



OSC HR/Payroll Change Control Board

Tuesday, April 30, 2013



Agenda

Agenda Item	Speaker(s)	Duration
HR/Payroll Management Update	Jim Dolan – OSC Jim Tulenko – OSC	15 min
Message from OSP	C. Neal Alexander - OSP	10 min
Statewide LMS Update	Paula Kukulinski – OSP John Correllus - OSP Mike Cline - OSP	10 min
Benefits Enrollment – What you need to know?	Ray Scerri – OSC	15 min
BI User Group Plan	Karen DeLeon - OSC	15 min
BREAK		10 min
CCB Process Review	Libby Williams - OSC	10 min
Release 1, 2013 Review	Libby Williams – OSC	10 min
CCB Metrics Review	Libby Williams – OSC	10 min
Next Steps & Wrap-up	Libby Williams – OSC	5 min
Total		1 hr 50 min

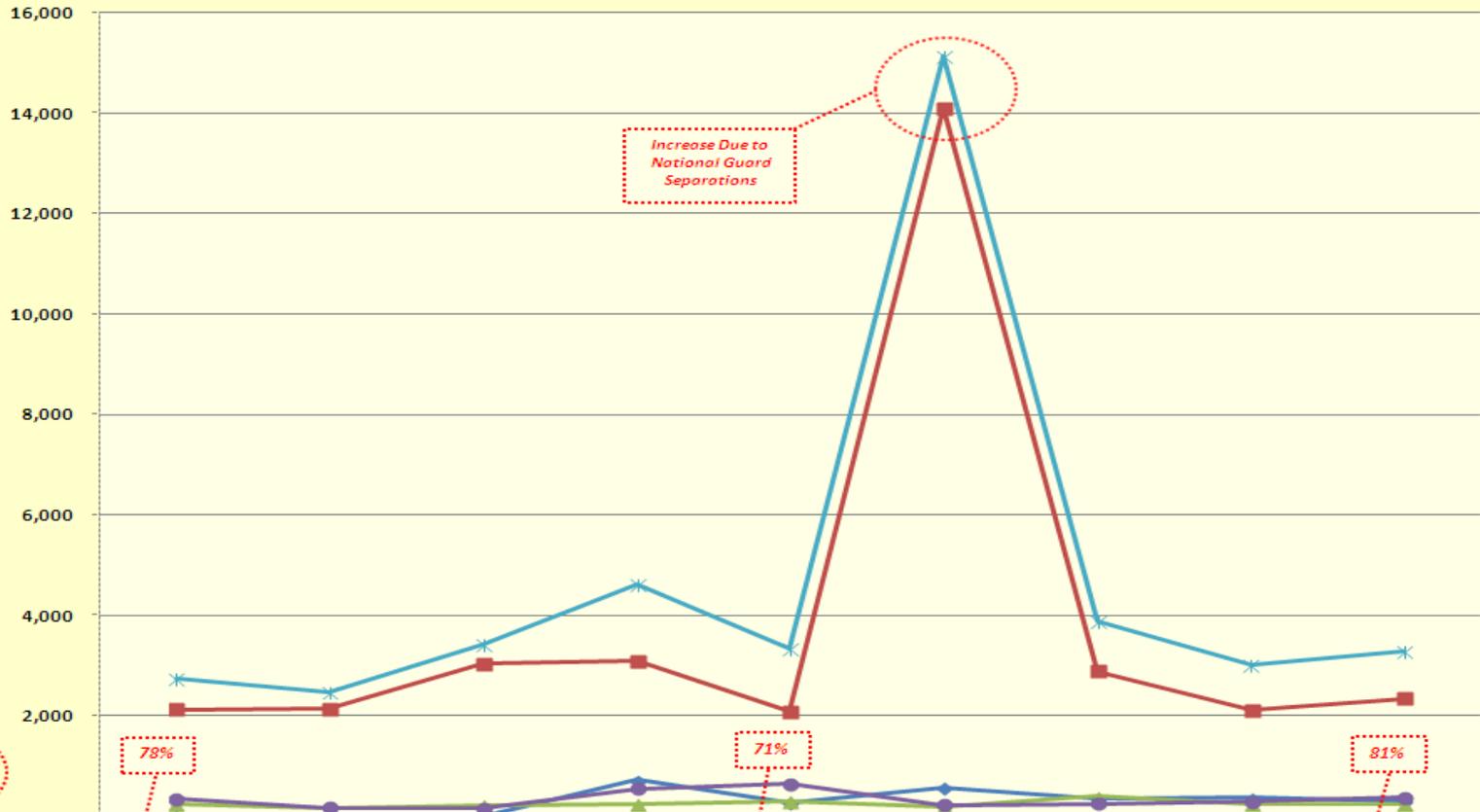


Management Update

- OSC HR/Payroll Updates
 - Administration Transition
 - Customer Service Focus
 - Benefits Open Enrollment
 - Quarterly Metrics



