SPS Workday User Group Conference Call Meeting
March 24, 2016 11:00

Agenda

Conference Call/User Group Purpose:

This meeting is to highlight the latest alerts, info and changes that may be important, give info on updates/changes to processes in the system, to get additional topics for discussion or training, and take more general questions from the group. The SPS Ticket process is still to be used for specific questions regarding a transaction. We will not produce minutes from each meeting call, but will post the agenda and add any other necessary documents to the SPS website.

Alerts/Info:

Upcoming HR User Group Calls

Shared Services has set the following HR User Group calls on different days of the week to make it easier for staff to attend.

- March, 3/24/16 at 11:00
- April, 4/20/16 at 1:00
- May, 5/16/16 at 11:00

Look for additional communications for the Refresh of the Practice Sandbox; Parallel testing and Timelines.

Employee Campaign ending…but not over, planning required for support calls

We anticipate the phone calls to pick up again after the holiday and spring breaks. Please make sure that your office is giving the correct log-in instructions to your employees to reduce the amount of helpdesk calls we get overall. Some employees are still confused by the various systems, the POSC, the Hub and Workday. If you haven't used the materials from the SPS website to explain the differences, you should consider this now. You can also direct your employees to specific parts or links on the SPS website.

SPS Help Desk Calls or Tickets REMINDER

HR Related, Sup Org Issues: Employees and Supervisors **<u>should not be calling</u>** the SPS Help Desk. The Agency HR office is the first stop for employees on these issues. HRCs or other Workday roles should submit a ticket for issues or problems. HR staff should not be calling SPS staff directly for SPS issues. We must use the ticket process so that we can track information and solutions to issues.

Log-On Issues: The employees should be given instructions from their SPS Change Lead or HR office on how to log on to Workday first. And, only if there is an issue with the employee's log on, should the employee call the SPS Help Desk. We are changing the message on the help line to be more clear to avoid employee waits for log-on help.

Alert 36: HR Transaction Errors that affect CPB

Contractual Start and End Dates, please make sure these dates correspond to the open or closed status of the contract. If you are renewing a contract, please follow the job aid for Contract Renewals. If you are changing the pay rate for a contractual employee, please make sure you follow the Request Comp Change job aid.

End Additional Job, to terminate someone in an additional job, you use the ***End Additional Job*** Event not the Termination event.

Primary Job, remember that leave benefits in Workday Timekeeping will only apply to the Primary job for an employee with multiple jobs. If an employee holds a State/Regular and a contractual position, you want to make sure the State/Regular job is the primary job in Workday. Use the *Switch Primary Job* Event if you need to make a change.

Multiple W#, to prevent creating multiple W numbers for an employee, it is important to verify that the candidate does not currently have a W number. This should be done for the "Hire":

1) Before selecting "Hire" as the action code on the Hire Details in JobAps, refer to the Employee Validation file located on the HR Officers' website to verify whether or not the candidate has an existing W number

2) If the candidate does have a W number and the number is not populating on the Hire Details, then correct the application.

3) Once the correction has been made, select the appropriate action code on the hire details "rehire, promotion, demotion, transfer, or secondary employment".

If you need access to the discrepancies tab on the HR Officers' website please submit a security access form to shared.services@maryland.gov. You should discuss this discrepancy process, including correcting an application with your agency recruitment staff to ensure this process is happening to avoid issues in Workday.

HR/Workday Tips

Timekeeping is not is Production
You will not find the Time Worklets in your current Workday site, until your go live date. DBM and DoIT employees have been live since March 16, and all is going well. The Gross payroll part is not in production, so we will use Workday to populate the current ETR/PTR for the next pay periods. Look for more info on the go-live dates from your agency rep or HR Director.

Timekeeper Approver not a role in current Production
This role will not be in production until the go-live date

Workday 26, March 14, 2016
You may notice some slight changes as you use Workday, this is a result of the most recent release on March 14. We are working on an issue with the PEP Rating business process, it should be resolved by March 28, 2016.

