



Executive Buy-In: We’ve Got It!

Stakeholders representing departments across the City of Philadelphia joined the Project Team in the Mayor’s Reception Room at City Hall on May 5th to meet the newest members of the OnePhilly Steering Committee, and to hear firsthand how committed they are to building a Workforce Management System that supports the needs of our diverse City government.

Each member of the Steering Committee shared the role they play within City government as well as on the Steering Committee. Each gave a brief overview of the positive impacts that will be realized as a result of this initiative to revitalize our Workforce Management System.

Above all, they emphasized the importance of approaching the project with patience and persistence, and getting it right the first time. It will pay off in the end when our unified database system goes live and the City has a more efficient way to manage its daily operations, they said.

Jane Slusser, the Mayor’s Chief of Staff and Steering Committee Chairperson, outlined why OnePhilly is essential to City business operations. By modernizing its Workforce Management System, the City will create opportunities for employees to learn new skills and take their professional growth to the next level.

The new system will also encourage consistency in the way the City collects and shares information, and will make it easier to access that information, Slusser said.

Cathy Paster, First Deputy Finance Director and member of the OnePhilly Steering Committee, brought home one of the most important focal points of this Project—“getting it right” is more important than “getting it fast.”

Pedro Rodriguez, Director of Human Resources and a member of the Steering Committee, stressed how the system would streamline work processes that are currently inefficient, time-consuming and counterproductive for many members of the workforce.

The Steering Committee and the Project Team are both focused on assuring Stakeholders that the system being built is one that will *inclusively* support the workforce now and into the future.

Other members of the OnePhilly Steering Committee are: Brian Abernathy, First Deputy Managing Director; Charles Brennan, Chief Information Officer; Robert Dubow, Finance Director; Jackie Linton, Deputy Chief Administrative Officer; Monica Marchetti-Brock, Director of Labor Relations; and Rebecca Rhynhart, Chief Administrative Officer.



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Don't Miss the Train

Training Talk: Oracle's User Productivity Kit Explained

In discussions about the OnePhilly Project, you may have heard the acronym UPK. That's shorthand for something called the User Productivity Kit, a tool we're using to develop online training courses for our new Oracle E-Business Suite system.

Since you'll be using the User Productivity Kit to learn about the new system, we wanted to give you some insight into how it works and what you'll be doing with it.

Here it is in a nutshell: Imagine showing a new colleague how to fill out a timecard. The best way to do this would be to show your colleague how you log your own hours. Now imagine a camera that could capture your explanation and zoom in on the most important part of the timecard each step of the way.

That's exactly what the User Productivity Kit is designed to do. It takes a snapshot every time we click on something in the Oracle E-Business Suite. When we're done filling out a timecard or requesting time off, the program gathers all the steps of an Oracle transaction and puts them in a slideshow that you can watch at your pace.

What makes it a powerful training tool is that the end user can follow along by clicking the same transaction screens and typing in the same boxes, without ever leaving the User Productivity Kit.

Think of it as a simulation, like one of those arcade driving games. It mimics the experience of working in the new system, but you don't have to worry about crashing the real database if you make a mistake.

Soon, you'll have an opportunity to take the User Productivity Kit for a spin. In the meantime, we welcome you to send your training questions to us at joel.hoffmann@phila.gov.

Approximately
300
Timekeepers Will Be
Trained To Use The
Oracle Time and Labor
Program



Who? In What?

End-User Inventory

We have begun building an end-user inventory. The inventory is a continuous work in progress, and will ultimately determine 'who' will be trained in 'what' based on their work roles and responsibilities.

Departments play a pivotal role in this process because they will decide who should attend training in order to be prepared to operate in the System at Go-Live.

This requires measuring and understanding the difference between what we do now versus how it will be done in the future to best assess individual training needs.

The more you know, the more you grow

Knowledge is grown by sharing information.

The OnePhilly Project Team has been committed to seizing every opportunity to keep organizational Stakeholders involved and informed.

Building a better way of doing business takes time and a lot of patience from everyone. It is for this reason that continuous communication is important.

With each phase of this business transformation, the City Business Leads develop a broader understanding of the *new* System being implemented. But they want to also make sure that you know, too.

So, the OnePhilly Project Team will continue to *'show and tell'* until you *'know and feel swell'* about what's to come!



Information Exchange

OnePhilly Q & A

On Thursdays throughout the month of May, the OnePhilly Project Team hosted communication sessions that were open for all Stakeholders to attend.

The first communication session included the OnePhilly Steering Committee (see cover story). Subsequent Thursday sessions encouraged organizational Stakeholders to meet with the Project Team and present their burning questions about the future system. Questions like: What's going to change? How will it change? What do I need to know about the change?

It was a great opportunity to discuss and understand how our business processes will link to the *new* System functionality.

Many departments participated, presenting the Project Team with some really interesting questions about Employee Self-Service, Time and Labor, Business Intelligence (the Oracle data warehouse), and Human Resources.

Feedback from the sessions was shared with Department Sponsors and Change Agents to discuss with their department leadership and plan for the future where applicable.

Serving on the Front Line of Change

The mission of successful 'change' progress can be tedious. Keeping Stakeholders engaged is a concentrated effort. But being adequately prepared for certain change takes great consideration and deliberation—much more than what may appear at first glance.

There is a dedicated group of Department Change Agents working with the Project Team to help keep their department's leadership prepped and ready for our monumental business transformation.

These Change Agents must remain vigilant in their quest to create awareness and keep up an ongoing conversation about the impacts that will be presented as a result of the changes to Oracle as we currently know and understand it.

They play a major role in managing the overall transitional process within their departments. Their role centers on making sure that the leadership in their departments keep in mind, as they strategize on potential staff realignment and assignments, that there are certain members of the workforce who will be more affected by the changes than others.

For this reason, Change Agents will need to work with their department leadership to facilitate the change process by coaching them on how to be prepared to listen when necessary and deliver positive but realistic responses. They must also maintain active communication that outlines what will be changing and how those affected will be supported through the changes.

Every Change Agent should remember that this type of change can be intimidating to those who have not been a part of the process, so patience and explanation are important tools to use to help ease the stress of what's to come.

Those who are most affected will want to know 'where' and 'how' they fit in to tomorrow's way of doing things.



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Watch the Language

So, you are sitting in those OnePhilly meetings with the Project Team and they are throwing out all sorts of acronyms and other unfamiliar terms that you are like, "Wait, what did they just say?" Well, we want to help clear up some of that language.

OTL = Oracle Time & Labor.

Self-Service Timecard = An Oracle timecard that is used for designated employees to enter their time into Oracle.

Employee Self-Service = An Oracle Responsibility that will be available for every employee to access over the Internet or by using a City computer to print or view their leave balances and pay stubs, change their address, and do lots of other things independently.

Conversions = Data transfer process that brings employee data from the legacy systems to the new Oracle environment.

ATI = Assignment Time Information; components used to define the ATI will be used to derive the entitlements of every employee in the new system environment. The primary components include Compulsory Union Code, Work Day, Shift Differential and Rotation Plan.