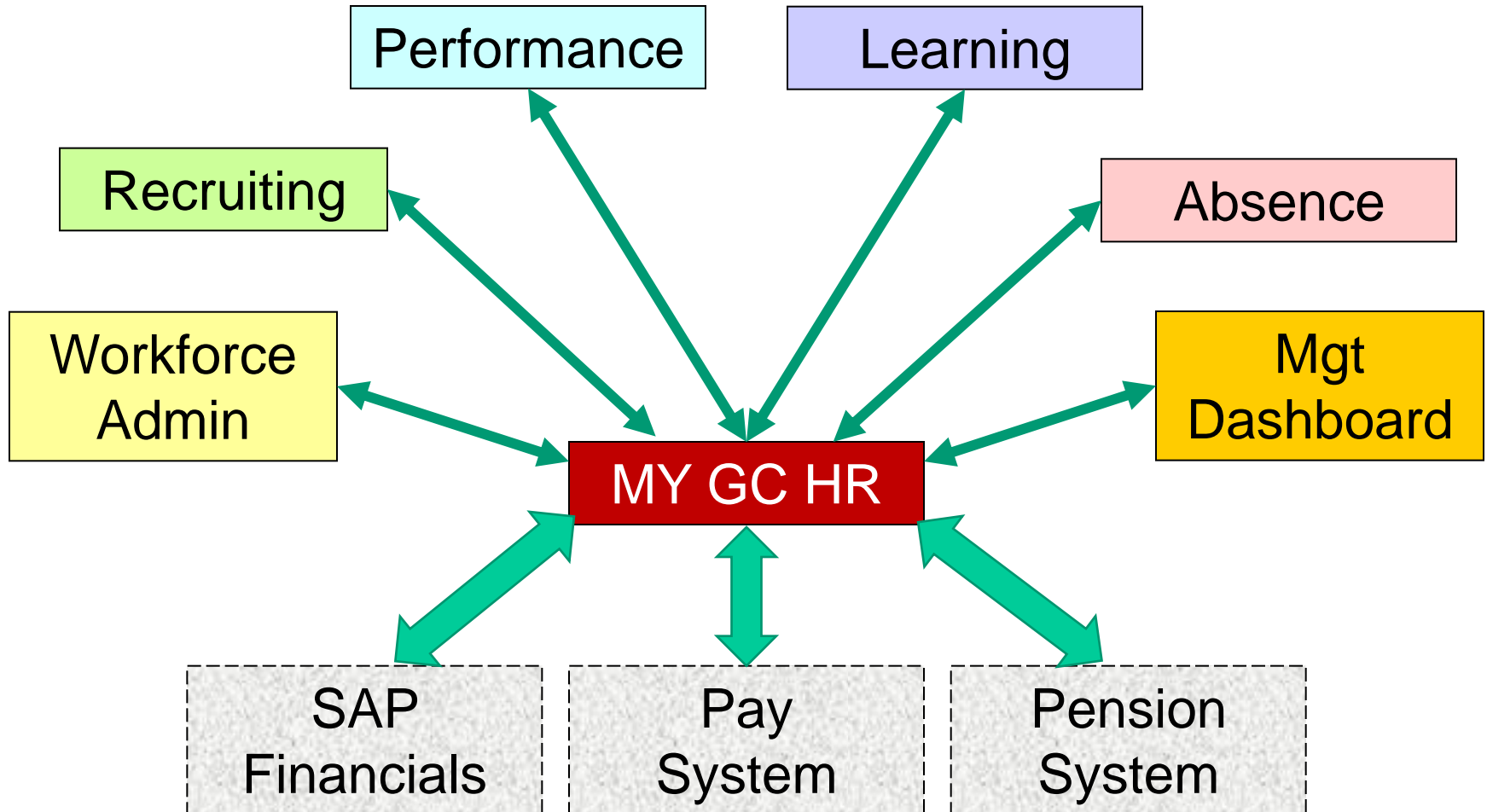
Increasing O&M costs for 9.1 as more dep'ts are onboarded

Criteria for Prioritizing High-Level Needs for Releases



1. Alignment of needs with CHRBP
2. Alignment of needs with GC-wide priorities
3. Risk (impact of not including the requirement needs)
4. Essential Enterprise-wide needs:
 - a. Needs required by a critical mass of Departments
 - b. Needs to meet current or new Legislation
 - c. Needs in support of integration (interoperability) within HR or with other domains
 - d. Needs required to enable the on-boarding strategy/roadmap

MY GC HR Modules - All Have Self Service



Release 1: Recruiting Module



- **The Recruiting Module** allows the manager to:
 - Initiate the hiring process using a template-driven approach for select staffing transactions

