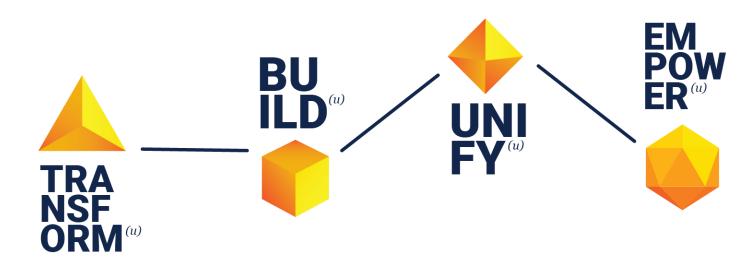


THE ENTERPRISE TRANSFORMATION | HCM

OneUSG Connect

Campus Town Hall



CREATING THE NEXT®



Today's Presenters



Kim D Harrington
Chief Human Resources
Officer



Greg Phillips
Transformation Director



Julie Harris
Director of Operations
OneUSG Shared
Services Center



Kara Tillman Org Readiness Lead



Safe Harbor

The information delivered within this presentation was published on 02/19/2020.

This information, while accurate at the time, is subject to change.



Agenda

- Welcome
- OneUSG Connect Overview
- Program Highlights
- Impact on Employees
- Impact on Managers
- Transition to Shared Services & ServiceNow
- Preparing for OneUSG Connect
- Q&A
- Closing





ONEUSG CONNECT OVERVIEW



OneUSG Connect

- OneUSG Connect goal:
 Standardize all USG institutions onto a unified technology platform for all USG human resources activities
- Georgia Tech goal:

 Incorporate Georgia Tech's unique requirements in a way that benefits all institutions
- Project scope and timeline are based on system-wide perspective





OneUSG Connect

Georgia Tech is preparing to transition to the technology platform all University System of Georgia (USG) institutions will use to manage Human Resource activities:

- Timekeeping*
- Leave Management*
- Payroll & Compensation
- Benefits
- Personal Information
 - Name, address, phone, etc.
- Recruiting, Hiring & Onboarding

MARCH **2020**

Sun	Mon	Tue	Wed	Thu	Fri	Sat	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
29	30	31					

^{*}GTRI will continue to use eTime



Transformation at Georgia Tech

- 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 streamlining and updating our business processes as well as making changes to some of our policies and roles

Employees

View and update personal information

Submit time and leave requests

Link to review benefits

Managers

Approve time and absence requests

Initiate employee actions

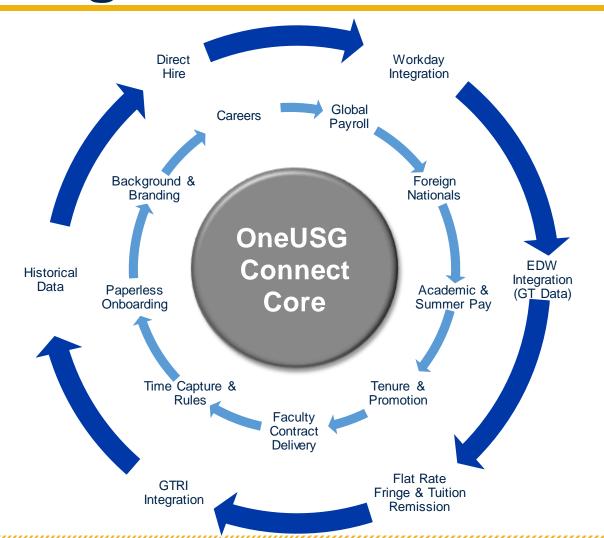
HR & Faculty Affairs

Responsible for complete and compliant transactions

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Integrating with OneUSG Connect



Requirements Requirements **Tech** 2 Shared Georgia

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Scope

OneUSG CONNECT MODULES



Careers



Workforce Administration



System Approvals

ADDITIONAL CHANGES



Benefits



Payroll



Security Changes



Self-Service



Commitment Accounting



Business Process Changes



Global



Faculty Events



Policy Updates



Time & Labor /
Absence Management



Time Clocks



Shared Services for Tier 1 Support

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Continuous Improvement

OneUSG Connect will continue to develop and deploy new functionality after Georgia Tech's go-live.