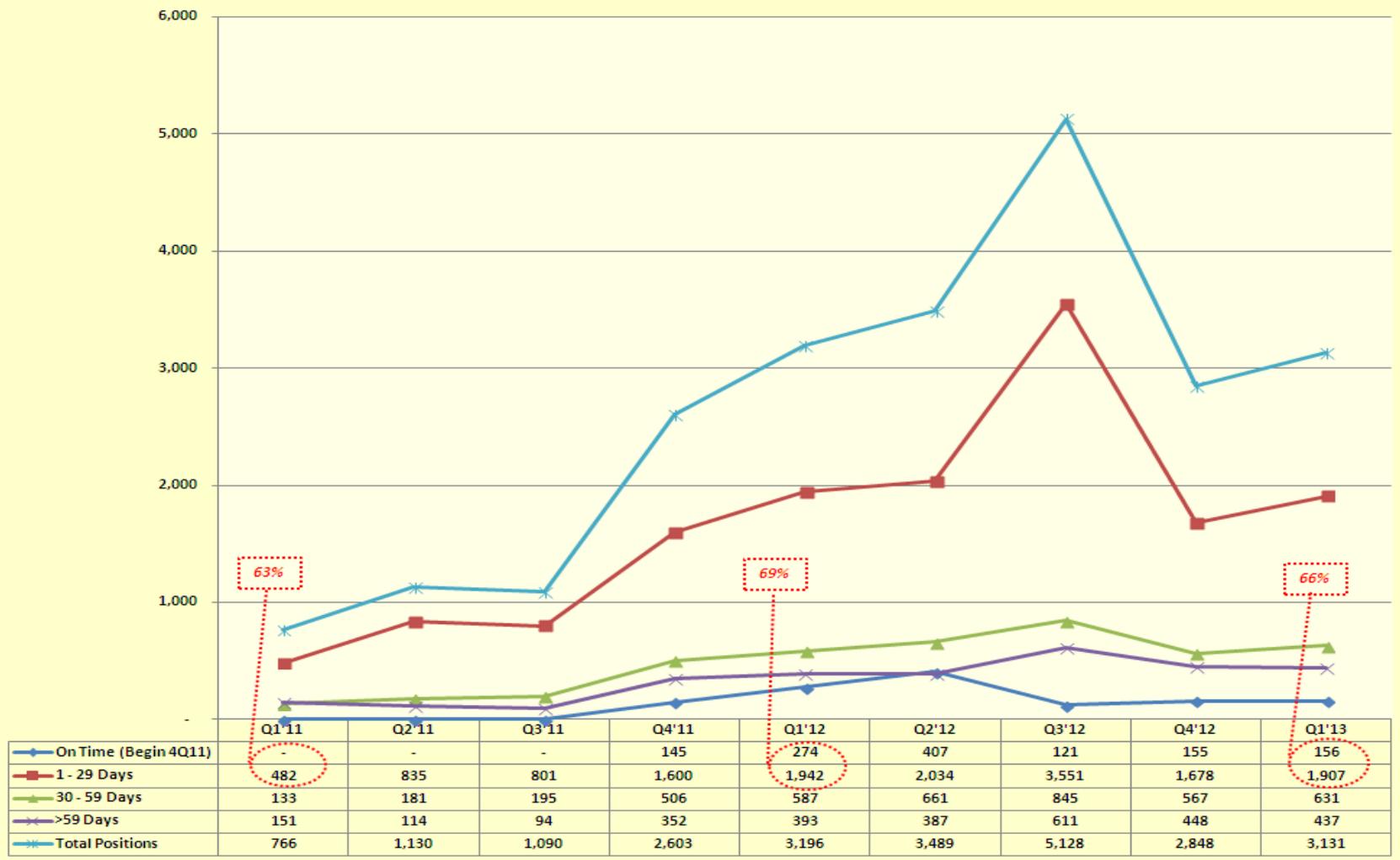
Retro Time to Process Separations



	Q1'11	Q2'11	Q3'11	Q4'11	Q1'12	Q2'12	Q3'12	Q4'12	Q1'13
On Time (Begin 4Q11)		-	-	729	286	585	350	374	312
1 - 29 Days	2,134	2,149	3,033	3,092	2,085	14,114	2,891	2,108	2,351
30 - 59 Days	253	163	227	243	312	204	397	242	242
>59 Days	357	175	162	551	657	228	258	299	380
Total	2,744	2,487	3,422	4,615	3,340	15,131	3,896	3,023	3,285



Retro Time to Process LOA Actions





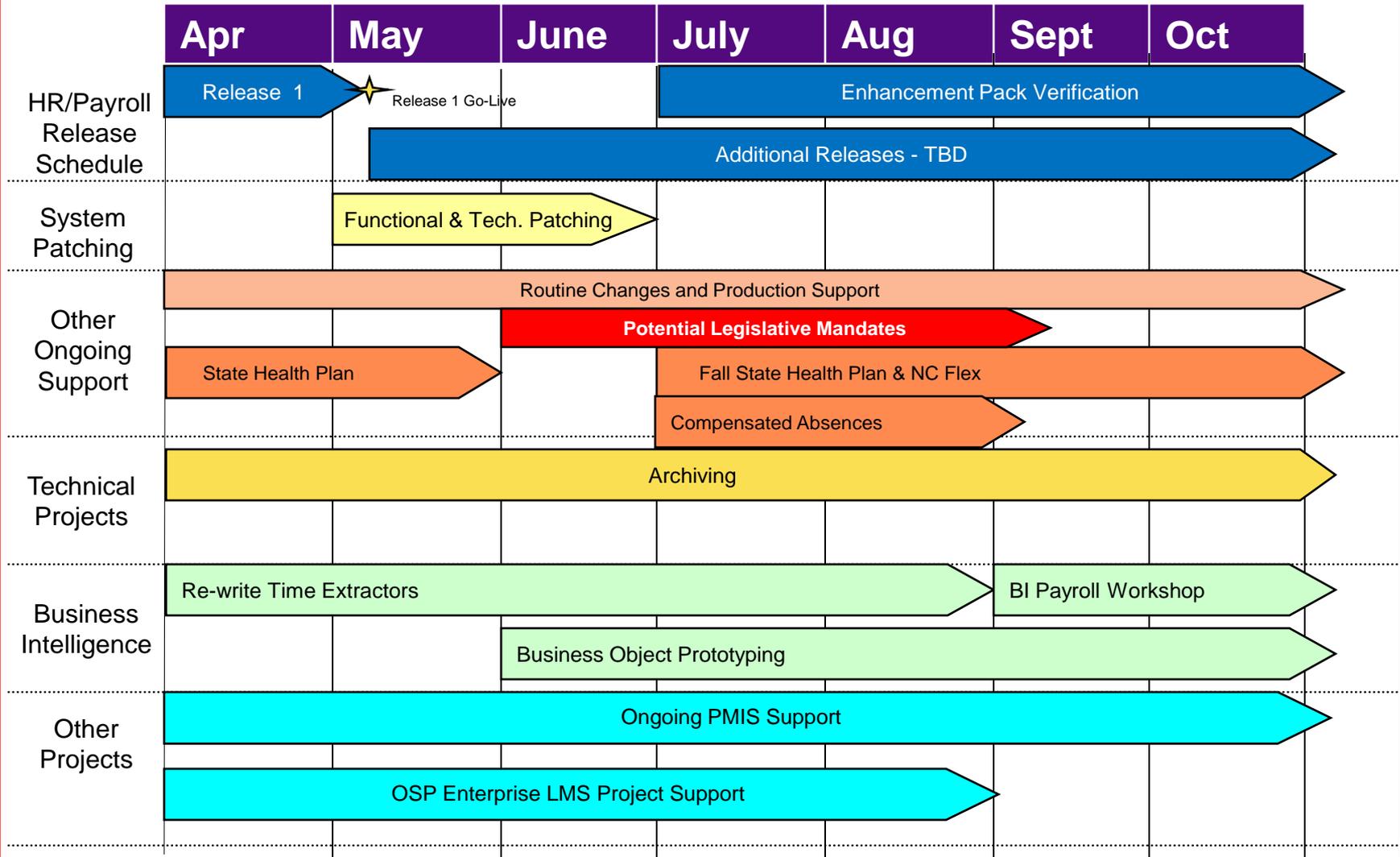
Claims Volume Activity





Upcoming Projects – 6 Month Plan

04/30/2013





Message from OSP



ENTERPRISE LEARNING MANAGEMENT SYSTEM (LMS) OVERVIEW

CHANGE CONTROL BOARD – OSC

April 30, 2013

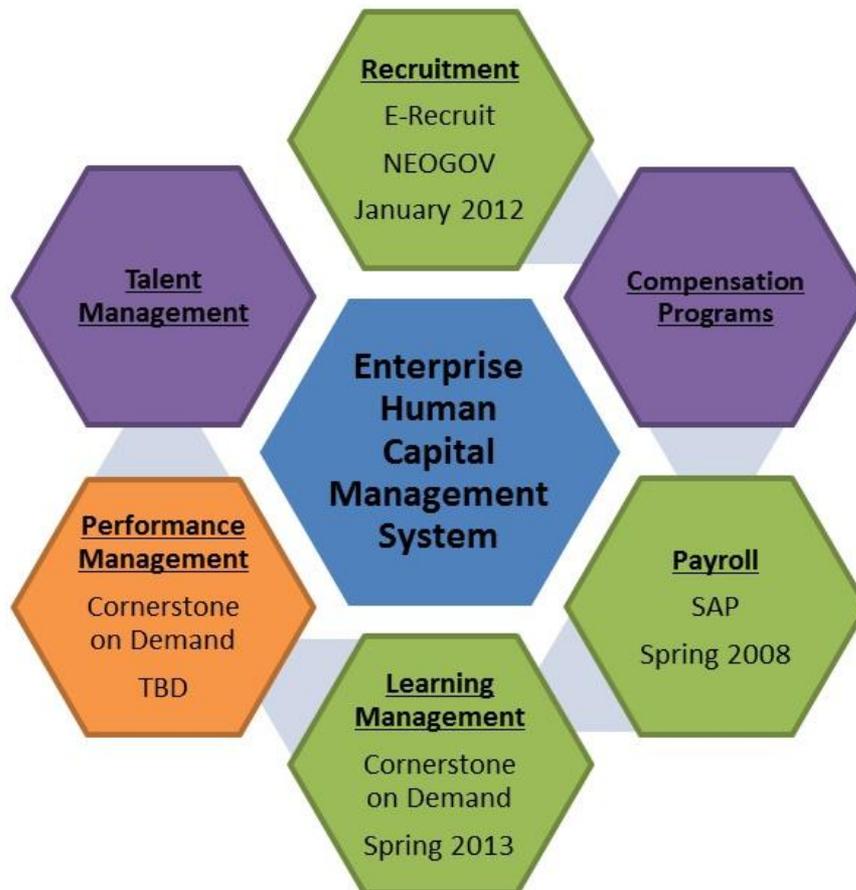
John Correllus, OSP Chief Information Officer
Paula Kukulinski, OSP Learning & Development Director
Mike Cline, OSP Learning Management System Administrator

