

ONE PHILLY NEWS



“DIGITAL SOLUTIONS FOR A MODERN WORKFORCE”

Project Team Newsletter

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It Takes a Village to Implement a New System

So, here we are waiting with baited breath for the City’s new Oracle eBusiness Suite / PeopleSoft Workforce Management system to roll-out.

The new system design is sure to offer some great features that stream-line processes and enhance operating efficiency, which is the reason why we are all so incredibly anxious to get our hand on it, right! Yet, as we would tell a sixteen-year-old who has just gotten their license and now wants a car to showcase their driving expertise to understand the associated responsibility, we must follow that advice by judiciously working our way towards the great accountability this change will bring.

I get it, you are ready to just hit the “*Easy*” button and blast-off into the world of seamless integration.

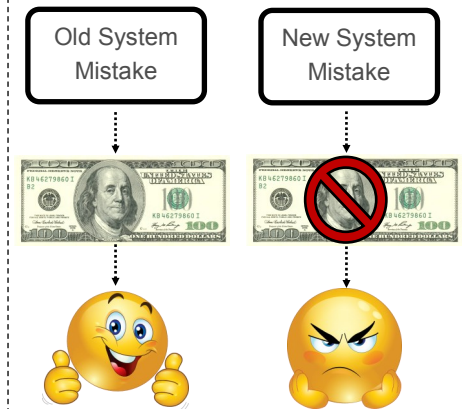
Ahhh, if it were only that easy! The reality is we must first, *be ready*.

Those of you in the Human Resources community have heard the three words “*maintain data integrity*” so much that you are ready to ban the use of those three words [used together] from the English language. But, before you pass around the petition to have anyone who utters those three words burned at the stake, you should first understand the rippling impact for, dare I say it, not “*maintain[ing] data integrity*”.

In tomorrow’s Workforce Management system, the Human Resource community can make or break an employee’s access to the correct benefit and pay entitlements. When processing a new hire or Worker Status Change in Oracle the Compulsory Union Code (CUC) that is associated with every City position, both Exempt and Civil Service, will go from just a code on paper or simply occupying a field in legacy Oracle, to an integral part of the driving force that mandates entitlements. That code will ripple through the system to help identify an employee’s available benefits options that include healthcare, pension, leave accruals, special pays and more. In addition, the ‘Salary Basis’ selected will set the foundation for what other components can be selected; it is driven by the employee type: (1) paid on a Grade Ladder *versus* (2) not being paid on a Grade Ladder *versus* (3) paid by the hour. (Continued on pg. 4)

Old vs. New

In our legacy database systems, you can make a mistake and everyone will still get paid correctly. But a misstep in the new system could lead to employees being overpaid, underpaid or unpaid.



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Approximately

650

Time Approvers, the managers and supervisors of Time & Labor Self-Service end-users, are expected to be trained on how to navigate the approval process in Oracle Time & Labor.

Oh, the Things We've Learned...

The **One Philly** project has been an eye-opening  experience for every member of the Project Team. The best part of the experience has been getting to know many of you and working together to learn the intricacies of our Workforce Management system.

There were processes that we thought we knew and even processes we didn't know, we didn't know. From internal department processes to drilling down the finite reason for a policy or true interpretation of a Civil Service Regulation, it's been quite an expedition into our Workforce Management policies, methods, and procedures.

Saying that we have a diverse and unique workforce is one thing, actually recognizing the reality of that diversity and uniqueness is quite another. Then taking all of that uniqueness and programming it into an off-the-shelf software package using some customization, but mostly, lots and lots of configurations, extensions, modifications, localizations and integration (CEMLIs) to create a tailored fit for our organization and its many, many flavors of employee has been amazing.

The bell of awareness has been rung and it cannot be un-rung. All that we have learned will be used to create an environment of standardization and consistency across this municipal government. As an organization that serves the public we will be stronger and even more prepared to serve them better than ever!

Change Agent Honorable Mention

Preparing the workforce for such a *BIG CHANGE* is not easy. It requires ongoing communication, repetition, knowledge of the changes, and patience. The Department Change Agents are an important part of achieving a successful transition and preparing their department for 'what's to come.'

The Police Department's Change Agents, Sherron Logan and Melissa Lumpkin, have provided the Project Team with ongoing support and information about their department's very complicated payroll operations. In addition, they have been a huge part of helping to finalize the design of the Police Time & Labor time-card. They have also been involved in testing the functionality of the timecard in Oracle Time & Labor.

Recently, they further demonstrated their support for the OnePhilly Project by including an article in their bi-weekly newsletter entitled, "Moving Closer to Modernization..."

Sherron and Melissa, the OnePhilly Project Team thanks you and salutes you! Great job, ladies!