Current State



2020 Go-Live

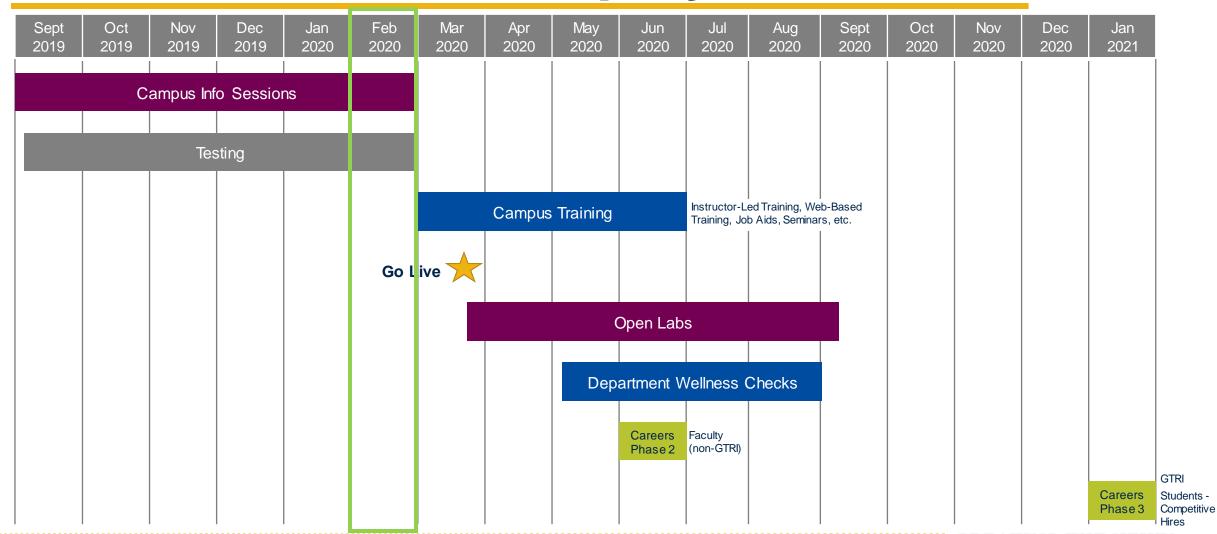


Future Optimization

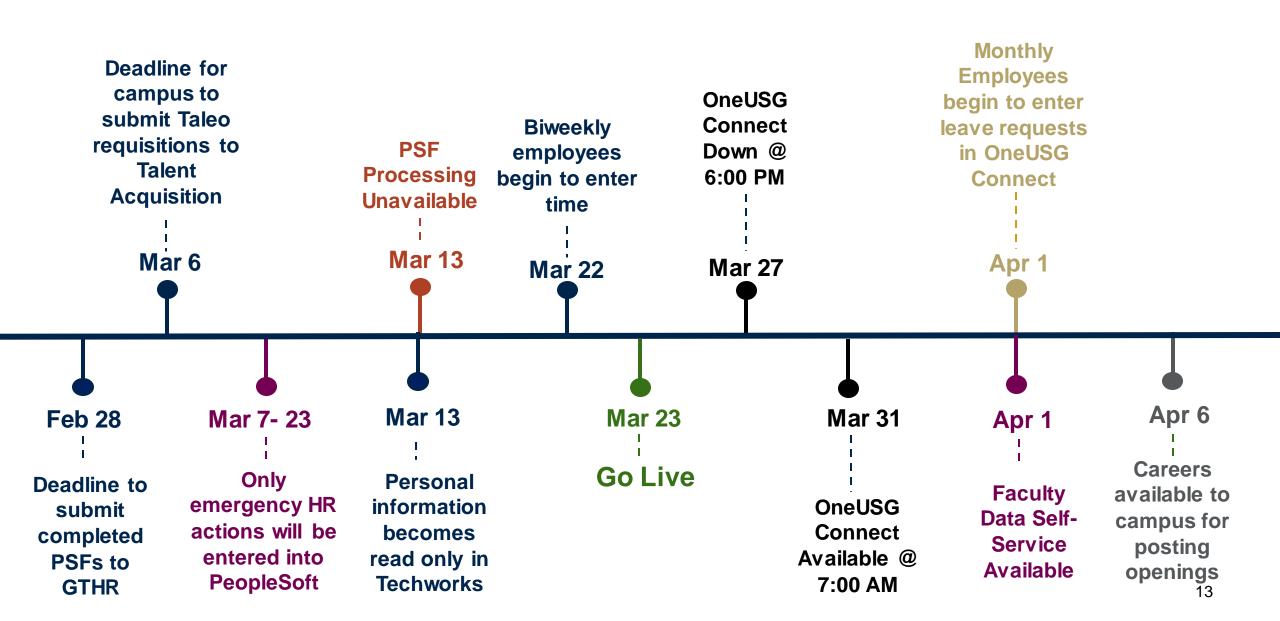




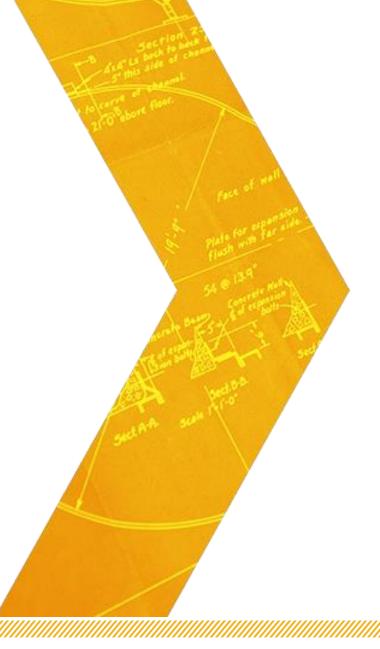
OneUSG Connect Deployment



Key Dates







ONEUSG CONNECT HIGHLIGHTS



Key Changes

- New Timekeeping System With the exception of GTRI, all faculty, staff, and student employees are moving to OneUSG Connect for timekeeping
 - Kronos time clocks will be replaced with Kaba clocks
- Commitment Accounting Instead of funding at the employee level, funding is done at the position level
- Payroll Processed by the Shared Services Center (SSC), with new strictly enforced deadlines
- Careers New Applicant Tracking System which will be rolled out in phases
- Faculty Data Self-Service Faculty can view rank and tenure data, degree information and certifications in one place
- Manager Self-Service Provides tools to better view and manage team



Time and Absence Management

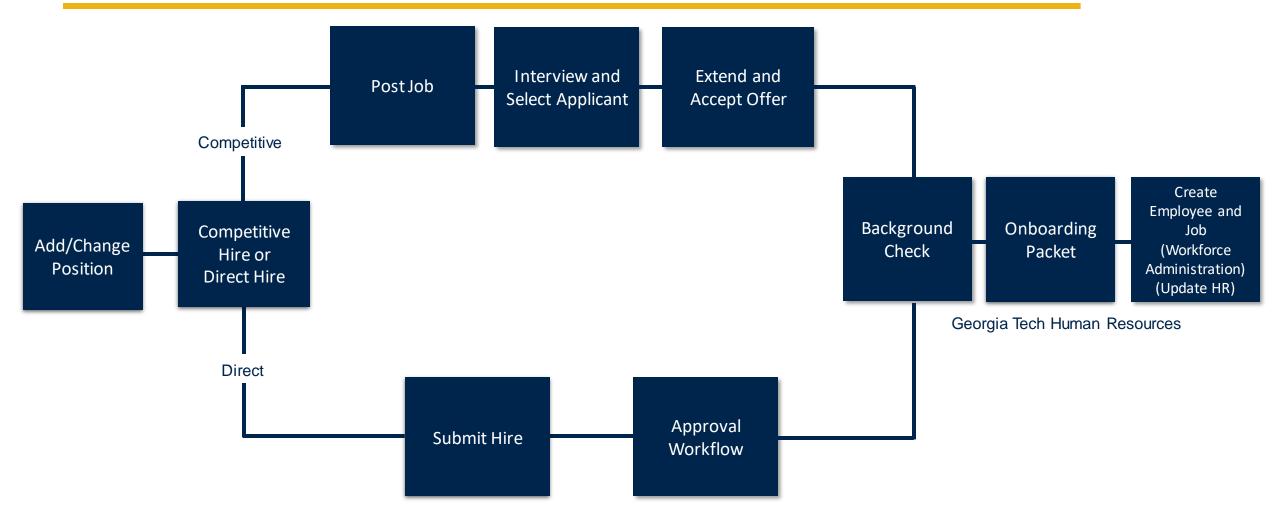
With OneUSG Connect*:

- All Benefit eligible employees will request absences through Employee Self-Service (ESS)
- Monthly employees only report time not worked (exception hours)
- Biweekly employees report their time during a biweekly pay period through one of three ways
 - 1. Kaba Time Clock (Replaces Kronos)
 - 2. Web Clock (Employee Self-Service)
 - 3. Electronic Timesheet (Employee Self-Service)
- Managers must approve their employees' timecards by the deadlines
- Delegation is a function that will be available when managers are out on leave (limited term assignment)

^{*}With the exception of GTRI



Recruitment & Hiring Lifecycle





Phased Implementations

Candidates selected via Careers will flow into Manage Hires, and then into Workforce Administration

Desition Type	Implementation				
Position Type	Phase 1 - Spring 2020	Phase 2 – Summer 2020	Phase 3 - January 2021		
Staff (all)	Careers				
Tech Temps (all)	Careers				
Faculty (full-time) (non-GTRI)	DirectHire	Careers			
GTRI (research faculty & students)	DirectHire		Careers		
Federal Work-Study	DirectHire		Careers		
Competitive student (e.g., CRC)	DirectHire	Careers			
Noncompetitive student (e.g., GRA)	DirectHire				
Part-time & limited term faculty	DirectHire				
Rehired Retirees (RBW)	DirectHire				
Affiliates	DirectHire				



Electronic Onboarding

WELCOME TO YOUR EMPLOYMENT CENTER!

How To Complete Your Onboarding Packet

You have been extended a conditional job offer. To complete the hiring process with you must complete all the documents listed in your new hire packet. The documents can be completed in any order, and if you need to leave the Employment Center before you have completed all the documents, the Employment Center will remember which documents you have completed. When you return, you can begin with the next document in the list. At any time you can review all required documents under the Summary tab.

Pers	onal Info - Amy's
Dire	ct Deposit - Amy
EEO	- Amy's
503	Form - amy
amy	- agreement tempated
iW4	- amy
Old :	Style Document pdf

GET STARTED »



Reporting

OneUSG Connect Reports

- Traditionally limited to queries/reports that require real time access to data
- Examples:
 - Workflow Status
 - Where is my transaction?
 - Approval Status
 - Time, Absence and Self Service
 - Payroll Registers
 - Validation Reports
 - Invalid Funding
 - Payroll Error Reports

GT Enterprise Data Warehouse Reports

- Queries/reports that
 - Can be run from one day old data
 - Require Custom Formatting and Logic
 - Batch Intensive
- Examples:
 - Departmental Reports
 - Institution Specific Listings
 - Reconciliations / Progressions
 - Compliance Reporting





ONEUSG CONNECT IMPACT ON EMPLOYEES

Georgia TechWorks

My Home

Favorites

Name

Home Address

Home Phone GT Mail Drop **GTLocation**

My Work

Main Menu

THE RESERVE TO SERVE THE PARTY OF THE PARTY







Help

CURRENT STATE

My Profile 0 0 7 GTID GT User ID GT Employee ID Email My Personal Information 00 0

Discounted passes for MARTA, Xpress, CobbLinc and **Gwinnett County Transit** are available for faculty and staff!



Sign up for payroll deduction via Techworks by the 4th of the month for next month's pass. You will be issued a Breeze card that's automatically renewed each month!





Applications and Resources



Employment Opportunities



Benefits



Travel & Expense Reimbursement



Concur Travel Booking & **PCard Management**



0 0 4

Electronic Workload Assignment Form (eWAF)



TimeOut



Time Reporting



Perks & Programs

My Payroll & Compensation

Personal Information Home

My Time & Leave

Vacation Balance Hours

Sick Balance Hours

Access TimeOut Time Reporting Home My Home

Favorites

My Work

Main Menu







FUTURE STATE



Money Monday: Organize, Plan and Own Your Future

Strategic Plan: All Campus Visioning Session

Employees Can Donate Sick Leave

Quick Links

Registration Now Open for the Third Annual Georgia Tech Organizational Effectiveness Conference



CHANGE IS ON THE HORIZON

Georgia Tech is moving to a new HR platform... OneUSG Connect Spring 2020!







Applications and Resources





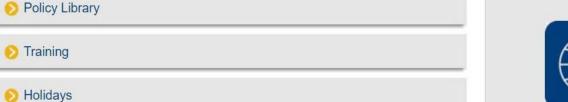




Services & Support



BuzzCard





GLACIER



iStart



Perks & Programs



Learning & Professional Development



Impact on Employees

With OneUSG Connect, employees will click on the new OneUSG Connect icon to access Employee Self-Service (ESS):

- Report time & request leave*
- View and maintain data
- Personal Information
- Payroll & Compensation Data**
- Benefits Information
- Search and apply for jobs
- Complete new hire packets
- View an online directory