Enterprise Human Capital Management System

Human Capital Management (HCM) is a key principle and strategy to employee management that recognizes people as assets (human capital) whose current value can be measured and whose future value can be enhanced through investment.

A **Human Capital Management System** has multiple technological components which streamline and automate administrative processes, provide a framework for HR to manage tasks, ensure compliance and accountability while focusing on strategic business requirements, business growth and continuity.

The **Learning Management System (LMS)** is a software application for the administration, documentation, tracking and reporting of training programs, classroom and on-line events, e-learning programs and training content. By implementing an LMS, there is an opportunity to increase efficiency, eliminate duplicative effort and effectively control costs while providing more structured and effective learning and development opportunities to the entire state work force.



LMS Key Facts

- **Scope:**
 - Cabinet and Council of State Agencies
 - Citizen Training Capabilities
 - University Pilot
- **Needs Assessment** conducted with each agency prior to issuing the RFP
- **Integrated with BEACON**, the SAP Payroll system
- **Centrally Funded** to support usage of state employees; citizen utilization will be supported via a nominal cost to agency
- **Implementation Schedule** (subject to adjust):
 - Phase 1 – April 30** Go Live for DOT, DOR, DOA, DPI, IT, Labor, Treasurer, OSP, OSBM and the Banking Commission
 - Phase 2 – June 30** Go Live for DPS, DENR, DHHS, Agriculture/CS, Commerce, Cultural Resources, Wildlife, Insurance, OSC, Auditor, Sec. of State, OAH, AOC, ECU and UNCC
- **Option for Performance Management** at fixed cost if implemented by September 2015

Stakeholder Engagement

- Cabinet & Council of State Executive Leadership
- Human Resources Directors
- Chief Information Officers
- Learning & Development Directors
- Agency Training Staff

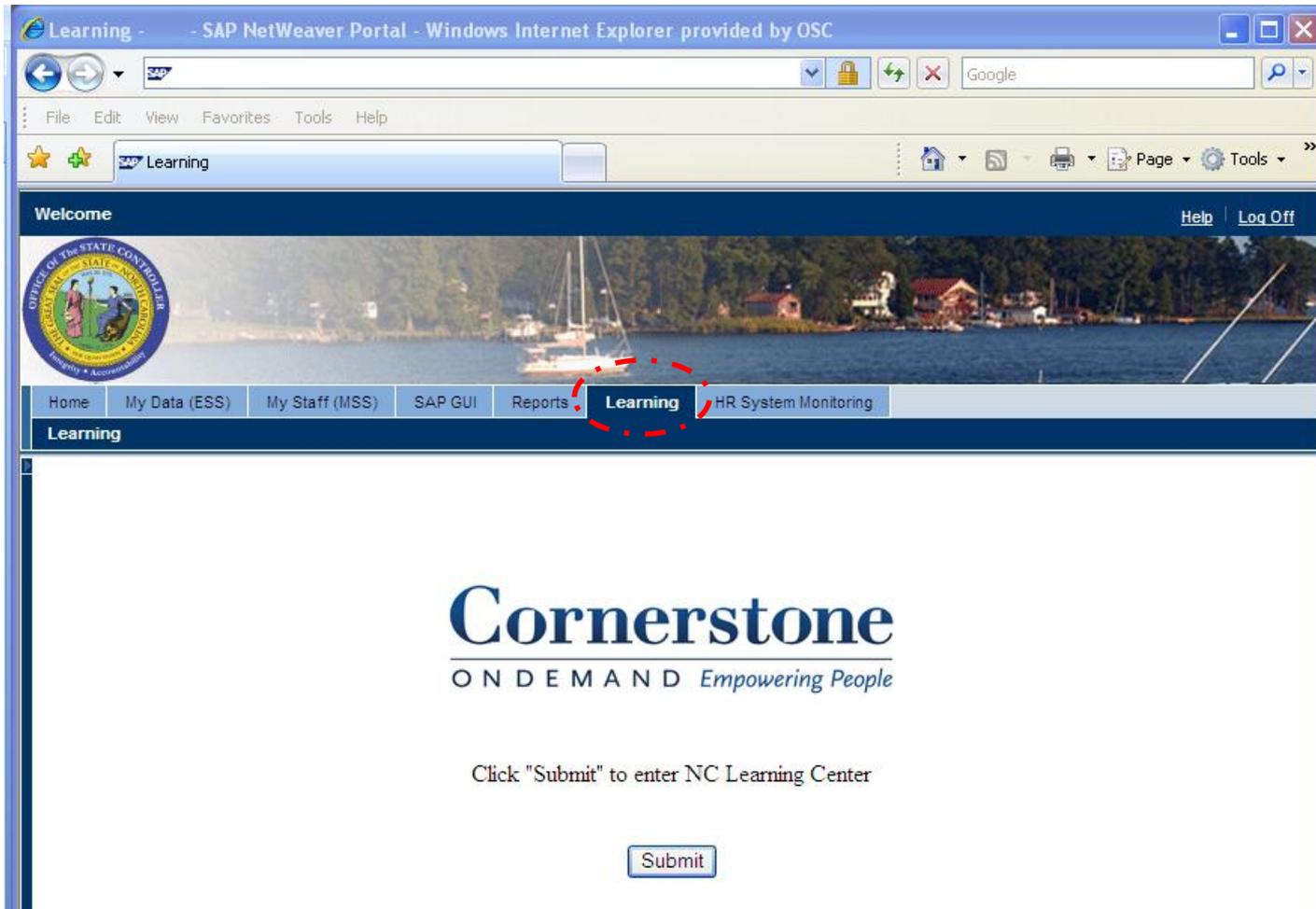
Next Steps/Future State

Centralized Funding and
LMS Implementation
Phase 1 – April 30
Phase 2 – June 30

Proposed -
Performance
Management
Implementation



Single Sign-On through BEACON Portal



The screenshot shows a Windows Internet Explorer browser window titled "Learning - SAP NetWeaver Portal - Windows Internet Explorer provided by OSC". The address bar contains "SAP" and the search bar contains "Google". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The address bar shows "SAP Learning" and various navigation icons. The page content includes a "Welcome" header with "Help" and "Log Off" links. A banner image shows a lake with a boat and houses, with the seal of the Office of the State Controller on the left. A navigation bar contains links for Home, My Data (ESS), My Staff (MSS), SAP GUI, Reports, Learning (highlighted with a red dashed circle), and HR System Monitoring. Below the navigation bar, the text "Learning" is displayed. The main content area features the "Cornerstone" logo with the tagline "ON DEMAND Empowering People". Below the logo, the text "Click 'Submit' to enter NC Learning Center" is displayed, followed by a "Submit" button.