Watch the Language

Have you ever been speaking with a member of the Project Team and felt as if they were speaking Martian and you needed an interpreter because of the unfamiliar terminology being used?

Getting comfortable with a new system includes knowing the language. Here are some terms that will help us all speak the same language .

Flexfield is a custom data field made up of multiple segments.

EIT – Extra Information Type is a descriptive flexfield defined as Person, Assignment, Job, etc., found in Oracle. These fields have added security and can be enabled for specific responsibilities such as collecting Assignment Time Information in legacy Oracle to support conversion efforts in the *new* Oracle environment.

SIT – Special Information Type is a key flexfield used to provide any information that is not provided by the main system. Examples include, but are not limited to job/position requirements, performance reviews or personal information.

LOV – List of Values is a drop-down menu that populates fields in Oracle. An LOV can be adjusted as necessary to accommodate the needs of the business.

BEE – Batch Element Entry is how time is put together in OTL and transferred to Oracle Payroll for processing. Elements include Hours Types, Earnings, Deductions, etc.

Hours Type A field in the OTL timecard. An Hours Type must be selected when entering time for an employee. Hours Types include Regular, Funeral, Vacation, Sick Certified, etc., the list goes on. Each line entered on a timecard for an employee must have an accompanying Hours Type.



A simple mind shift can dramatically change our business.

Mind Your Business

Admittedly, we know a lot more today than we did last year, this time, about the new system.

Many of the system features have been shared and/or demonstrated to Human Resource, Payroll and Central agency users. In fact, there are some from the department Payroll community that are currently taking part in Oracle Time and Labor system testing. We know that they like what they are experiencing, because they keep coming back!



But what are departments doing with what they have learned so far? Ask yourself these questions:

1. Has your department actively engaged in assessing their readiness division by division; unit by unit? (*Example: Do they show a lunch on the timesheet by signing ‘In’ and ‘Out’ for lunch? If not, in the future they will be paid as it is not on the timesheet.*)
2. Has your department compared, and do they understand the current versus future state of business, preparing a plan to support the transition? (*Example: All non-uniformed staff will be defined in Oracle as 7.5 hour employees. As a result, the daily rate will be divided by 7.5 hours not 8.0 hours as it is today. This can have a huge impact on a departments budget if overtime is a part of the standard operating procedure.*)
3. Are they looking at their business today and tweaking it for the future to guarantee that your human resources are best utilized? (*Example: Knowledge transfer and cross-functional training opportunities.*)
4. Beyond training, what are the plans for preparing the department staff for an integrative environment?

The more we know, the better we can plan on how to adapt to the new system. What you don’t know, feel free to ask the Project Team. They are here to provide as much information as they have available that will support you from our current state to our

Change Management Corner

At the last Change Management Workshop, the Change Agents did a great job of listing some of the impacts that will be the result of the OnePhilly Workforce Management implementation.

What was most amazing about their feedback was, even though they were divided in three separate groups the content they shared was amazingly similar in terms of the areas of impact and the best ways to address those impacts.

Here is a summary of what they came up with:

Change Impacts	Affected Groups	Plan to Address Impacts
Time & Attendance	Supervisors, Managers, Payroll Staff, Vast majority of the workforce	Communication (Written & Verbal), Training
Integration / Technology	HR, Payroll, Entire workforce	Communication (Written & Verbal), Training
Greater Accountability	HR, Payroll, Supervisors, Managers, Certain members of the workforce	Executive Support, Reinforcement, Repetition, Point Persons, Training
Employee Self-Service (ESS)	Entire workforce	Communication (Written & Verbal), Training



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It Takes a Village (continued from pg. 1)

Human Resources community, from the word ‘Go’ the *future* outcome of an employee’s paycheck in your department lies heavily in your hands. You will be the initiator for all that an employee is defined to be for Time & Labor, Benefits, Payroll, and Pensions.

In the Oracle of tomorrow, every *action* entered in the new system will precipitate an immediate *reaction*. Now is the time to fully grasp and understand what that “*reaction*” will be.

Organize, discuss and review the information that has been shared with you by the Project Team and at Human Resources Manager meetings. Ask questions about future functionality. Involve your department’s entire Human Resource and Payroll staff in the conversation about ‘*what is at stake*’ if you are not properly prepared. Collaborate as a community on ways to consistently record, track and update employee records in legacy Oracle, such as the Assignment Time Information. Grab the bull by the horns and be proactive! Don’t wait until OHR presents you with a report on the health of your employee data (Grade Step, etc.). Create and/or develop a bi-weekly health check by running an EiS ‘Employee Full Extract’ report or randomly select groups of employees and compare the information in the legacy Payroll and Oracle systems.

The expectation of integration begins with the quality of data.