THE ENTERPRISE TRANSFORMATION | HCM

Campus Info Session

HCM Transformation Overview & Employee Self-Service

05/15/2019
Agenda

• About Info Sessions
• Transformation Program Overview
  • Enterprise Transformation
  • HCM Transformation/OneUSG Connect
    • Approach
    • Scope
    • Benefits
    • Timeline
• Sneak Peek of Employee Self-Service
• Questions & Answers
Safe Harbor

The information delivered within this presentation was published on 05/30/2019.

This information, while accurate at the time, is subject to change.
ABOUT INFO SESSIONS
Campus Info Sessions

- **WHO:** Open to Faculty, Staff, and Student Employees
- **WHAT:** Campus Info Sessions are meetings highlighting a specific topic related to Georgia Tech’s transition to OneUSG Connect
- **WHEN:** Targeting five series of sessions held over the course of implementation. Each round will have 3-4 sessions hosted in various locations on campus as well as a webinar.
Campus Info Session Expectations

• These sessions are **not** training, training will be available Fall 2019

• Today’s sessions will cover a very basic introduction to what OneUSG Connect will look like for Georgia Tech

• Future sessions will demonstrate different business processes related to specific topics
Training

**WHEN:** Fall 2019

**WHAT:** Training will be:

- A mix of instructor-led classroom training and web-based training.
- Supplemented with job aids/process guides that you will be able to access at any time to help walk you through processes in OneUSG Connect.

**WHERE:** The launch point for any training will start at the Transformation website. There you will be able to sign up for trainings, attend virtual courses, and download helpful resources.
Today’s Presenters

Kim D Harrington
Chief Human Resources Officer
Self-Service Process Owner

Greg Phillips
Transformation Director

Jehan Hailey-Thomas
Self-Service Lead
TRANSFORMATION PROGRAM OVERVIEW
OneUSG Initiative

OneUSG
A system wide initiative to develop and implement a consistent approach to policies, procedures, and technology solutions that benefit the University System of Georgia (USG), in an effort to support the Chancellor’s strategic imperative of accountability, efficiency, and innovation.

OneUSG Connect
A priority for the OneUSG initiative is to bring the University System Offices and all USG institutions onto one technology solution, OneUSG Connect, to manage USG human resources activities, benefits, and compensation.

HCM Transformation
An initiative to align Georgia Tech business processes to the OneUSG Connect technology platform. This will further the GT vision of Workforce of the Future and Create the Next Platform for Service Delivery.
Enterprise Transformation

Financials

HCM

LITE
Institute-Wide Transformation

- The transition to OneUSG Connect is more than just a system change; it’s a transformation in the way that we do business at Georgia Tech.
- This will include new users, changing policies, and new business processes.
- The people, process, and policy changes enable the system changes.
- Training will be available for all employees starting in October.
Program Benefits for Georgia Tech

• As part of this initiative, Georgia Tech will adopt leading business practices and streamline existing business processes. While it will be necessary to learn new terminology and navigation, we will also gain new features and functionality in moving to this platform.

• For example, OneUSG Connect:
  • Is mobile friendly and accessible
  • Supports organizational reporting and provides an online organization chart
  • Enables electronic system approvals
  • Provides improved transparency and tracking
  • Provides a more unified and integrated system
  • Addresses opportunities identified by the Comprehensive Administrative Review (CAR)
  • Replaces PSF
Project Scope

OneUSG CONNECT MODULES

- Careers
- Benefits
- Self-Service
- Global
- Time & Labor / Absence Management

ADDITIONAL CHANGES

- Workforce Administration
- Payroll
- Commitment Accounting
- Faculty Events
- Time Clocks

- System Approvals
- Security Changes
- Business Process Changes
- Policy Updates
- Shared Services for Tier 1 Support
Transition to Shared Services

- Following OneUSG go-live, Georgia Tech will be supported both locally and by the USG Shared Services Center (SSC)
- While some of the approach has already been determined, some decisions are still outstanding

**Campus End Users and Practitioners**
- All USG Institutions will call the SSC for customer support
- End Users will be able to communicate with the SSC through e-mail, chat, phone, and website
- Users will be trained on new business processes for using OneUSG Connect and interacting with the SSC

**OneUSG Shared Service Center**
- All service interactions will be administered through ServiceNow
- Standardized support process & procedures will be implemented for the Institutions, USG IT Services, software vendors, and the SSC
- Training on Georgia Tech-specific support processes will be provided to the SSC

**Georgia Tech Customer Support**
- Georgia Tech’s customer support will see support model changes
- The SSC will interact with Georgia Tech’s local service model. The exact future state of this interaction is still under discussion
Transition to Shared Services

