



HR Contacts Meeting PeopleSoft 9.2

May 5th, 2014
1:15 p.m. – 4 p.m.
Pioneer Room

Talent Management

Issue Resolution Workload

- 90 current issues between ELM, HR, Payroll, Recruiting & the Hub
- Issues ranked according to impact on process, potential of workarounds
- HRMS & ITD are working on requests & tweaks everyday

WMS#	STAT#	Assigned	Description	Priority	Date Due	ITD Est date	Owner	Comment
205472-1435852	1100-OMB	Greg	PeopleSoft Recruiting Solutions Project (RS)	1-Critical	12/31/2013	2/28/2014	Darin S.	Close to 3,000 appl. lfs created. 390 approval job applic. Crea
219780-1484175	HR-4133	Anita	HCM grabbing prior incumbent for position	1-Critical	12/31/2013	3/31/2014	Darin S.	Oracle asked that we reinstall pum2 to our demo environm
222547-1492108	HR-4173	Blake	Performance notes not displaying correctly	1-Critical	2/28/2014	3/31/2014	Justin C	Justin has a case open with oracle still waiting on a patch fro
199365-1415687	1900-NDPERS	Vern	NDPERS - Demographic Interface in Peoples	2-High	12/31/2012	2/28/2014	Kevin P	Testing and repairing a couple of issues yet
206788-1440062	ELM-238	Rob	Leamer query, enrollment processing	2-High	4/19/2013	5/30/2014	Darin S.	DHS is doing some testing and has been migrated to prod
218992-1481620	HR-4102	Anita	Remove HTML option	2-High	12/31/2013	4/4/2014	Darin S.	One POC is now in production but still have one remaining is
219595-1483642	HR-1224	Anita	Darken Tangetine	2-High	12/31/2013	5/30/2014	Darin S.	Working on and playing with the colors some- waiting for me
220525-1486137	HR-4139	Anita	Succession 360 Mgr view	2-High	1/31/2014	2/28/2014	Darin S.	Waiting for Oracle response - Oracle asked that we reinstall
221893-1490263	HR-4154	Blake	Check Email notification	2-High	2/28/2014	3/20/2014	Darin S.	Not finding any issue with this so far
205733-1436624	HR-3979	Kevin	Process Electronic Income Withholding tem	2-High	6/30/2013	3/31/2014	Tina B	Running some tests with Kevin and Tina will do some additio
922149-1490955	3250-DHS	Anita	DHS - EmplCenter Adv Sched interface	2-High	2/28/2014	2/28/2014	Pam A	Waiting for DHS to complete review of table in prod and testir
224677-1498648	HR-4225	Kevin	POIs affecting Vendor App Msg	2-High	4/30/2010	4/30/2010	Justin C	
224678-1498652	HR-4226	Lindsay	Require address during registration process	2-High	4/30/2010	4/30/2010	Justin C	
224679-1498655	HR-4227	Kevin	Saved Searches dont always Save	2-High	4/30/2010	4/30/2010	Justin C	
224681-1498658	HR-4228	Lindsay	Degree section to default to USA	2-High	4/30/2010	4/30/2010	Justin C	
224682-1498659	HR-4229	Lindsay	Add Long Desc. to question lookup ID	2-High	4/30/2010	4/30/2010	Justin C	
224684-1498661	HR-4230	Greg	E-mail a Friend link errors out	2-High	4/30/2010	4/30/2010	Justin C	
225090-1499941	HR-4259	Greg	CEO Reference Numbers issue	2-High	4/18/2014		Justin C	
224932-1499426	HR-4255	?	Pop-up warning for date on marital status ch	2-High	5/30/2014		Tina B	
224145-1496965	HR-4208	?	Update person profile current location	2-High	3/31/2014		Darin S.	
224141-1496954	HR-4211	?	Force W-2 consent prior to viewing el	2-High	10/31/2014		Tina B	
223300-1494424	HR-4191	?	List item not reflected in title	2-High	3/31/2014		Darin S.	Might be resolved with another fix from Oracle
219885-1484476	HR-4135	1	ND Resp Not updating on pers profile	2-High	1/24/2014		Justin C	
191487-1389446	PTF Manager	Andrew	PS Test Framework & performance monitor	3-Med	9/29/2012	6/30/2014	Jeff L	Plan is to make some progress on the FIN side prior to the u