Learning - SAP NetWeaver Portal - Windows Internet Explorer provided by OSC

File Edit View Favorites Tools Help

SAP Learning

Welcome [Help](#) [Log Off](#)

Home My Data (ESS) My Staff (MSS) SAP GUI Reports **Learning** HR System Monitoring

Learning

Cornerstone
ON DEMAND *Empowering People*

Click "Submit" to enter NC Learning Center

Submit

Q+A and Contacts

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(919) 733-8343



Benefits Enrollment – What you need to know?



What are we going to talk about

- Benefit Process Changes
- State Health Plan ESS Changes May 2013
- Demonstrate SHP Annual Enrollment
- State Health Plan ESS Changes October 2013



Changes to BEACON Processes

- Unpaid LOAs
 - Employees must send in SHP premium payments by the 15th of the month.
 - Example: Employee is unpaid for April 2013, SHP premium payments must be received by April 15th.



Changes to BEACON Processes

- RIF employees (On or after July 1, 2013)
 - RIF Employees will pay COBRA Guard premium payments during the 12 months and during “Forever RIF”
 - Employees will receive a letter from Benefit Focus to elect RIF benefits.
 - Employees must make their selection and return enrollment information back to Benefit Focus.
 - BEACON will continue to pay the employer premium for 12 months.
- RIF employees prior to July 1, 2013
 - Will continue to send premium payments to BEST



Changes to BEACON Processes

- RIF employees (On or after July 1, 2013)
 - BEACON will terminate SHP the last day of the month of the employees last work day.

Last Day Worked	RIF Action effective date	Active Benefit Plan ends	RIF 12 months Benefit Plan starts	RIF 12 months Benefit Plan ends
Feb 28 th	March 1 st	Feb 28 th	March 1, 2013	Feb 28, 2014
March 1 st	March 2 nd	March 31 st	April 1, 2013	March 31, 2014



Changes to BEACON Processes

- Adjustment Reasons
 - Qualifying event adjustment reasons, employees will only have one date to select for the State Health Plan (SHP). First of the month after the event date. *Ref: GS 135-48.42 and 135-48.43*

 - Newborn/Adoption adjustment reason
 - Employee will only be offered one date in ESS, the date of birth/adoption. For adoptions only, employees can still start the plan on the first of the month after the adoption but the HBR/Employee will need to contact BEST.
 - Flexible Spending Account plans will still show both dates, date of birth and first of the month.

 - Substantial Money Change
 - Only allows dependents to come onto the State Health Plan (SHP).
 - Used commonly when spouse plan has increased premiums and the spouse/family is coming onto the SHP



State Health Plan

- State Health Plan Annual Enrollment
 - May 20th – May 31st for a July 1st effective date.
 - Plan Year – July 1st – December 31, 2013.
 - Passive Enrollment – If the employee is happy with their plan, they do not need to do anything.
 - Changes to the BEACON Employee Self Service (ESS)
 - Employees will have the option to select a Primary Care Provider (PCP)
 - Employees who are Medicare Eligible will provide their Medicare claim number in ESS
 - Employees with other health insurance can provide this information in ESS
 - Direct connection (Single Sign on) to the Prescription Drug Benefit (2014) (Express Scripts) and BCBS Members Services.
 - Adding a Benefits email address



New Features

- My Benefit Page

My Benefits



My Beneficiaries & Dependents

[Beneficiaries & Dependents](#)

Add or make changes to your dependents and/or beneficiaries information.
NOTE: If you are changing the beneficiaries assigned to your benefit plans, make sure information is updated here first, before clicking on the "Beneficiary Changes" link below.

My Benefits

Review Your Primary Care Provider & Other Medical Information

[Benefits Medical Information](#)

Update your Primary Care Provider, Medicare and Other Health insurance information for you and your covered dependents at any time. Provide a personal email address to receive news, announcements and other important benefits information from your state-wide benefit providers.

Adjustment Reason Enrollments

 [Read Before Beginning Online Enrollment](#)

[Hlth Ins Annl Enroll](#)

Adjust your benefit selections during the period: 04/22/2013 - 05/03/2013

[Beneficiary Changes](#)

Change the benefit plans in which you are currently enrolled.

Benefits Participation

[Participation Overview](#)

View a list of plans in which you are currently enrolled.



New Features

- My Benefit Page – My State Health Plan

My State Health Plan

Go to the State Health Plan Website

[North Carolina State Health Plan](#)

Review your Pharmacy Benefits

[Pharmacy Benefits](#)

The State Health Plan's online resource for Pharmacy benefits. The Plan utilizes a Pharmacy Benefit Manager (PBM), which administers the prescription drug benefit. View your prescriptions, claims and deductible information.

Go to State Health Plan Member Services

[State Health Plan - Member Services](#)

Link your BCBSNC Member Services account to your Beacon account to quickly access information about your claims, deductible, coinsurance and estimated out-of-pocket costs.

Review your Uniform Summary of Coverage

[Summary of Coverage - PPO 80/20 Plan](#)

This summary will help you better understand your plan and summarize the key features, such as deductibles, copayments and out of pocket limitations and exceptions.

[Summary of Coverage - PPO 70/30 plan](#)

This summary will help you better understand your plan and summarize the key features, such as deductibles, copayments and out of pocket limitations and exceptions.



BI User Group Plan





HR/Payroll BI User Group

The purpose of the BI user group will be to provide an open venue for collaborative discussion between various agency BI users and BI development staff related to HR/Payroll reporting needs.





What is the HR/Payroll BI User Group?

A forum to communicate common challenges or areas for improvement

A forum to exchange information

A forum to announce changes to the architecture, tools or supporting materials





What it's NOT intended to be:

Replacement for the CCB process

Replacement for the BI training sessions

Report workshop or requirement gathering workshop

Replacement of issue reporting that would normally generate a help ticket with BEST Shared Services



HR/Payroll BI User Group next steps

1. Meeting to be held twice a year (May/Nov). First meeting planned for Nov. 2013.
2. Email invitation will be generated to all BI users active within the last 6 months.
3. Specific reports may be presented as needed but only for the purpose of demonstrating some capability or feature of the BI tools.
4. Duration is expected to be between 2 – 4 hours.





