

Key enhancements are coming to HRMS this spring and summer

Three key improvements will be made to the Human Resource Management System (HRMS) in the coming months:

- Early May: Implement changes to Employee Self Service (ESS) module
- Early July: Implement two-agency pilot of leave request and approval process
- September: Centralize security administration

What is changing in ESS?

The current version of ESS has several customized screens. SAP has since redesigned its screens so they reflect accepted internet design principles. DOP will reconfigure to SAP's standard screens throughout the ESS module. The look and feel of ESS will change, but functions be the same.

There are several significant benefits to reconfiguring to the standard screens:

- Improves the user interface
- Enhances system efficiency
- Reduces the cost and complexity of deploying future system upgrades
- Opens the capacity for future enhancements, like online leave request and approval functions

How will the changes to ESS be communicated to state employees?

DOP has a communication plan in place that will ensure that state employees will have the information they need to successfully use ESS. The high points of the plan include:

- Payday FYI email messages will be distributed to agency payroll offices in April and May.
- A notice about the changes will be on the "Welcome Page" of the HRMS Portal.
- Help information and instructions will be posted on the DOP web site.
- Specific help information will be available on each ESS screen.

Will an online leave request process be available to state agencies?

A project to implement a new online leave request, which is part of ESS, is in process now. The leave request process will begin in July as a pilot program with DOP and the Office of the Insurance Commissioner.

The leave request process will be fully tested and ready for other agencies by the end of 2010. Agencies interested in using the new leave request process will submit a request to DOP. Agencies will be added in a controlled manner similar to the "No Print" earning statements process.

Will agencies be required to use the leave process?

DOP is offering the online leave process as part of the package of shared services called for in Governor Gregoire's Shared Services Directive issued in February 2009. We believe most agencies will find the new process a great improvement over their current practice. We also realize some

agencies have sophisticated leave processes and interfaces in place that meet specific business requirements and share data with HRMS.

Will the new process show real-time leave balance?

Yes. The system will calculate the balance by taking the current leave balance and subtracting any submitted requests that have not been rejected.

Will agencies need to do anything before they begin using the leave process?

Yes. Agencies will need to review the reporting relationships that have been set up in HRMS to ensure staff leave requests are routed to the appropriate managers for approval. In addition, each agency needs to make some minor configuration decisions before the process is made available to staff.

Why is the state moving to centralized security for HRMS?

In the fall of 2008, State Auditors identified issues with HRMS security concerning excessive access to functions and personal data, and insufficient monitoring of system functions and changes to data. Centralizing security and monitoring, in conjunction with a software package recommended by the Auditor's Office, will address all of the audit findings.

How will the new security alignment impact agencies?

- May change the way the agencies use HRMS roles and standardize them across agencies.
- Eliminating SAP security functions outside of DOP will free up agency time and effort for other work in their agencies.
- Reduce the administrative burden of agencies.
- Align with the Shared Services Directive by maximizing efficiencies of services, and reducing redundant activities supporting the same services.

How will agencies initiate changes to security assignments?

As part of the conversion to centralized security, DOP will implement a process agencies will use to request role assignments and changes. To minimize business impact, conversion of agencies to the centralized security model will be carried out in phases.

What can agencies do to help smooth the transition to central security?

A project team comprised of select agency users and DOP staff will plan and implement centralized security and monitoring. Agencies can help smooth the transition by appointing staff to participate on the project team, or to attend the change management meetings that will be scheduled during the project.

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