193987-1395030	HR-3924	Anita	Review tables for HE info and make inactive	3-Med	9/30/2012	4/25/2014	Tina B	No change need to get back at someday
204046-1431263	HR-3957	Anita	Review dynamic roles in HR	3-Med	3/31/2013	5/23/2014	Tina B	Not started
212893-1461105	HR-4058	Kevin	Update current 485 WSI ePerf approval work	3-Med	2/3/2014	3/31/2014	Justin C	Spent a little time and will need to have discussions with Jus
216834-1474647	HR-4080	Lindsay	Populate address from Location	3-Med	2/28/2014	4/25/2014	Tina B	No change, working on Recruiting issues
210076-1451725	HR-4022	Lindsay	Update DR pagelst from leave accrual table	3-Med	8/31/2013	4/25/2014	Tina B	Started - working with Anita
219771-1484168	HR-4132	Lindsay	Limit Time Redistribution fields to active cod	3-Med	3/31/2014	4/30/2014	Tina B	Just started
224813-1499071	8010-DOT	Rob	DOT - ELM Doc Status changes	3-Med	4/25/2014	4/25/2014	Tim P	Working on and Gerard will need to work with Robyn
224813-1499071	ELM-280	Rob	Inactivate employees who have been	3-Med	4/30/2014	4/30/2014	Gerard S.	
224832-1499143	HR-4231	P-1	Restrict recruiters views of existing int	3-Med	5/16/2014		Justin C	
224834-1499145	HR-4232	P-2	Date on interview notices not displayi	3-Med	5/16/2014		Justin C	
224835-1499146	HR-4233	P-3	Add Applicant Grouping to COE	3-Med	5/16/2014		Justin C	
224837-1499147	HR-4234	P-4	Add "Reason For Leaving" to Work Hist	3-Med	5/16/2014		Justin C	
224838-1499150	HR-4235	P-5	Add references to Manage Application	3-Med	5/16/2014		Justin C	
224841-1499152	HR-4236	P-6	Transition from ND file	3-Med	5/16/2014		Justin C	
224842-1499154	HR-4237	P-7	Hiring Manager Access to Add Applicat	3-Med	5/16/2014		Justin C	
224844-1499156	HR-4238	P-8	Screening Requirements Points Prompt	3-Med	5/16/2014		Justin C	
224845-1499157	HR-4239	P-9	Query on Job Opening Questionnaire S	3-Med	5/16/2014		Justin C	
224846-1499161	HR-4240	P-10	Candidate Gateway not displaying Mul	3-Med	5/16/2014		Justin C	
224847-1499162	HR-4241	P-11	R Tab Time to Fill Pagelet error	3-Med	5/16/2014		Justin C	
224849-1499165	HR-4242	P-12	DOT EEO Reporting	3-Med	8/1/2014		Justin C	
224851-1499170	HR-4243	P-13	Add Hiring Mgr use Row Level	3-Med	5/16/2014		Justin C	
224852-1499174	HR-4244	P-14	Limit View of DD214 Attachment Type	3-Med	5/16/2014		Justin C	
224853-1499175	HR-4245	P-15	Error on Recruiter home link	3-Med	5/16/2014		Justin C	
224854-1499176	HR-4246	P-16	BisMan Online File	3-Med	5/16/2014		Justin C	
224855-1499177	HR-4247	P-17	Hispanic or Latino not retaining the an	3-Med	5/16/2014		Justin C	
224856-1499179	HR-4248	P-18	Incorrect table view of Recruiting loca	3-Med	5/16/2014		Justin C	
224857-1499180	HR-4249	P-19	Prevent Public Applicants Lists	3-Med	5/16/2014		Justin C	
224858-1499181	HR-4250	P-20	TeamID_Ord	3-Med	5/16/2014		Justin C	
225297-1500519	HR-4260	?	Put W-2 on Self-service back to 2007	3-Med	8/31/2014		Tina B	
225089-1499938	HR-4257	?	Update to Job DetailsHeader	3-Med	4/30/2014		Justin C	
224931-1499424	HR-4253	?	Rank Applicants can't handle 0	3-Med	5/30/2014		Justin C	
224934-1499428	HR-4256	?	Update Vet Pref validation screen	3-Med	4/25/2014		Justin C	
921887-1490297	8010-DOT	?	DOT - Impact if Not Fill field - eRecruit	3-Med	2/28/2014		Tim P	
224370-1497686	HR-4215	?	Mgr not able to see historical document	3-Med	4/18/2014		Justin C	
224374-1497691	HR-4218	?	Pagelet saves redirect	3-Med	6/2/2014		Darin S.	
219770-1484166	HR-4130	1	Set up Paycheck modeling	3-Med	3/31/2014		Tina B	Tina will need to do some review of this also