HR/Payroll BI User Group Proposed Agenda

Proposed General Agenda:

- ⇒ Introduction
- ⇒ Opening Remarks (guest speaker?)
- ⇒ Review of what's been accomplished in 2013 to date.
- ⇒ Special Topic (example: Discussion on Metrics. What's useful, what's needed?)
- ⇒ Break
- ⇒ Presentation of what's coming between Nov. 2013 – May 2014.
- ⇒ Open discussion (topics to be solicited by the invitation)
- ⇒ Closing Remarks





Break



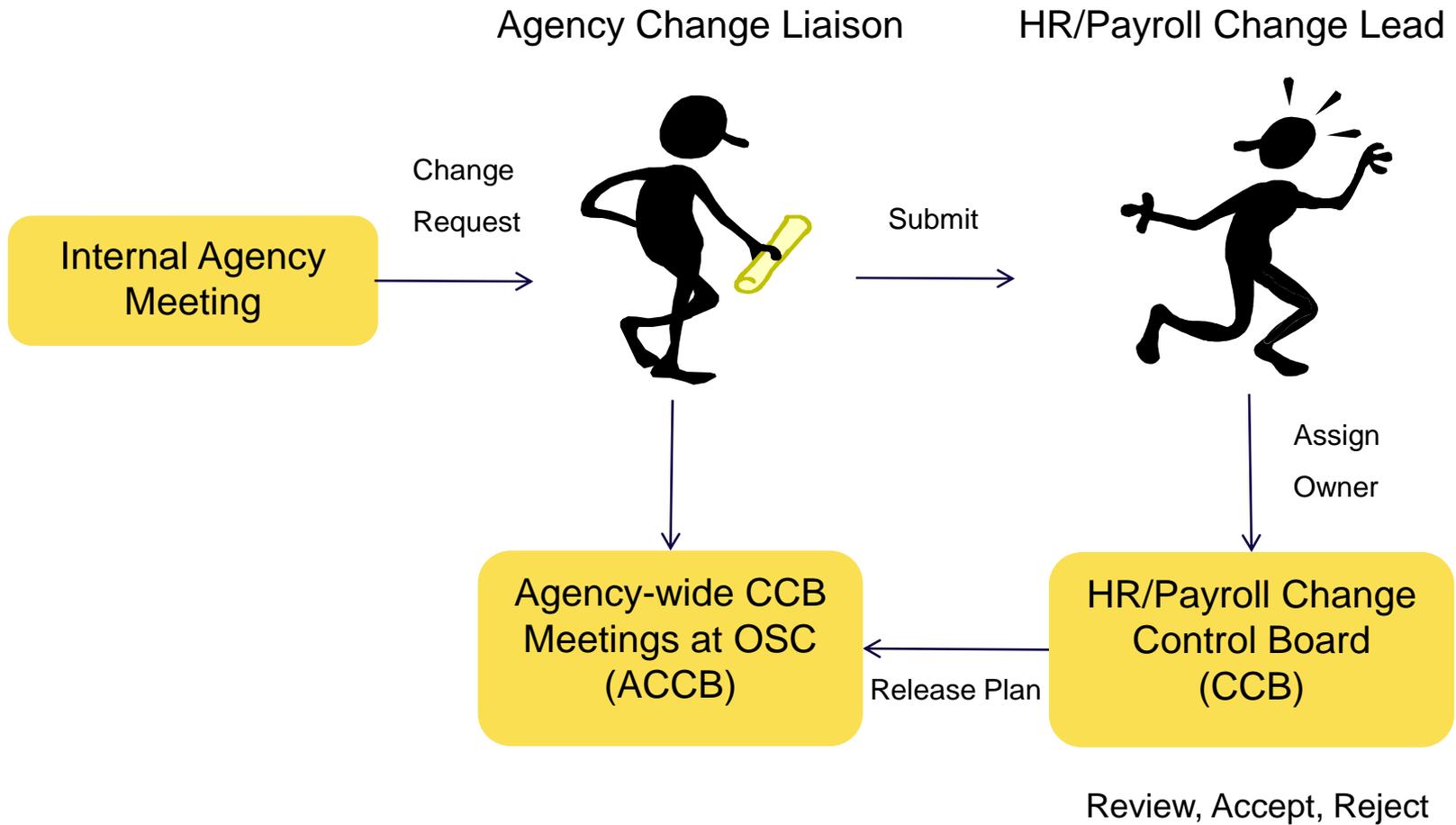


CCB Process Review





Key Players





Agency Change Liaisons

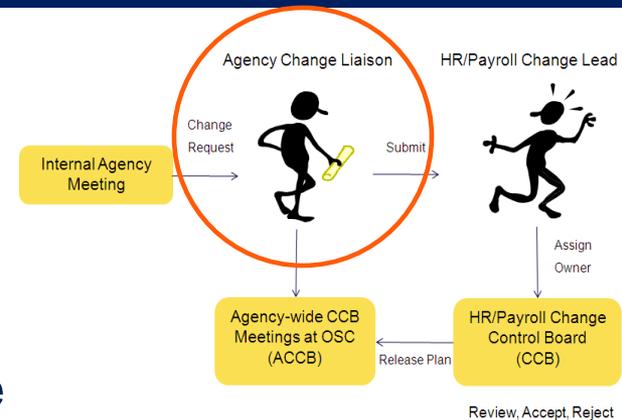
Agency	Name	Agency	Name
Agriculture	Hess, Pamela	DPI	Elam, Ayesha
AOC	Wiggins, Margaret	DPS	Williford, Vicky
Auditor	Cannon, Keita	Elections	Russell, Ronda
Commerce - DES	Beard, Stephanie	ITS	Frazier, Pam
Commerce - DWS		NCCCS	Phillips, Jane
DCR	Schnell, Mollie	NCSSM	Boyce, Connie
DENR	Norris, Patty	OAH	Lemons, Gayle
DHHS		OSBM	Stewart, Shelia
DOA		OSC	Dicken, Helen
DOI	Howell, Lisa	OSP	Shabazz, Charlene
DOJ	Gibson, Barbara	SOS	
DOL	Lipscomb, Nancy	Treasurer	Chalifour, Ruth
DOR	Crawford, Angela	WRC	Batker, Carol
DOT	McCray, Angela		

HR/Payroll Change Lead: Libby Williams



Agency Change Liaison – R & R

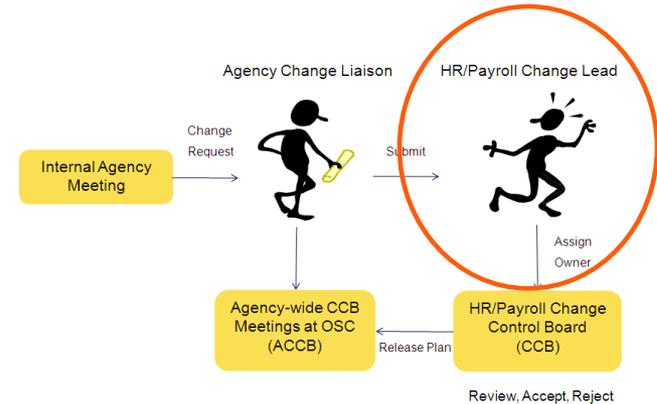
- Agency point of contact for change requests
- Conduct internal agency meetings or create a process to gather change request from your agency users
- Complete and send in change request forms
- Communicate to your agency the status of change requests and the release plans
- Attend bi-annual update meetings





HR/Payroll Change Lead - R & R

- Point of contact for Agency Change Liaisons
- Maintain repository for CCB documents
 - HR/Payroll CCB Website contains forms, presentations, release plans
 - http://www.osc.nc.gov/BEST/change_control.html
- Communicate with agencies the status to change requests
- Organize bi-annual agency CCB update meetings





Change Request Form - Template

Agency BEACON Change Request Form

(Form can only be submitted by Agency Change Liaison)

Agency: _____ Enhancement New Functionality

What area is this request pertaining to?