<table>
<thead>
<tr>
<th>Open Decisions</th>
<th>Decision Owners</th>
<th>Decision Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>ServiceNow integration between USG and GT instance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Level Agreements and tracking responsibilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metrics to measure success and continuous improvements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>New services that GT would like to add</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coordination between OneUSG Tier 1 support and local Georgia Tech Tier 2 support</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
OneUSG Connect Deployment

COHORT 1
July 2017
• Columbus State University
• Georgia College & State University
• Georgia Gwinnett College
• Georgia Southwestern State University
• Valdosta State University
• University System Office

COHORT 2
January 2018
• Abraham Baldwin Agricultural College / Bainbridge State College
• Georgia Southern University / Armstrong State University
• Fort Valley State University
• Gordon State College
• Middle Georgia State University

COHORT 3
April 2018
• Albany State University / Dalton State College
• Atlanta Metropolitan State College
• College of Coastal Georgia
• Clayton State University
• Dalton State College
• East Georgia State College
• Georgia Highlands College
• Georgia State University
• Kennesaw State University
• Savannah State University
• South Georgia State College
• University of North Georgia
• University of West Georgia

COHORT 4
January 2019
• University of Georgia

COHORT 5
July 2019
• Augusta University

COHORT 6
January 2020
• Georgia Institute of Technology
Design Approach

• Each cohort has brought unique requirements and elements to the OneUSG Connect solution
• Georgia Tech’s implementation will continue to support critical functionality and introduce new features to OneUSG Connect. Some examples include:
  • Functionality enhancements to Commitment Accounting from SPD
  • Plan Confirmation System (Effort Reporting)
  • Deltek (eTime and Costpoint)
  • Promote
  • Canvas
Continuous Improvement

- Georgia Tech will go live on OneUSG Connect on January 1, 2020
- OneUSG Connect will continue to develop and deploy new functionality after Georgia Tech’s go-live.
Implementation Timeline

- OneUSG Fit/Gap
- Future State Design
- Build and Unit Test
  - Test Kaba Time Clock Swipes
  - Test Kaba Time Capture
  - MSS & Careers Pilot
- System and Integration Testing
- User Acceptance Testing
  - Payroll Compare
  - Payroll Compare
- Campus Info Sessions
  - Practitioner Training
  - Campus Training
  - Hiring Blackout
  - Go Live
  - Open Enrollment
  - Benefits Fair
  - Charitable Campaign
  - Merit
  - Fall Term Start
  - Workday Go Live
  - Pay Week Change
  - Summer Term Start
  - Service Awards
  - Annual Comp. Campaign
SNEAK PEEK: Employee Self-Service ESS
OneUSG Connect Navigation

The drop down will also display other landing pages such as:

- Manager Self Service (MSS)
- Faculty Self Service (FSS)
- *Your view will depend on your security/role assignment
Techworks Screenshot

My Profile
- GT ID
- GT User ID
- GT Employee ID
- Email

My Personal Information
- Name
- Home Address
- Home Phone
- GT Mail Drop
- GT Location

My Time & Leave
- Sick Balance Hours
- Vacation Balance Hours
- Access TimeOut
- Time Reporting Home

Applications and Resources
- Employment Opportunities
- Benefits
- Travel & Expense Reimbursement
- Concur Travel Booking & PCard Management
- Electronic Workload Assignment Form (EWAF)
- TimeOut
- Time Reporting
- Perks & Programs
ESS: Expanded Functionality

CURRENT STATE

- Ability to make changes to your personal data (i.e. Direct Deposit, tax information, home address, emergency contact)
- View paychecks
- Paycheck Modeler
- Access Benefits
- View Compensation History
- Manage Voluntary Deductions

FUTURE STATE

Current State functionality PLUS:

- Mobile Friendly
- Less Paperwork
- Ability to update Degrees & Certifications with approval workflow
- Licenses & Certifications
- Company Directory (Organizational Chart)
- Central timekeeping and absence management system*

*Scope of changes is still being finalized
ESS Overview

ESS is the launching pad where all faculty, staff, and student employees can access the following key areas:

• View and manage your **Personal Details**
• Enter your **Time**
• Submit **Absence Requests**
• Apply for **Jobs within OneUSG**
• Enter your **Degrees and Certifications**
• View your **Paychecks, Compensation History and Taxes**
• Enter your **Direct Deposit**
• Select **Benefits**
• View the **Company Directory**
## Personal Details

### Addresses

<table>
<thead>
<tr>
<th>Type</th>
<th>Address</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Address</td>
<td>[Redacted]</td>
<td>Current</td>
</tr>
<tr>
<td>Mailing Address</td>
<td>[Redacted]</td>
<td>Current</td>
</tr>
</tbody>
</table>

### Contact Details

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sponsored Funded Professional</td>
<td>Sponsored Funded Professional</td>
</tr>
</tbody>
</table>

05/15/2019

University System of Georgia Institution
Time and Absence

Select Weekly Timesheet link to begin entering your time

Select Request Absence link to begin your absence request
Timesheet

Select the correct time period – will display current period, can view by day, week, or period.