9.2 Performance Documents

Guided process for Managers to see what step has been done and what needs to be done next.

The screenshot displays a web application interface for performance evaluations. The top navigation bar includes tabs for 'Employee Hub', 'Manager Hub', 'Recruiting Hub', and 'Help?'. The main content area is titled 'OMB Annual Eval W/Policies' and 'Manager Evaluation - Update and Share'. A sidebar on the left lists the following steps and tasks:

- Define Criteria (Due Date: 06/30/2014)
- Review Self Evaluation (Due Date: 05/31/2014)
- Complete Manager Evaluation (Due Date: 06/15/2014)
 - Update and Share (highlighted)
 - Request Acknowledgement
 - Pending Acknowledgement
 - Complete

The main content area shows the 'Competency 1: Customer Service' section with a description: 'Understands that all State employees have external and/or internal customers that they provide services and information to; honors all of the State's commitments to customers by providing helpful, courteous, accessible, responsive, and knowledgeable service.' Below this, there is a section for 'Employee Self Rating' and 'Employee Comments' with a text box containing the message: 'Employee has not completed their self-evaluation'. At the bottom, there are radio buttons for rating options: Exceptional, Exceeds Expectations, Meets Expectations, Needs Improvement, and Fails to Meet Expectations.

Managers now see Employee Self Rating and Employee Comments on the screen.

9.2 Performance Documents

Managers now see the employee's rating on the Policies section.

Policies section

Default - Policies

Expand | Collapse

Agency Policy Review

Description:
Our agency requires all employees to review and acknowledge the following key policies in our agency Policy Manual:

- Acceptable Use of Electronic Communication Devices
- Confidentiality
- Designated Medical Provider
- Drug & Alcohol Free Workplace
- Employee Assistance Program
- Ergonomics
- Ethics
- Hostile Work Environment
- Safety Policies
- Sexual Harassment
- Workplace Violence