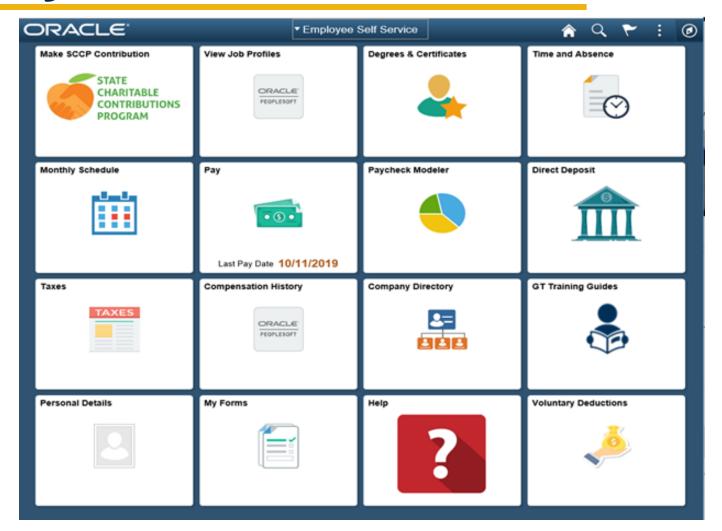
*GTRI will continue to report time through eTime

**Historical pay and W-2 information will be available by clicking on the new Legacy Pay & W-2 icon

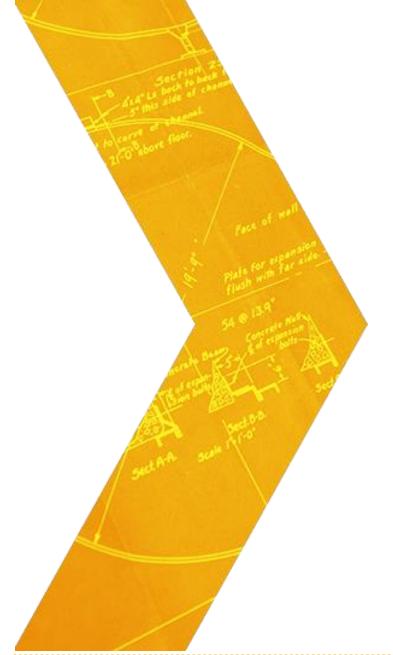


Impact on Employees

Employee Self-Service (ESS) has a tile-based interface, allowing employees to easily access all of their HR related needs.







ONEUSG CONNECT IMPACT ON MANAGERS



Impact on Managers

- Anyone with one or more direct reports is a manager in OneUSG Connect and will have access to Manager Self-Service (MSS)
- Through MSS a manager can see their direct reports and data specific to those employees:
 - Compensation and leave balances and personal information (email, phone numbers, emergency contact)
 - Excludes personally identifiable information such as Social Security numbers and gender
- MSS also allows managers to:
 - Approve time reports and absence requests for their own direct reports
 - Manage Time and Absence Approvers
 - Initiate transactions for their direct reports or positions that report to them (excludes express direct retro (EDR) and Summer Pay workflow transactions)

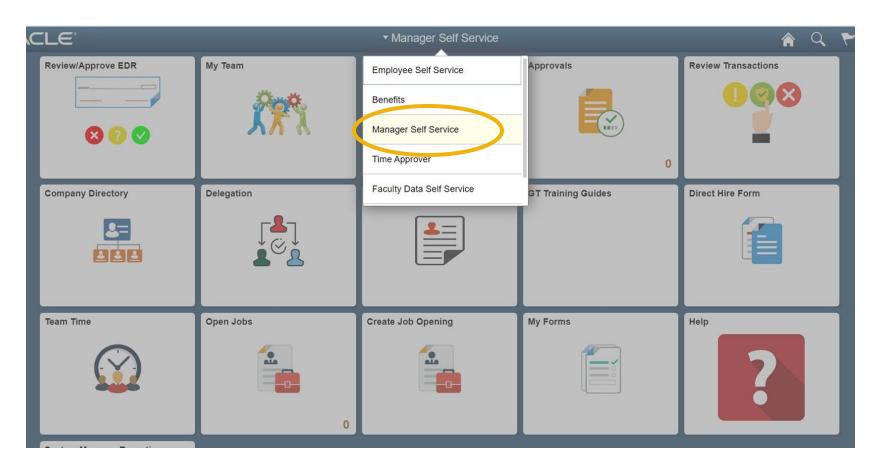


Impact on Managers

If you are a Manager (someone with direct reports) it is expected that you perform transactions, and approve time, for your direct reports unless it is inappropriate (e.g., you do not actually see your direct reports such that you could verify their time, you have a large number of direct reports, you have a chief of staff who does this for you) for you to do so.



Manager Self-Service Navigation



Managers will navigate using the Home Page and then selecting Manager Self-Service from the drop-down.



TechWorks Navigation

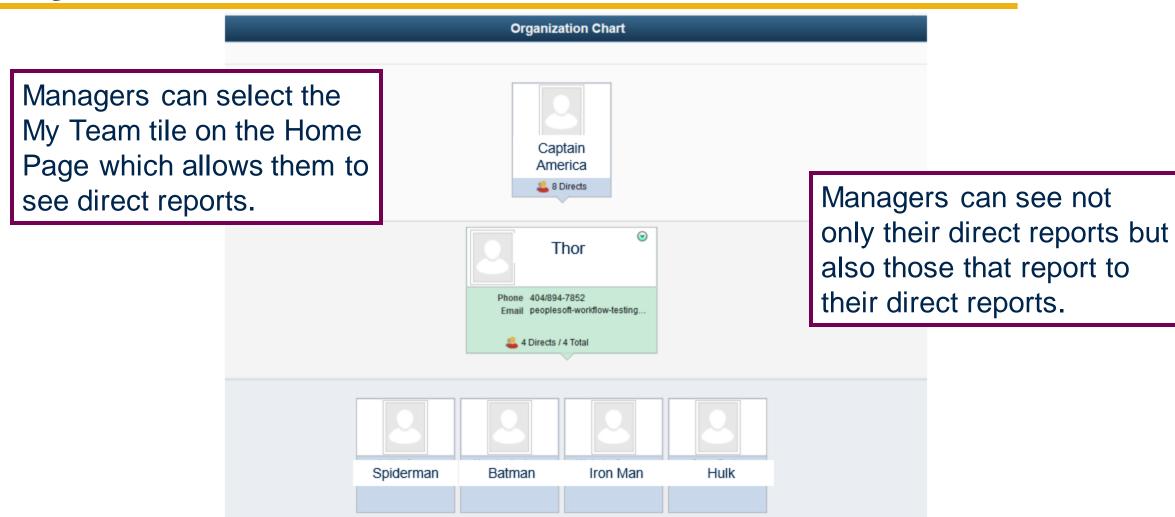
With OneUSG Connect, managers will have access to Manager Self-Service to:

- View and manage positions
- Initiate, review and approve transactions for direct reports
- Recruit, hire, and onboard candidates
- Utilize Commitment Accounting functions (e.g., salary allocations and distributions)
- View organizational chart
- GTRI managers will continue to view/approve time through eTime





My Team View

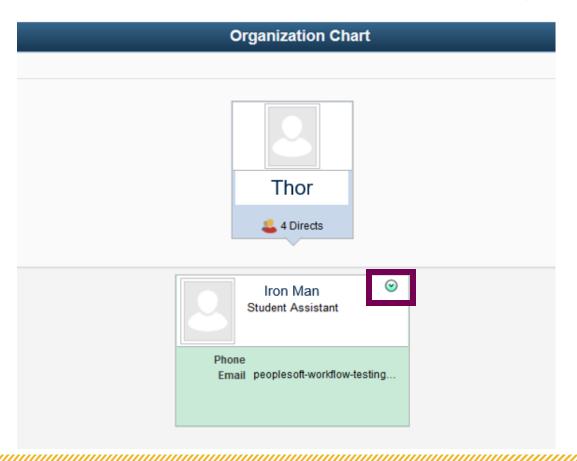


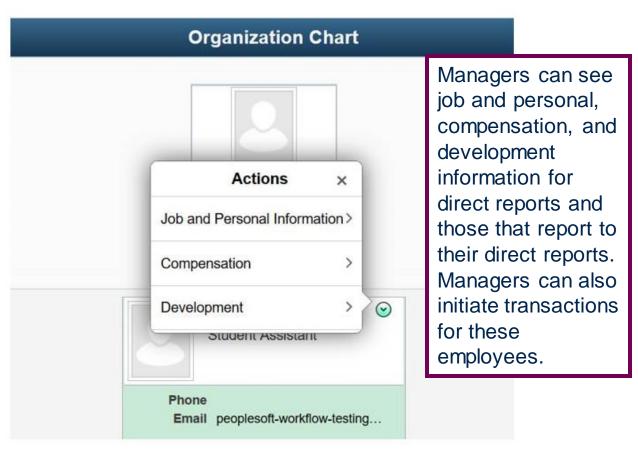
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My Team View

With an integrated system and team tile it is much easier to access information about your employees and take actions without having to look up numbers and fill in a lot of information

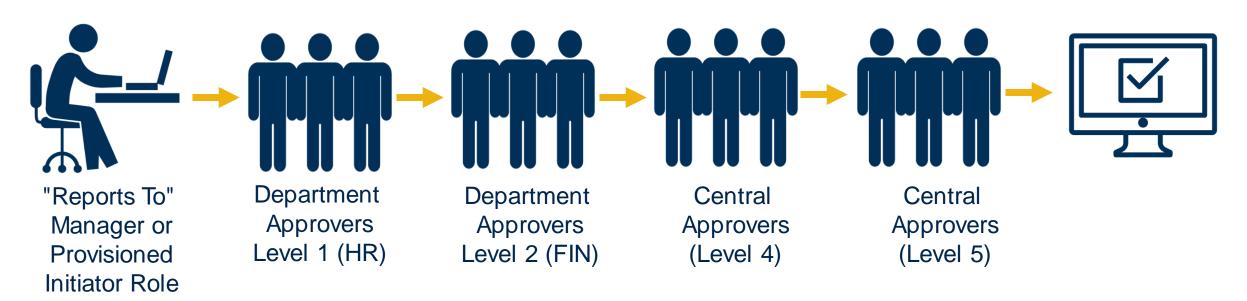






MSS Approvals Overview

- Once a request is submitted, it will be routed for review and approval
- Employees who are not managers can be assigned the MSS Provisioned Initiator role in order to act on behalf of managers
 - This assignment is subject to leadership approval







ONEUSG CONNECT TRANSITION TO SHARED SERVICES & SERVICENOW

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GTHR Support & Services

- GTHR will continue to support everyone at Georgia Tech
- Beginning March 23, for anyone who walks into or calls GTHR, a member of our team will guide you through the OneUSG Connect system
- Utilize GTHR lobby computers and iPads





GTHR Email Transition

- With the launch of OneUSG Connect, some HR emails you may be familiar with will transition
- Instead of emailing one of our .ask email addresses, you will be guided to the services.gatech.edu portal
- In the portal, you will either create a ticket for personalized assistance or find a relevant knowledge article



GTHR Email Transition

Will Retire March 22

hr.ask@ohr.gatech.edu
affiliates@ohr.gatech.edu
benefits@ohr.gatech.edu
copyright-enforcement@ohr.gatech.edu
csc@ohr.gatech.edu
disability@ohr.gatech.edu
globalmobility@ohr.gatech.edu
hcm.ask@ohr.gatech.edu
hrip.ask@ohr.gatech.edu
immigration@ohr.gatech.edu

leaveofabsence@ohr.gatech.edu
nonresidenttax@ohr.gatech.edu
nra.ask@ohr.gatech.edu
ohr@gatech.edu
pay.ask@ohr.gatech.edu
retirement@ohr.gatech.edu
silverjackets@gatech.edu
time.ask@ohr.gatech.edu
timeout.ask@ohr.gatech.edu
timeout.prod@ohr.gatech.edu
timeout.test@ohr.gatech.edu



Auto-Response Email

Auto-Message #1

Thank you for contacting Georgia Tech Human Resources. We will respond to your inquiry within two business days.