Enter daily work activity punches by day, select the ‘+’ or ‘-’ icons on the same day if multiple punches are required.

Click on the submit icon to submit the timesheet for approval.
On the Absence Request page, click the absence Name field and select the absence reason, e.g. sick

Enter the start and end date, and validate the duration hours

Enter any comments and submit the absence for approval
Degrees and Certifications

My Profile

Degrees

Licenses and Certifications

Language Skills

Honors and Awards

Areas of Study

*Date Acquired: 05/07/2019

*Degree

Major

*Status: Active

Country: United States

State

School Code

School Description

Second Major

Minor

Graduated: No

Year Acquired

Terminal Degree for Discipline: No
Pay Information

• All employees will have the ability to manage:

  - View previous paychecks by pay end date and net amount/check number
  - View your W2, W4 and G4 forms and tax information
  - Review, add or update your direct deposit information
  - View compensation changes through your career
**ESS Screenshot**

<table>
<thead>
<tr>
<th>Degrees &amp; Certificates</th>
<th>Time and Absence</th>
<th>Monthly Schedule</th>
<th>Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Pay**
  - **Last Pay Date**: 12/31/2018

- **Click the drop down menu to access your Benefits.**

- **Paycheck Modeler**
  - ![Pie Chart](image)

- **Taxes**
  - ![Taxes Icon](image)

- **Direct Deposit**
  - ![Bank Icon](image)

- **Compensation History**
  - ![Money Stack Icon](image)

- **Company Directory**
  - ![Group Icon](image)

- **Careers**
  - ![Globe Icon](image)

- **Personal Details**
  - ![Person Icon](image)

- **Help**
  - ![Help Icon](image)
Benefits

• Employees can access their benefits by the top drop down and selecting the Benefits tile

• The employee will be directed to the external page for “Alight Benefits” where they will be able to manage their coverage elections
Company Directory

- Employee can search in the company directory or view their own business contact information
- The Org Chart view illustrates where you sit in the organization
Paycheck Modeler

- The Paycheck Modeler can be used to calculate a hypothetical check by changing your earnings, and/or deductions, and/or tax withholding status.
- The Paycheck Modeler provides the ability to see effect of potential changes to employee’s paychecks without needing to contact the payroll department or shared service center.
CLOSING REMARKS
# Campus Info Session Roadmap

## Campus Info Sessions
OneUSG Connect End Users
May - November 2019

## Special Topic Webinars
Workforce Administration
Commitment Accounting
Global
Fall 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>May - June 2019 OneUSG Connect Overview &amp; Employee Self-Service</td>
</tr>
<tr>
<td>2</td>
<td>June - July 2019 Manager Self-Service &amp; Position Management</td>
</tr>
<tr>
<td>3</td>
<td>August - September 2019 Time &amp; Labor</td>
</tr>
<tr>
<td></td>
<td>Absence Management</td>
</tr>
<tr>
<td></td>
<td>Time Clocks</td>
</tr>
<tr>
<td></td>
<td>Payroll</td>
</tr>
<tr>
<td>4</td>
<td>October 2019 Careers</td>
</tr>
<tr>
<td>5</td>
<td>November 2019 Manage Faculty Events &amp; Faculty Self-Service</td>
</tr>
<tr>
<td></td>
<td>Transformation Expo</td>
</tr>
</tbody>
</table>

---

### Campus Info Session Roadmap

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>May - June 2019 OneUSG Connect Overview &amp; Employee Self-Service</td>
</tr>
<tr>
<td>2</td>
<td>June - July 2019 Manager Self-Service &amp; Position Management</td>
</tr>
<tr>
<td>3</td>
<td>August - September 2019 Time &amp; Labor</td>
</tr>
<tr>
<td></td>
<td>Absence Management</td>
</tr>
<tr>
<td></td>
<td>Time Clocks</td>
</tr>
<tr>
<td></td>
<td>Payroll</td>
</tr>
<tr>
<td>4</td>
<td>October 2019 Careers</td>
</tr>
<tr>
<td>5</td>
<td>November 2019 Manage Faculty Events &amp; Faculty Self-Service</td>
</tr>
<tr>
<td></td>
<td>Transformation Expo</td>
</tr>
</tbody>
</table>
Today’s Objectives

• Info session purpose and roadmap

• Overview of OneUSG Connect
  • Scope
  • Approach
  • Timeline
  • Benefits

• “Sneak Peek” of Employee Self-Service functionality
Let’s stay connected!

Questions or Feedback?

- **Helpdesk Email:** erp.ask@gatech.edu
- **Website:** http://transformation.gatech.edu