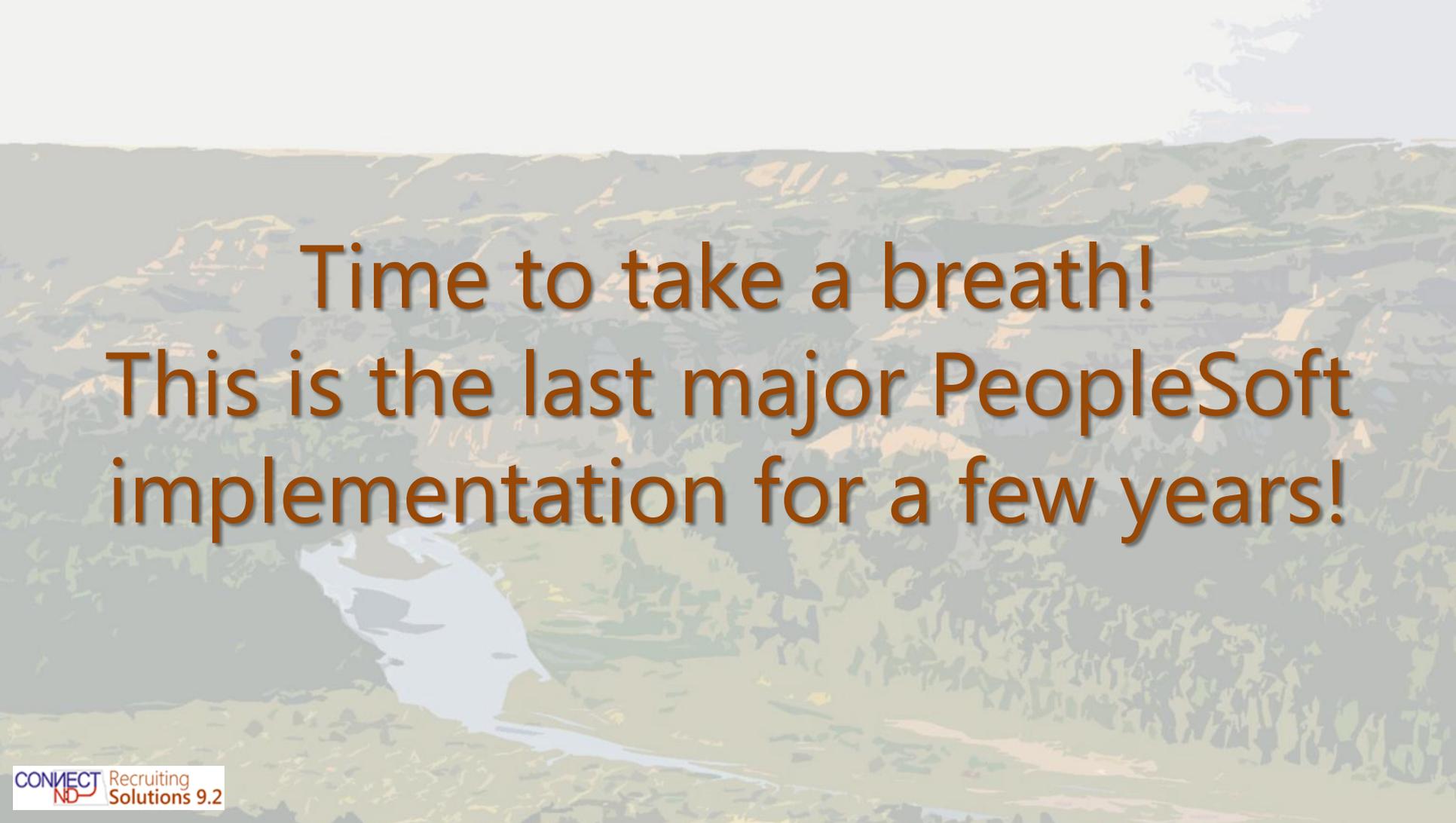
Employee Acknowledgement:

By selecting YES, I acknowledge that I have read, fully understand, and will follow the policies and procedures listed above. I also understand my right to file a complaint relating to sexual harassment, hostile work environment, or workplace violence and my responsibility to report occurrences in these areas to management.

Employee Self Rating Yes



Recruiting Solutions



Time to take a breath!
This is the last major PeopleSoft
implementation for a few years!

Agenda

- Statistics since Go Live
- Refresher on overall process
- Issues resolved since Go Live
- Enhancements since Go Live
- Pending fixes coming soon
- Top 10 Issues & Fixes

Current Statistics

- Go live was February 12, 2014
- Applicants
 - 5630 number of unique applicants
 - 512 applicants/week
 - 177 applicants hired since Go Live
 - Increase of 156% over average under old process
- Job Openings
 - 345 Jobs currently open in process
 - 103 Jobs currently posted on site
 - 148 Jobs filled

Current Statistics

Some comparison of how we fair with the industry best practices as determined by The Talent Board.