New Service Announcement

Please Note: Beginning March 23, 2020, you will no longer be able to submit an inquiry through this email.

As part of the OneUSG Connect initiative, and in effort to better serve you, we are transitioning to a centralized tracking system called ServiceNow. Starting March 23, inquiries you typically send to this email address should be submitted through the new system.

In the weeks to come, we will share more details on how to submit requests through the new GTHR portal on services.gatech.edu.

Visit the Georgia Tech Service Portal at services.gatech.edu to:

- Access knowledge materials,
- Submit requests, and
- Report incidents directly.

Thank you and we look forward to working with you.

- Georgia Tech Human Resources

*Learn more about this tool with **ServiceNow Training Videos**."

Auto-Message #2

Submit Your Inquiry via services.gatech.edu

Thank you for contacting Georgia Tech Human Resources.

Unfortunately, this e-mail address is no longer in use. Please forward your Georgia Tech Human Resources inquiry through services.gatech.edu. Once you submit your inquiry through the new ticketing system, your email will then be responded to within one business day.

You may also find answers to your questions by visiting the Georgia Tech Service Portal at <u>services.gatech.edu</u> and selecting the word "Knowledge" in the menu.

Visit services.gatech.edu to:

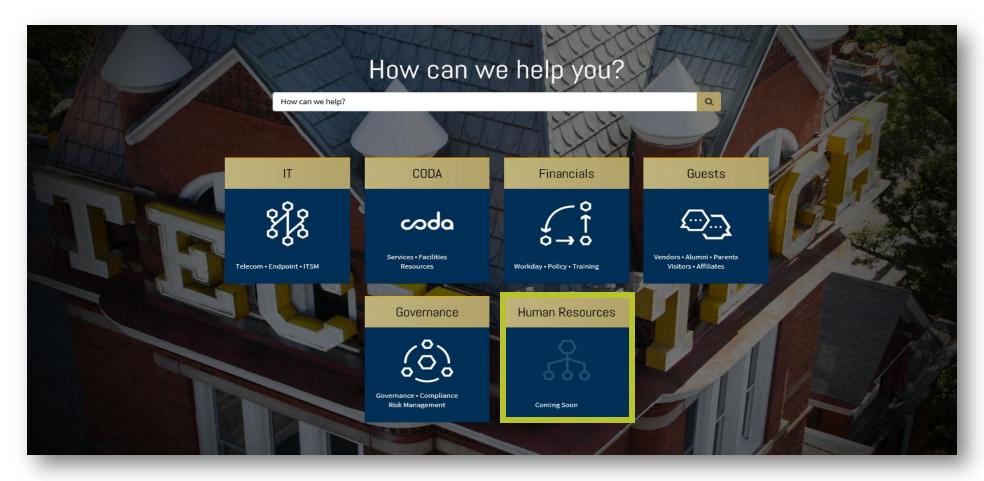
- Access knowledge materials,
- Submit requests, and
- Report incidents directly.

Thank you and we look forward to working with you.

Georgia Tech Human Resources



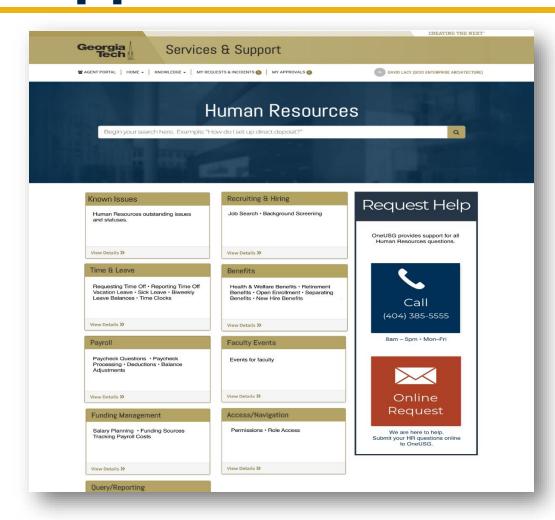
Service Portal



services.gatech.edu



Support & Assistance



How to get help?

- Access job aids, FAQs, known issues, etc.
- Call Us for Assistance
- Request Help

What can you expect once an inquiry is submitted?

- Visibility into incidents and requests
- Updates via services.gatech.edu portal and email



USG Shared Services

- The Shared Services Center (SSC) in Sandersville, GA supports all USG institutions, and will be the first point of contact for support.
 - Georgia Tech resources will work in collaboration with the SSC to provide additional support for our campus community
 - Examples include:
 - Why is this amount coming out of my paycheck?
 - Why am I getting this OneUSG Connect system error?
- The SSC will run payroll for all USG institutions
 - Georgia Tech's Payroll team will have a different role in managing the payroll process
 - As part of the move to OneUSG Connect, Georgia Tech must adhere to USG payroll schedules and deadlines



OneUSG Connect Support / SSC



94,000 Active Employees*

Current OneUSG Connect Customer Base

1,600 HR/Payroll Practitioners





41,000 Benefitted Employees

17,000 Retirees



* Includes Non-Paid Affiliates

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OneUSG Connect Core Services





2019 Service Desk Metrics

No. of Inquiries

72,274

In 2019, over 72K tickets were received and logged into our case management system

Tier 1 Resolution

43%



Our Tier 1 Service Desk
Professionals provided
resolution for 43% of the total
inquiries/tickets received



2019 Operational Metrics

Total Payroll Payments

1.3 Million

All USG Institutions – W-2s *

104,240 W-2s



Total Wages Processed

\$2.9 Billion | Gross \$1.9 Billion | Net



* Excluding Georgia Tech



Common Go Live Issues

- Manager
 - Can't See Employee in Time and Labor
 - Employees Missing in the Org Chart
- Employee
 - Single Sign-On Error
 - Wrong Manager in the Org Chart
 - Wrong Time Entry Method
 - Benefits Related Issue
- Practitioner
 - Role-Based Access





OneUSG Connect Support Team

~14 full time Tier 1 Representatives

 Additional temporary employees hired for cohort implementations and other expected volume spikes