Payroll Time Personnel Administration Org Management Benefits Finance Security ESS/MSS

Business Intelligence (BI Reporting) Other

Description of Request: _____

Requested Completion Date: _____

Reason for Date Given: _____

Reason for Change (check one): Legislative Enhanced Process

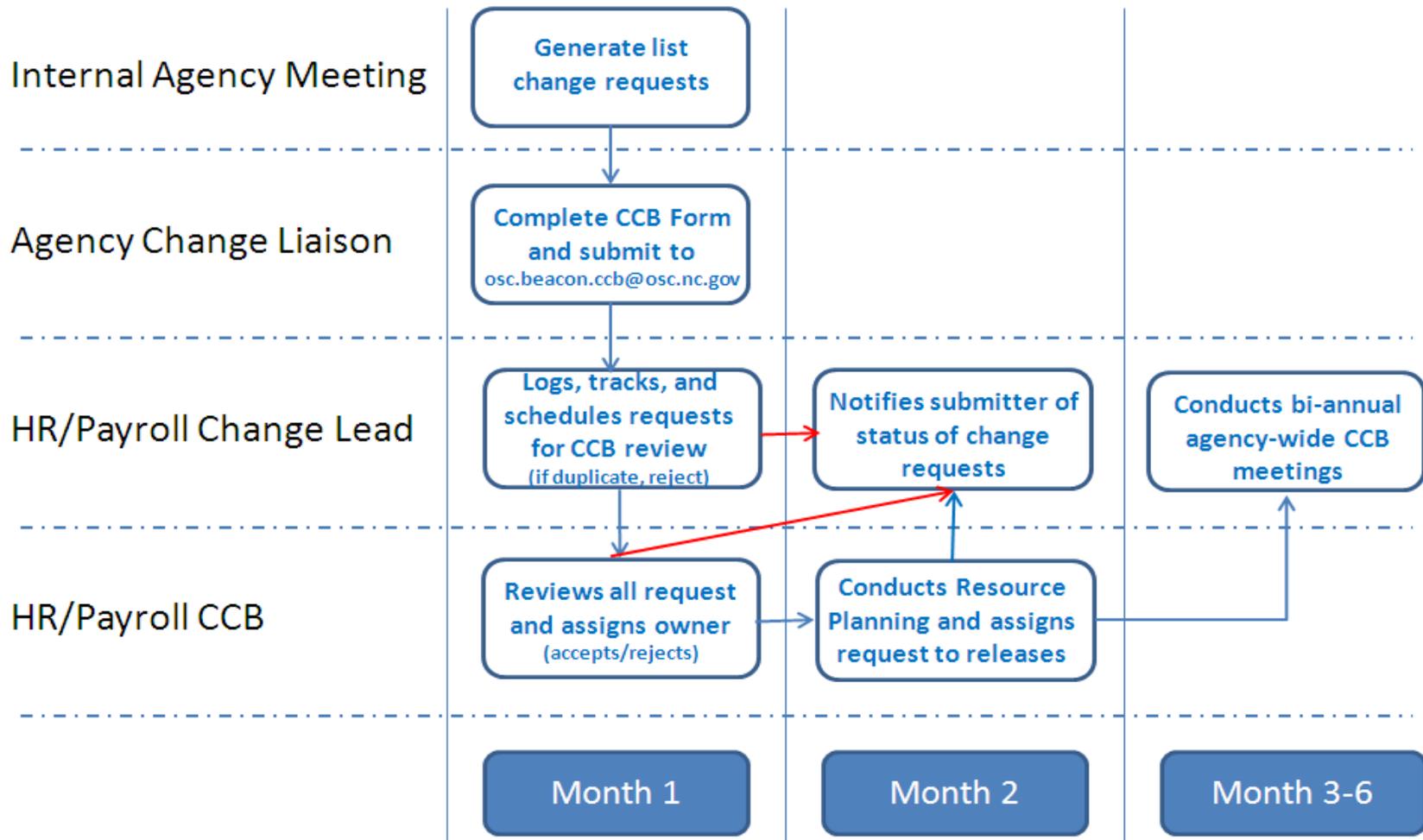
Impact of Change (check one): # of Impacted Employees Productivity Improvement (Explain Below)