The Talent Board.org is a non-profit organization with 501(c)3 certification. The mission of the Talent Board non-profit research organization dedicated to improving candidate experience.

Category	Average Online App Best practices	Best Practice used by	*ND Rec Solutions	*ND comments
Customer Service	Submitting triggers an automated 'Thank you'.	96%	Yes	Online notice that your application has been submitted.
Customer Service	Ability to upload a parsed resume or submit a profile.	71%	Yes	Our resume parsing or LinkedIn Profile is accepted.
Customer Service	The candidate is informed of 'next steps'.	43%	Yes	Upon completion, the applicant is presented with an online notice that their application is going to be reviewed by Agency personnel.
Customer Service	As the candidate finishes each section there is a 'percent complete' update.	36%	Yes	We have train tracks showing what stage the applicant is in. We have Next arrows, we indicate step 5 of 7 steps.
Customer Service	The average/expected time to complete the application is included at the beginning of the process.	24%	No*	State of ND will survey applicants and ascertain completion metrics.
Customer Service	The U.S. application is available in other languages.	11%	No*	State of ND will survey Agencies to determine need.
Screening	We include work eligibility 'knockout questions'.	89%	Yes	Preliminary screening does this.
Screening	We include screening questions but we do not reject candidates during the application.	65%	Yes	We tell them at the end of the application that they do not meet MinQuals.
Screening	We include job-specific screening questions.	61%	Yes	Preferred give us the spread of points to scrub and analyze. Agencies who aren't screening or screening effectively are having the most problems, and the most frustrated.

Current Statistics

Some comparison of how we fair with the industry best practices as determined by The Talent Board.

The Talent Board.org is a non-profit organization with 501(c)3 certification. The mission of the Talent Board non-profit research organization dedicated to improving candidate experience.

Category	Average Online App Best practices	Best Practice used by	*ND Rec Solutions	*ND comments
Screening	Explanations of any and all future testing required for the position (background checks, physical, credit, drug testing, personality tests) is included in the application.	30%	Yes	Testing requirements are listed in the job opening, along with a statement in the application terms and agreements.
Screening	With general screening questions we skip the candidates to an exit with an explanation that they will not be qualified to work in the company at this time.	14%	Yes	Preliminary screening does this.
Screening	With specific screening questions we skip the candidates to an exit with an explanation that they would not be competitive at this time.	11%	No	We tell them at the end of the application that they do not meet MinQuals. Preferred give us the spread of points to scrub and analyze.
Regulatory	Reasons for collecting race and gender are explained.	76%	Yes	Indicated on the diversity page, candidates can choose not to disclose.
Regulatory	An explanation of privacy – specifically with regard to staffing process – is explained in layman’s terms.	52%	No	“Applicant materials are subject to ND open records law.”
Regulatory	Accommodation information for people with disabilities is prominently displayed.	27%	Yes	Assistance links, phone numbers published on the menu.

Current Statistics

Industry rates for a successful completion of an application are at 49%*

State of North Dakota Recruiting Solutions job site is at a 66% successful completion rate.

We are seeing a 34% increase in successful applications compared to the national average!