~40 full time Tier 2 Representatives

Subset of Tier 2 employees trained in Tier 1 inquiries for backfill/unexpected spikes in volume



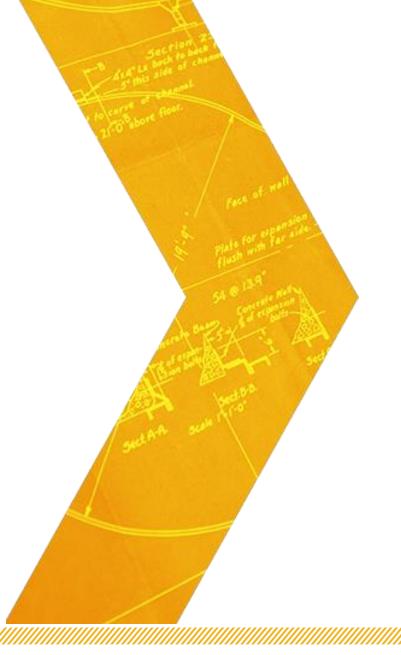


OneUSG Connect Go Live Support

- Extended Hours
- Dedicated Subject Matter Experts
- Co-located Support
- Command Center







PREPARING FOR ONEUSG CONNECT

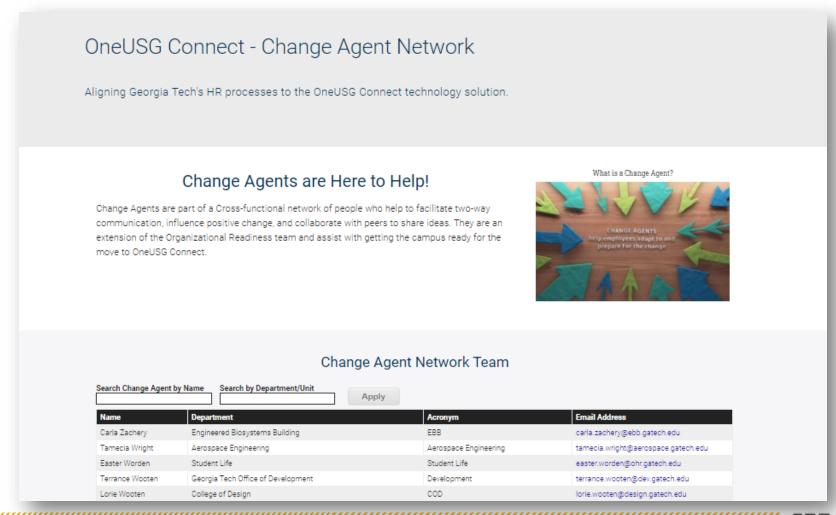


Preparing for OneUSG Connect



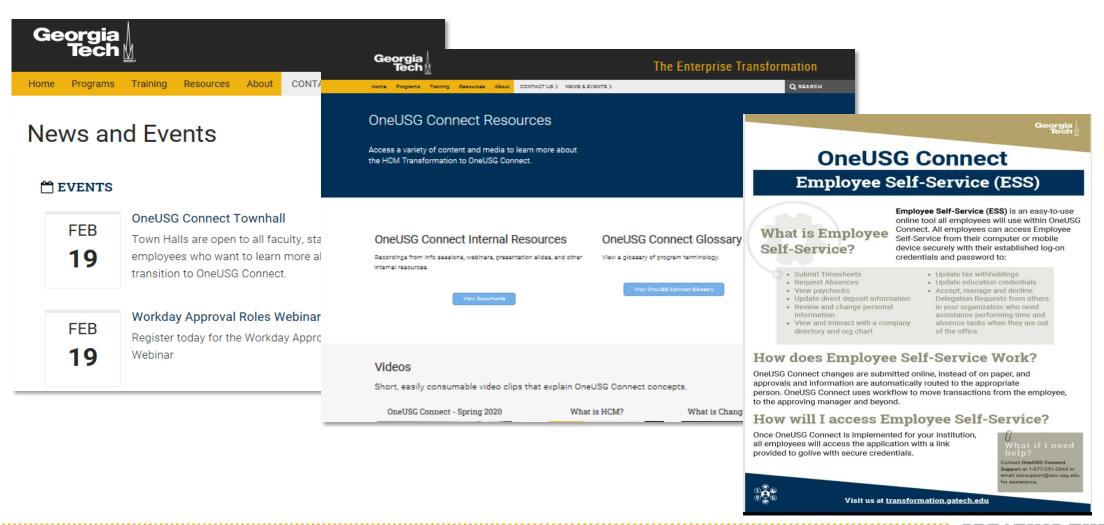


Change Agents





Website Resources



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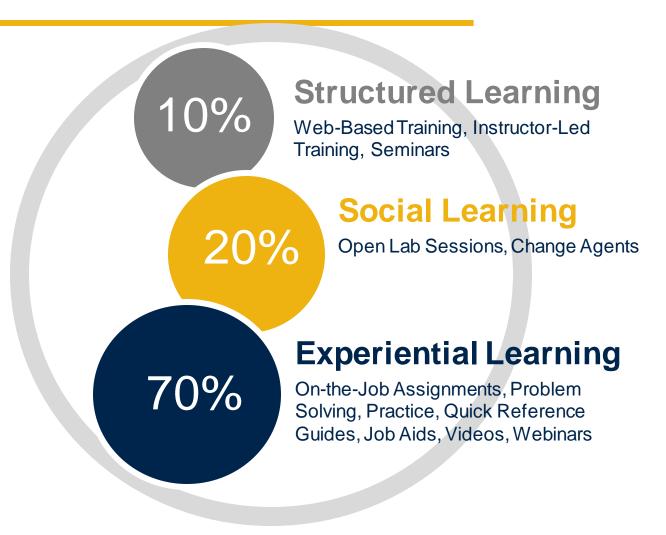
Training

WHEN: March - June 2020

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.