Release 1:

Workforce Administration and Compensation Modules



- This module allows all employees to update their:
 - **Personal Information**
 - Home and Mailing Addresses
 - Phone Numbers
 - Emergency Contacts
 - Martial Status
 - Name Change
 - Employment Equity Self Identification

Release 1: ePerformance Module



- This module allows the employee to:
 - Generate, review and accept performance evaluations
- And allows the manager to:
 - View current and historical profiles of their direct reports
 - Generate performance evaluations
 - Establish performance evaluation criteria
 - Submit the manager/mentor evaluation for review and approval
 - Transfer documents to a new manager

Release 1: Learning and Development Module



- This module allows the employee to:
 - Review training information and request training
- And allows the manager to:
 - Review training information
 - Request and approve training for employees

Release 1: Absence Management Module



- The module allows the employee to:
 - **Enter, view, amend, and delete leave transactions**
 - View leave balances and transactional history
 - Delegate the entry of self-service transactions to their supervisor/manager
 - View their schedule
- And allows the manager to:
 - **Approve, amend or deny leave transactions**
 - View leave balances and transactional history
 - Delegate authority to other users to initiate or approve managerial transactions
 - Forward a leave request to another supervisor
 - **View a monthly schedule containing all direct reports.**
 - Update an employee's work schedule.

Release 1: Manager Dashboard



- Manager Dashboard
 - Gives the manager a quick synopsis of information about his/her direct reports, as well as a summary of actions needed for direct and indirect reports
- The Profile Manager Module allows the manager to:
 - View profile information for employees who report to them

Summarized Business Needs for Release 2



Requirements Gathered	In R2	High Value for R2
Ability to track responsibility centre code to plan positions and shift among RCs		x
Ability to generate visual Org. charts		
Ability to implement standardized reporting solution, available through the application		
Ability to measure service standards	x	
Ability to send notifications to different stakeholders that are dependent on the approval or informational aspect of the classification process such as Security Services, or finance.		x
Ability for Manager to initiate/request classification of a position	x	
Ability to track additional attributes specific to the position e.g. critical position.		x
Ability to identify and manage HR sub-delegated managers within PS	x	
Ability to measure service standards based on overall staffing/classification actions		x
Ability for Manager to be able to initiate complex staffing actions		x
Ability for employees to submit deployment requests, managers to approve and submit to HR		
Ability to generate end of term employee reminders to managers		x
Ability to generate probationary reminder to managers		x
Ability to manage the performance rating process by review committee and track action plans		
Ability to notify manager of performance management document due dates	x	
Ability to generate reminder for cyclical review for manager and HR		x
Ability to track Health Evaluations details – mandatory physical assessment to perform the work		x

Summarized Business Needs for Release 2 (cont'd)



Ability to provide support verification of HR delegations	x	
Ability to use E-Signature as a basis of legal financial approval	x	
Ability to track grievances type categories (Harassment complaints, internal and CHRC)		x
Ability to cross reference grievances (link grievances filed on the same matter nationally)		x
Electronic grievance reply (secure)		x
Have reminders/BF linked to PeopleSoft to remind managers about outstanding grievances		x
Ability to track Classification Grievances		x
Ability to track harassment complaints (internal and Canadian Human Rights Commission)		x
Adding new values for Disciplinary types	x	
Ability for HR to perform the entry and management of conflict of interest declarations.		
Ability to manage leave rules for all collective agreements and separate employers	x	
Enable self-service for employees to submit compensation request, such as overtime pay	x	
Ability to manage leave entitlements for shift workers and Correctional Officers	x	
Automation of paper leave forms		x
Ability to manage 90 day employment rule for casual workers.		
Full multi-company capability and data segregation throughout application		x
Departmental Directory	x	
Expand upon Profile Management functionality		x
Standardization of Action Reason - with Pay Modernization	x	
HR Data Transmission for Pay Modernization - no integration to v9.1		x

Developing Onboarding Plan

Criteria for Onboarding



Timeliness is Critical to Achieve Standardization and Consolidation

Horizontal Initiatives Imperatives

- Review of FIN/HR/IT plans for alignment to Transition
- Review of Complex Projects or related dependencies (i.e. Pay Mod, Pay Consolidation, etc..)
- **Willingness to support Centre of Excellence**

Organizational Readiness

- Meets essential departmental business requirements as supported by HRSM Governance and approved by CHRO
- Common HR Business Process (**CHRBP**) **fully implemented**
- Capacity to **commit resources to the effort**
- Limited competing priorities