**Statistics from Smashfly.com*

Process Refresher

Creating Job Opening

- Either Hiring Manager or Recruiter start process
- During approval process, changes can be made
 - Some changes will require a restart of the flow
- Screening Questions
 - Yes/No, Multiple Choice, OEQ
 - Multiple Choice & OEQ will give best spread of candidates through screening
- Posted live after final HRMS approval

Process Refresher

Candidate Application

- Candidate selects position, asked to log in
- Candidate receives prompt if they have already started application
- Candidate can upload and parse resume to pre-populate data
 - More “unique” resumes may require more data clean up
- Candidate receives instant feedback if they meet the prescreening, follow up at end if they meet minimum qualifications

Process Refresher

Candidate Screening

- Preferred Quals screening ran after Remove Date
- System will rank based on replies from candidates
 - These results will need to be reviewed
 - Candidates found to have misrepresented or not provided all documentation will need to be manually rejected
 - Points can be adjusted based upon manual review of candidates
 - Apply Results only after you have the COE/ROA as you want it

Process Refresher

Candidate Routing

- Candidates that make up COE routed to Hiring Manager, Interviewers
- HM can't see candidates unless they are in Routed or Rejected status
- Interviewers have limited access to candidate's data

Process Refresher

Interviewing

- Benefit to setting up interview via RS is note automatically created for applicant
 - Does not replace contacting candidate prior to setting up interview
 - Do not check "Notify Interview Team" if you've already set up interview via Outlook
- Interview Evaluations
 - They are optional but can be a good location to have interviewers list feedback for next step for candidate

Process Refresher

Offer

- Extended via Prepare Job Offer
- Will need to go through an approval process
- Can use system generated letter or upload one of your own
 - Letter is critical because this is the only way the candidate knows online what the offer amount is
- Contact candidate prior to posting offer
- Candidate logs in, clicks Accept Offer, submit

Process Refresher

Hire/Close Opening

- Candidate must run through ND Hire process first
- EmplID place on candidate record, disposition toggled to Hired
 - This will automatically close out the job opening
 - This will automatically reject all other candidates on the opening
 - This is the correct way to close an opening

Issues Fixed Since Go Live

At Go Live, there were 68 outstanding issues

As of 5/5, we have resolved:

- 45 of those issues in house
- 1 has been sent to Talemetry for review
- 1 has been sent to Oracle with a fix due Q3 2014

Major Enhancements Since Go Live

Rank Applicants

- Split the screen
- Added Access to:
 - Manage Job Opening
 - Job Opening Questions/Answers

Application Print

- Able to print application for candidate

Pending Fixes Coming Soon

Prepare for Hire

Current Process

- SSN/DOB gathered by recruiter
- Candidate forwarded to Payroll
- Payroll processes via ND Hire process
- Payroll sends recruiter candidate's EmplID
- Recruiter updates candidate record with EmplID
- Recruiter changes candidate disposition to Hired

Future Process

- SSN/DOB gathered by recruiter
- Candidate validate via Prepare for Hire
- Notification sent to payroll
- Position data pre-populated from job opening
- System will toggle candidate to hired & close out opening

Pending Fixes Coming Soon

Application Attachments

Current Process

- Applicant is able to attach their resume during the application process
- Applicant attaches all other documentation via My Activities after application is completed
- If the applicant has applied for multiple positions, recruiters for those positions will be able to see all their attachments except resume

Future Process

- Applicant will attach all documentation during the application process
- Attachments will be tied to the job opening ID
- Only recruiters with access to the job opening will be able to see the attachment

Pending Fixes Coming Soon

External Site ReDesign

Current Process

- Design is meant to mimic the current OMB site layout
- Design forces the RS Site to shift down & to right
- Design leads to additional downward scrolling & possible right scrolling

Future Process

- Left menu and OMB banner will be removed
- Items accessible through left menu will now be accessible via top menu
- New design should minimize downward scrolling & eliminate right scrolling

Top 10 Issues & Fixes

10. How do I close a job out?
9. Where do I attach my notes?
8. Why do I get a "Not Authorized" error when trying to access the external site?
7. Why does the candidate see an all white screen after uploading their resume?
6. Can I see if my employee applied for another position?

Top 10 Issues & Fixes

5. What is the difference between “removal date” and “closing date?”
4. How do applicants attach documents to the application?
3. Why can't I see applicant notes added from other people?
2. Why doesn't the system ranking match my manual ranking?
1. Why doesn't my user name and password work on the external site?