Types of Training

Delivery Method	Overview
Instructor-Led Training (ILT)	Live, face-to-face session in a classroom setting. Ability to ask questions and complete hands on activities
Webinar	Live, virtual session with opportunities to ask questions via chat
Seminar	Live, face-to-face session in an auditorium/large classroom with opportunities to ask questions
Web-Based Training (WBT)	Pre-recorded, narrated presentation which may include demonstrations and hands on exercises
Job Aids	Step-by-step instructions on how to complete specific transactions



Recommended & Required Training

Audience	Training Opportunities	CourseLength	Requirement
All Employees	Attend an introductory class on Employee Self-Service	30 to 90 minutes*	Recommended
	Complete a web-based tutorial on reporting time / submitting absence requests (not required for GTRI employees)	15 to 30 minutes	Required
Managers (Employees with One or More Direct Reports)	Attend an overview of Manager Self-Service	30 minutes to 2 hours*	Required
	Complete course to learn how to review and process time reports and absence requests in OneUSG Connect (if you anticipate performing these actions)	30 minutes to 2 hours*	Strongly Recommended
	Complete training on how to initiate and track HR and compensation transactions such as promotions, terminations, ad hoc salary changes (if you anticipate performing these actions)	30 minutes to 2 hours*	Strongly Recommended
	Complete course on how recruit and hire, and manage job applicants (if you anticipate performing these actions)	30 minutes to 3 hours*	Strongly recommended

*Course length depends on training format

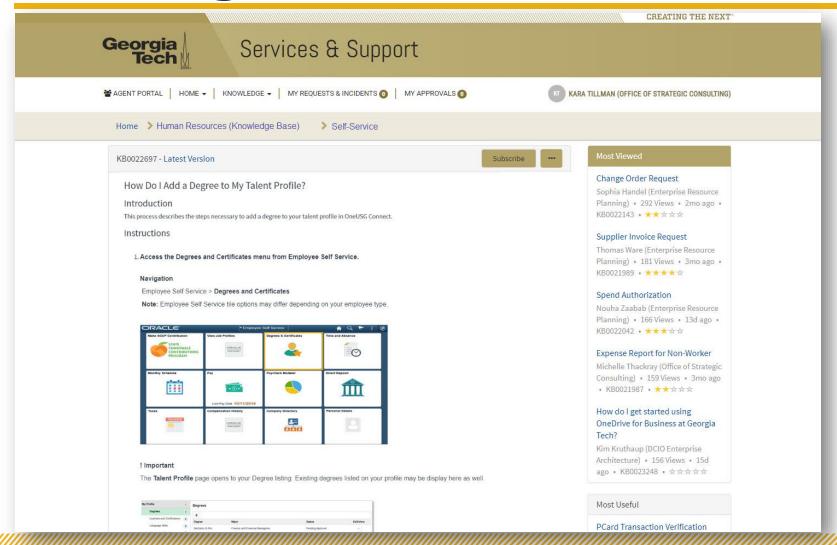
NOTE: Additional training may be required or strongly recommended based on anticipated future use of the system

Registration emails and project website will provide more details

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Training - Job Aids

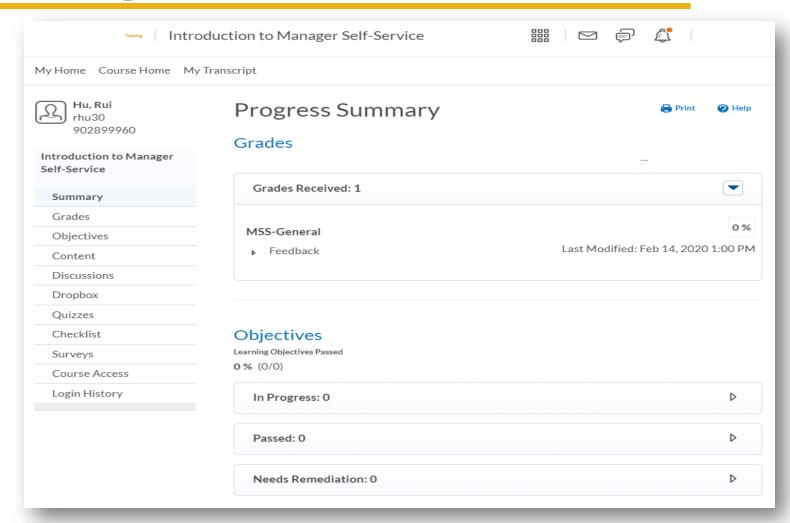


Training will be supplemented with job aids that you will be able to access at any time to help walk you through processes in OneUSG Connect



Course Transcript

Users can view grades for required courses





How to Prepare for OneUSG Connect

Timeframe	Recommended Action
Now (Ongoing)	 Visit project website: transformation.gatech.edu/hcm-resources View recorded webinars View 'One Pagers' and other resources
Now – February 2020	 Attend Campus Info Sessions and Special Topic Webinars Time & Absence Management Town Hall – February 24, 2020 OneUSG Connect Town Hall – February 26, 2020 Faculty Data Self-Service Webinar – February 27, 2020
Now – Spring 2020	Review connecTECH newsletters
Now – Summer 2020	Reach out to your Change Agent
March – June 2020	 Attend Training Visit <u>transformation.gatech.edu/oneusg-connect-training</u>



Readiness Tasks

- Faculty, Staff, Student, Tech Temp and Retired but Working (RBW) employees are strongly encouraged to participate in Go-Live readiness activities
- Save copies of your information to use as a reference to ensure your data is correct post go-live

All Employees	Benefit Eligible Employees	Managers
 Personal Information Summary (home address, contact details) Direct Deposit Information Voluntary Deductions Paystubs W-2 	 Record & print leave balances Submit & save future leave requests 	 Ensure that reporting relationships are correct in Workday Record & Print Comp Time



Q&A Panelists



Elizabeth Stampley
Program Director



Christine Edell
Time & Labor/
Absence
Management Lead



Jehan Hailey-Thomas Self-Service Lead



Leann Munn Workforce Administration Lead



Let's stay connected!

Questions or Feedback?

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