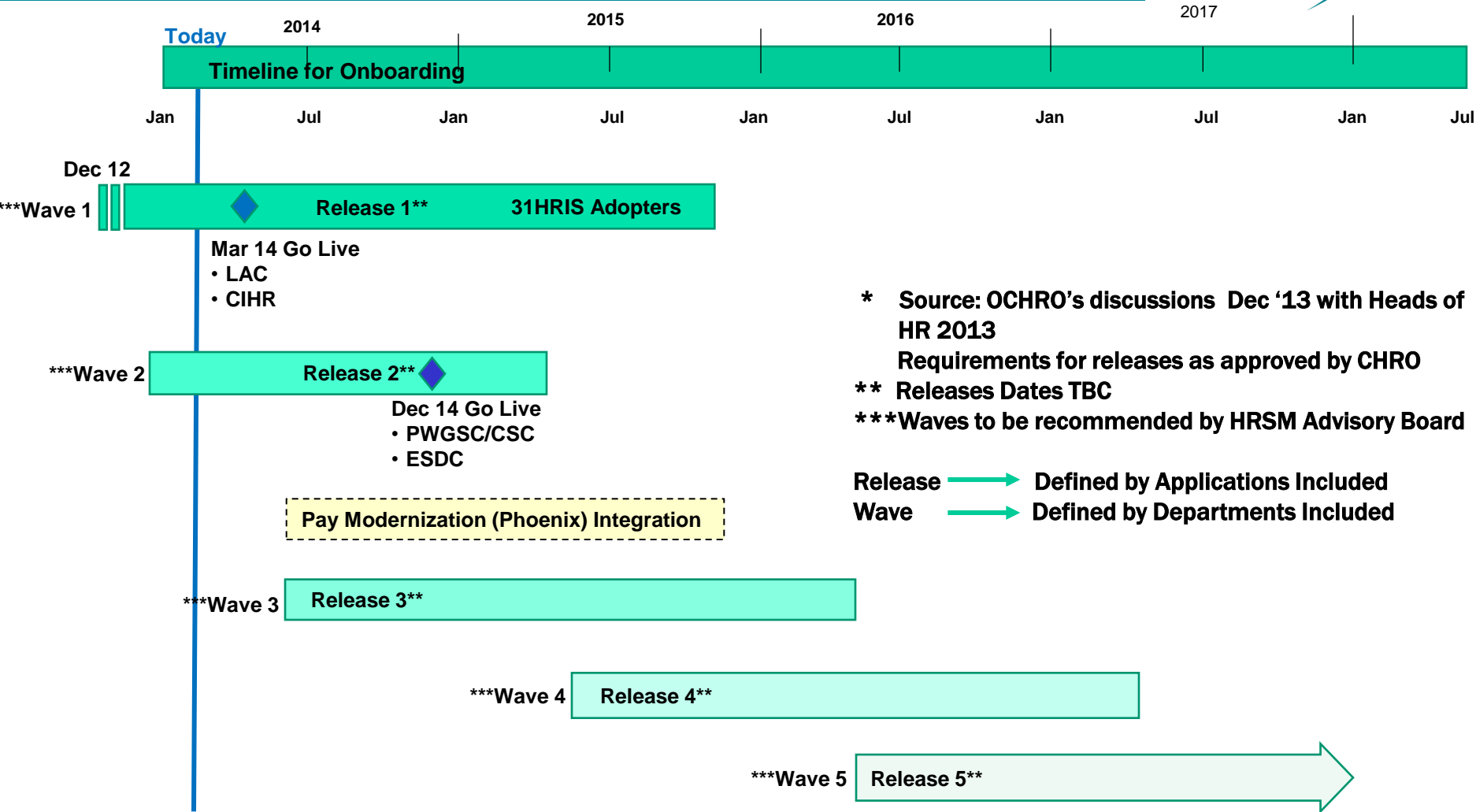
System Readiness

- Already on PeopleSoft, able to reuse migration scripts, or existing non-PeopleSoft system rusting out and needs replacement ASAP
- **No/few essential functionality elements missing** in PeopleSoft 9.1 Standard, including compliance with legislation and regulation
- **No/few integration issues with other systems** (e.g. Finance) to address, or willingness to tackle integration challenges

Data Readiness

- **Data in system is of good quality** (Pay interface already implemented is a good indicator)
- **Department willing to do conversion of minimal historical data, and move legacy system data to accessible archive**

Preliminary Onboarding Schedule* to be Approved by CHRO



* Source: OCHRO's discussions Dec '13 with Heads of HR 2013

Requirements for releases as approved by CHRO

** Releases Dates TBC

***Waves to be recommended by HRSM Advisory Board

Release → Defined by Applications Included

Wave → Defined by Departments Included

Questions & Views?