Business Justification: _____



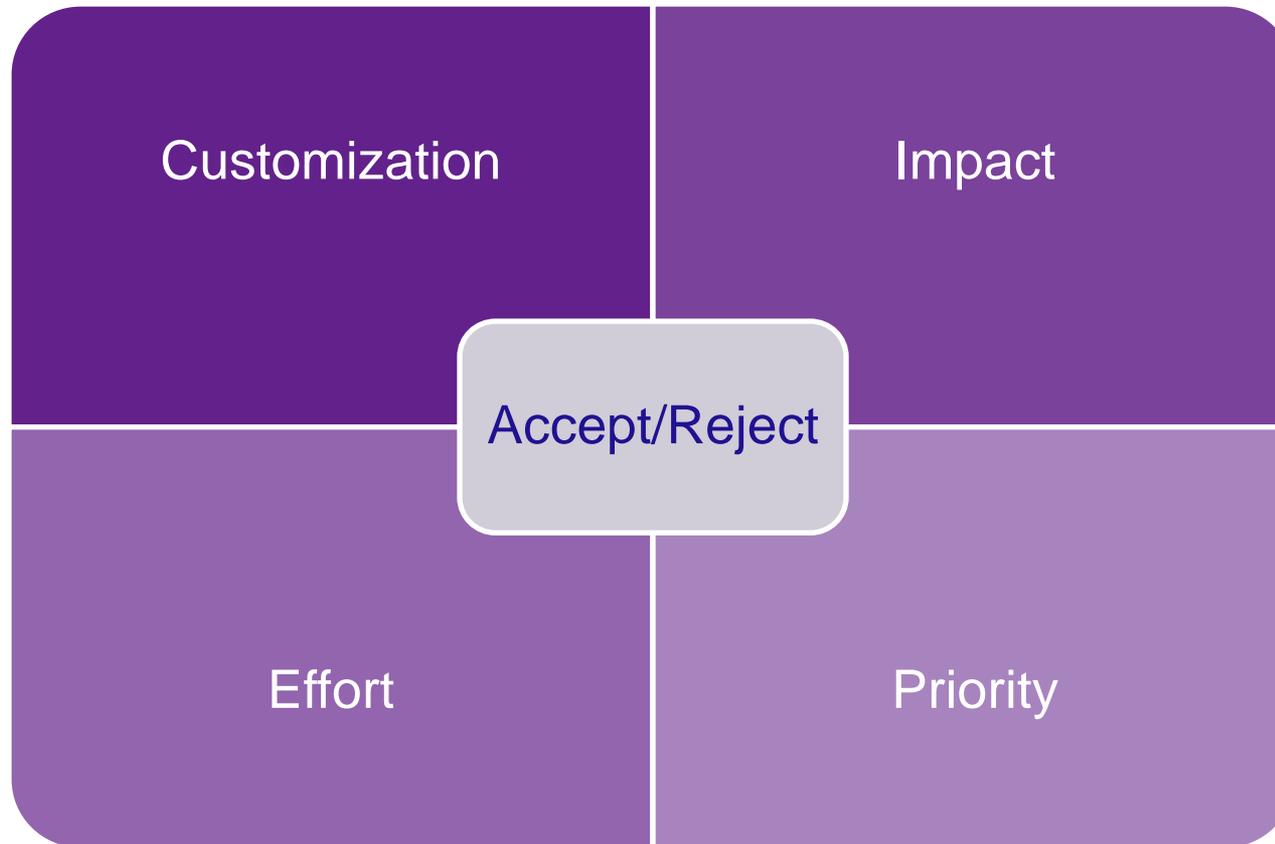
Agency Submission Process

Red Line = Decline Request





Change Request Review Considerations





Release 1, 2013 Update

Smaller and More Frequent Enhancement Releases

- Feb 2013: Surveyed Change Liaisons



- 13 Responses: all agreed to more frequent releases

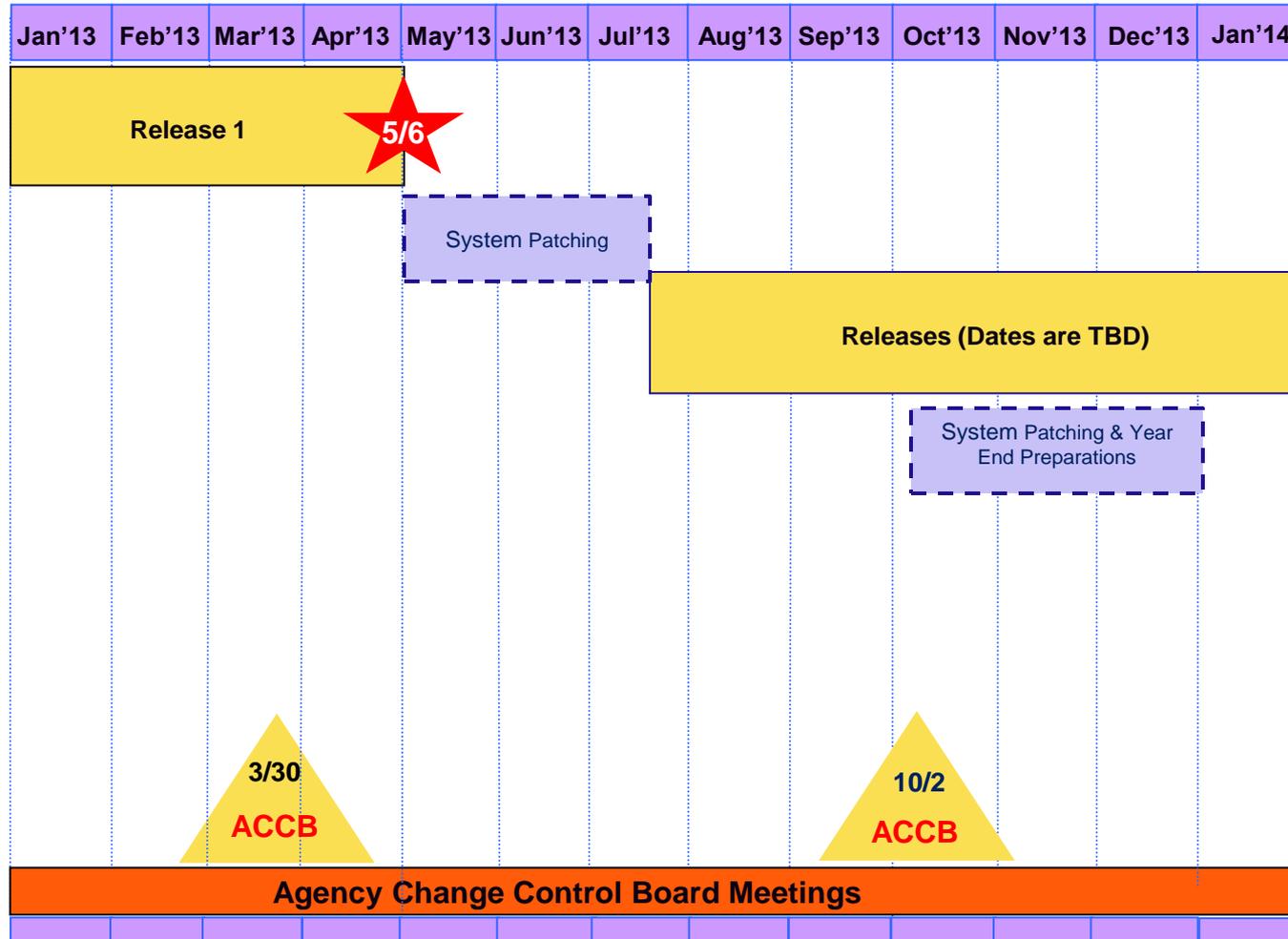


- Concerns:
 1. Allow enough time to adjust business processes
 2. Ensure communication of changes via multiple channels





Planned Releases for 2013



NOTE:

There will be instances where bug fixes, or enhancements will go in the system on dates other than the release dates; we'll take these on a case by case basis.



Release 1, 2013 – Benefits, Org Mgmt & Time

Type	Deliverable	Notes
E	BN: State Health Plan Open Enrollment	See slides 15-23 for Benefit changes
E	OM: OrgPlus extract program	This feature will remove empty org units from the display; a view of empty org units can be seen in PPOSC.
BF	Time: Various Adverse Weather Fixes	Agencies impacted have been notified.

*** Agency Request Submitted through CCB**

BF = Break Fix

E = Enhancement

NF = New Functionality



Release 1, 2013 – Personnel Admin

Type	Deliverable	Notes
E	PA: ZPASALTEMP Program	Automated program to give Temps salary increases; agencies send spreadsheets to BEST.
NF	PA: Mass Program to Update Employee Work Phone Number (IT0105)	Program allows BEST to assist agencies with mass updates to employee <i>work phone number</i> .
E	PA: Added additional subtypes to Monitoring of Tasks (IT0019)	See PA Job-Aid – <i>Monitoring of Tasks</i> for description of new subtypes. <ul style="list-style-type: none"> 27 STD/Extended Ends 30 FMLA Ends 31 FIL Ends 32 Check Leave Balances 33 License Renewal 34 Work Against 35 Alternate WSR 36 Time Limited Ends 37 Service Award Due 38 Secondary Employment 39 Other 40 Research Asst 60 Mth

*** Agency Request Submitted through CCB**



Pre-Release

Deliverable	Notes
HR/Payroll Interfaces to State-wide LMS	Interface feeds HR data (PERNER, Pos#, email, etc) to LMS.
Highway Patrol move to ESS/MSS	SHP is now fully on ESS and MSS for time entry and approval.



Pre-Release cont.

Deliverable	Notes
OM: Enhancements to the mass position transfer program to accommodate Temps moving to Temp Solutions.	Agencies should be sending BEST spreadsheets and they perform the mass transfers.
OM: New transaction (ZOMPAYPLAN) to view the pay plan	<p>ZOMPAYPLAN is used to view pay plans. Users may view the pay plan in its entirety or by Pay Grade Types, Pay Grade Areas or Pay Grades. This is a display transaction only.</p> <p>Adjustments to the pay plans are legislatively driven and made by BEACON. This transaction is available to users with DISPLAY OM security role.</p>
OM: Sun setting Vacancy Posting System	Relevant Infotypes on the Display Position and Maintain Job screens have been removed.
OM workflow enhancements	<ul style="list-style-type: none"> -Stop circular reporting -System would short-dump if viewing PCR in outbox with 2 actions on same date; now error message will appear instead.



Pre-Release cont.