Required Fields: We are changing some HR data fields from optional to required. As a result, you may notice fields that could previously be left blank will now generate an error when left blank. Some of these fields include: Retirement Code, Company, Cost Center, Authorized By, Bargaining Status, Budget Status, and Authorized Percent.

SSN Changes to Avoid Duplicate or Incorrect Numbers
We will be moving the Govt ID step in the business process so that it occurs earlier in the event. There will be a hard stop when it is a duplicate number. This earlier step will require agencies to have the SSN from the candidate earlier in the process to complete the event in Workday. We will send out an Alert when the changes will be in production.

Acting Capacity Pay
New information for the acting capacity event in Workday to connect this info to the gross payroll going to CPB. There will be exempt and non-exempt categories, and the end date of the acting period used to send the correct info to CPB.

Office of Budget Analysis
We met last week with DBM OBA about some of the data in Workday. They will be addressing some missing or incorrect info with the Agency Budget and Finance Partners. Please make sure you are in touch with your agency budget or finance staff for the data you need to create or change position attributes, such as funding, authorized by, authorized percent, RSTARS values, Cost Center, etc. If you do not know the correct info, please find out before making a change in Workday.

Personal Information and Onboarding
If an employee hasn't completed the Onboarding, this may interfere with the employee trying to Edit the Personal information through their Profile. Check the Worklet for the Onboarding Summary Status for all status for your onboarding employees.

Preparing for Go-Live of SPS Time and Attendance

There are many tasks to complete in the background in order to have a smooth successful launch, at the recent Checkpoint meeting we handed out a go-live check list and a fact sheet in addition to the info below:

- Training for the Timekeeping, Payroll and HR Roles
- Practice Environment for employees and staff with additional roles
- Checking the Time Off Service Dates
- Correcting any issues with employee job profiles for cash overtime eligibility
- Need emails in Workday for the Timekeeping roles for the Hub, for your HR and TK roles for training messages; and for new employees.
- If we find sup org issues in your agency, we will be contacting you for more information, so we can correct these issues

New Reports

There will be a refresh of the Timekeeping Sandbox, Practice site for timesheets—as early as next week. You will see some additional reports there that we will continue to tweak as we get closer to the go-live. As in HR, Workday has some standard reports and we have added some custom reports to look like our current timekeeping and payroll reports.

Topics for Discussion/Training:

We still see that some of the HRC, Timekeepers, Timekeeper Approvers and Payroll Partners have not registered for training and we are seeing a high percent of no-shows. Remember, the Timekeepers, Timekeeper Approvers and Payroll Partners must complete training before the go-live to maintain these roles in Workday. The training is mandatory. If you know of staff in your agency that have not completed or registered for training, please discuss with your HR Director or your agency lead.

HRC HR Workday Training, for new HRCs, new training dates for April 19-20 and April 21-22. These classes are assigned to staff based on the Security Access forms we receive for staff taking on the HRC role for the first time.

Questions/Issues

Reports from the Hub regarding the employees that have or haven't completed training. We are looking into additional reporting for agencies to run from the Hub or from Workday directly. We should have something available the week of March 28th.

Practice Timekeeping Sandbox questions:
It will be turned off at the go-live date; remember to give employees complete instructions when directing them to use the sandbox for practice, including password info.

Excel Form for Payroll Inputs, this form is not on the Hub yet, but will be shortly. We are finalizing the payroll input info and will be completing additional job aids for the overall process.

Looking into a couple of the on-boarding events to make sure they are working correctly, some reports of HRCs receiving events twice. More info after we test these issues.

Questions about notifications of DBM approvals when complete, some conversation about the DBM approval process for specific salary or job types; We can look into adding a notification at the end of this approval process.

The conference call information is below. Please forward this email to anyone who would benefit from attending.

SPS Workday Sept Updates Conference Call
3/24/16, 11:00 – 12:00
Conference Call Number: 1-866-886-3165
Conference Code: 9875145991

To: HRC and HRP Users
CC: HR Directors, SPS Team