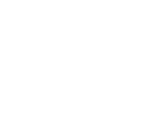
Deliverable	Notes
<p>Time: Provided option to comp Imputed Callback</p>	
<p>Time: New time quotas</p> <ul style="list-style-type: none"> -Emergency Closing (Q23) -Incentive Leave (Q29) -Callback comp (Q27) 	
<p>Time: New BI reports</p> <ul style="list-style-type: none"> - OT Comp Payout with Cost - FMLA Workbench 	<p>These reports are not automatically assigned to users; instead, they must be specifically requested by the agency data owner.</p>

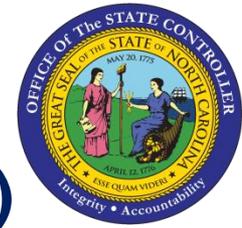
Detailed Navigation

- ▾ Compensation Aging
 - B0202: Comp Time Aging
 - B0217: Comp Time Aging with Estimated Payout Cost
- ▶ Quota
- ▶ CATS
- ▶ VSL
- ▾ FMLA
 - B0215: FMLA Overview

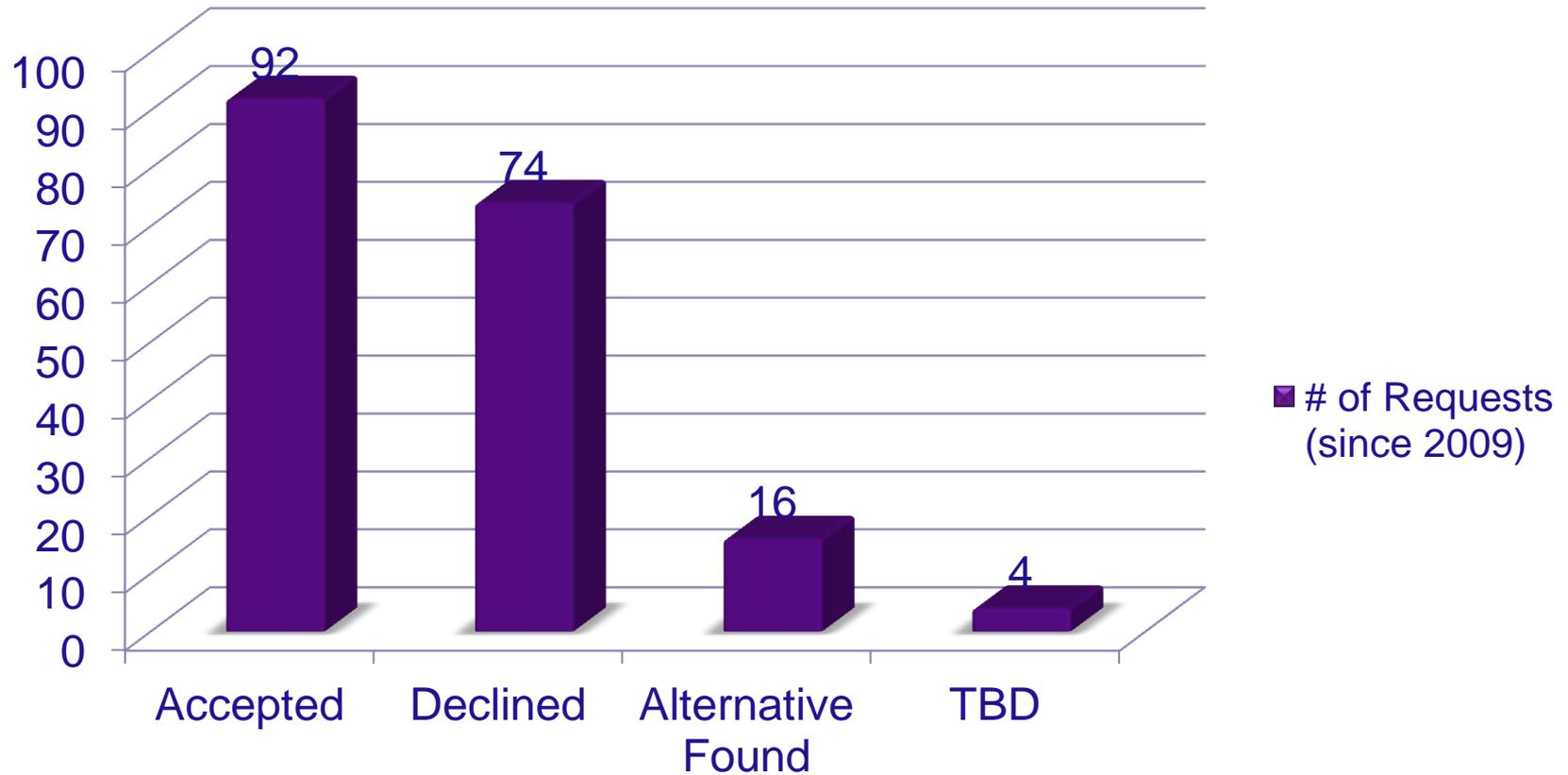


CCB Metrics Review





Change Requests Submitted = 186 (since 2009)



**** 68% of Accepted Requests have been Released ****

Meeting Attendance



Agency	3/23/2011	9/13/2011	13/28/2012	9/9/2012	Attendance Rate
Agriculture	G	G	G	G	100%
AOC	G	G	G	G	100%
Auditor	R	G	G	G	75%
Commerce	G	G	G	G	100%
DCR	G	G	G	G	100%
DENR	G	G	G	G	100%
DHHS	G	G	G	G	100%
DOA	G	G	R	G	75%
DOI	G	R	G	G	75%
DOJ	G	R	G	G	75%
DOL	G	G	G	Y	75%
DOR	R	R	G	G	50%
DOT	G	G	G	G	100%
DPI	G	G	G	G	100%
DPS	G	G	G	G	100%
Elections	R	R	R	R	0%
ESC	G	G	G	G	100%
ITS	G	R	G	G	75%
NCCCS	G	G	G	R	75%
NCEL	R	G			50%
NCSSM	R	R	R	G	25%
OAH	G	R	G	G	75%
OSBM	G	G	G	G	100%
OSC	G	G	G	G	100%
OSP	G	G	G	G	100%
SHP	R	R	R	G	25%
SOS	G	G	G	G	100%
Treasurer	G	G	G	G	100%
WRC	G	G	G	G	100%
Total Invited	29	29	28	28	
Attended	79%	72%	86%	89%	
Not Attended	21%	28%	14%	7%	
Excused	0%	0%	0%	4%	



Training Update

- Quarterly Training Newsletter
- New Course and Workshop Offerings
 - Learning Labs
 - BI Learning Lab - Jan 2013
 - PA/OM Learning Lab - May 14, 2013
 - Finance Learning Lab - TBD
 - Advanced Courses
 - Advanced BI (BI410)- Jan 2013
 - Advanced Time Reporting and Troubleshooting – Fall 2013
- Thanks for the support of the agency trainers



Training Update cont.

- Help needed from agencies:
 - Leave of Absence and Short-term Disability Courses
 - Students must know or at least have read the related policy before coming to class
 - Students should have some experience performing actions
 - Make sure students know importance of being on-time for class; we do not admit students 30 minutes after class start time unless extreme circumstances.
 - Several students show up for class without course materials.





Wrap Up & Next Steps



Next Steps

- Monday, May 6th: HR/Payroll Enhancement Release
- Tuesday, May 14th: OM/PA Learning Labs
- Wednesday, Oct 2nd : Agency CCB Meeting
- Stay tuned:
 - Finance Learning Lab for budgeting officers
 - Advanced Time Reporting and Troubleshoot Course