

THE STANDARD



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Human Resource Management Services HUMAN RESOURCE MANAGEMENT SERVICES

The Sixty-first Legislative Assembly of North Dakota passed Senate Bill 2061. Specifically the Bill directed Human Resource Management Services (HRMS) to conduct a study to evaluate steps the State could take to recruit and retain state employees as they near retirement.

The objective of the study was to determine and report to the legislative council specific recommendations of legislative and non-legislative actions the State could take to address the issue of state employee workforce retention.

The Tax Department, Department of Health, Historical Society, and the Department of Transportation were the agencies selected for the study. Employees aged 55 and older and retirees of those agencies who had retired within the past five years were surveyed. HRMS also interviewed agency managers and executives as part of this study to determine the perceived and actual barriers to retaining state employees. The study also included surveys of ten states in our geographic

region and a sample of cities, counties and schools in North Dakota to determine what steps other public employers may have taken to retain older workers as they near retirement.

Interestingly, retirees and active employees noted several of the same issues regarding ability to retire. Retirement benefits, meeting the Rule of 85 were very important to state employees. Ability to afford health insurance, Medicare eligibility, and the desire to control their time were other important influencing factors.

Employees and retirees indicated a dedication to their agency's mission, co-workers, and/or the citizens of North Dakota as strong factors that kept them at work. It was very clear in the survey responses the pride North Dakota employees and retirees have or had in their work. Many commented that they truly enjoy their work and want to continue working as long as their health allows. Some even alluded to their co-

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CENTRAL DUPLICATING

With the 2011 Legislative Session right around the corner, your agency has probably spent more time in meetings. In preparation for these meetings, you have needed to make copies, bind books and create custom, agency specific binders or folders and other communication materials.

If your agency feels overwhelmed with the extra workload, let Central Duplicating take it off your hands. Our professional experienced staff, using automated specialized equipment, can create, print and copy your materials allowing you more time to work on other tasks at hand.



Central Duplicating is located in the Judicial Wing Basement of the Capitol building making it easy and convenient to send a printing project to us. Services that we provide are full service printing and binding, graphic design for custom letterheads, envelopes and business cards, media conversion, laminating and mass mailings. Agencies located within the Capitol building also get the added benefit of free delivery.

Let Central Duplicating take care of your printing needs from making copies to binding books. Our mission is to save your agency time and money.

RECRUITING SOLUTIONS IN PEOPLESOFT

A new project is getting underway... Recruiting Solutions in PeopleSoft!

Receiving applications online and applicant management will become available when we implement: Candidate Gateway 9.1 & Talent Acquisition Manager 9.1 aka Recruiting Solutions.

Now a little about the applications: **Candidate Gateway 9.1** helps your agency eliminate the hassles and delays that are normally associated with employee recruitment. Candidate Gateway enables applicants and employees to collaborate in real time and use intuitive, role-based home pages. By using Candidate Gateway instead of a paper-based process, your agency can be the first to make a competitive offer to a top candidate.

Candidate Gateway - Features List Comprehensive Recruitment Functionality

- Enable applicants to submit resumes online.
- Keep all parties informed of application status and interviews.
- Submit and confirm employee referrals, view awards, and view eligibility status via easy-to-use self-service transactions for employees and external applicants.

Intuitive Self-Service for Candidates

- Enable applicants to create, review, and update resumes online.
- Allow internal applicants to view information about job openings.
- Allows candidates to self-screen themselves for positions saving recruiters time.

Talent Acquisition Manager 9.1 transforms the way you recruit employees, streamlining the complex task of recruiting for recruiters and hiring managers. In one location, managers and recruiters can create and submit requisitions for open positions, screen applicants, and hire and onboard best-fit candidates.

Talent Acquisition Manager - Features List Self-service features allow managers and recruiters to:

- Create and submit job requisitions electronically.
- Track and manage open requisitions from your desktop.
- See which jobs applicants have applied for in your agency.
- Schedule interviews (with a link to Outlook) and enter interview results electronically.
- Search your agency talent pool.
- Use workflow for routing, tracking, and approvals.
- View references for each candidate.
- Prepare job offers.
- Approve job offers prepared by other employees or managers.
- View approval status of specific job offers.
- Initiate pre-hire activities for applicants who have accepted job offers.

The State currently owns the license to Candidate Gateway and Talent Acquisition Manager, and will be sharing the implementation with the ND University System with an estimated project start in late fall 2010, with a go live of late spring 2011.

RISK MANAGEMENT

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RISK MANAGEMENT WORKERS COMPENSATION PROGRAM

In 2001, the North Dakota Legislature established a single Workforce Safety and Insurance account for all state agencies. Guaranteed cost program premiums for individual agencies are established by WSI and deposited in the Risk Management Workers Compensation Fund. Monies deposited in the fund are used to pay WSI deductible premiums, claim costs within the deductible amount, and costs associated with workers compensation loss control programs. The deductible contract administered by the Risk Management Division has remained at a \$100,000 deductible per claim since the inception of the program.

The intent behind the establishment of a single account was to hopefully realize cost savings through a deductible contract with the assumption of greater risk within the deductible amount together with focused loss control efforts including a cross agency return-to-work program. This modified form of

self insurance creates significant incentive to reduce losses. Favorable loss development can result in significant savings while unfavorable loss development can result in higher costs than the standard guaranteed costs policy.



As of June 30, 2010, total estimated available program savings since 2001 is \$12,883,189. Through the Risk Management Discount and Dividend Program, these savings are returned to agencies with effective loss control programs. Since the establishment of the consolidated account, agencies have realized significant direct savings in reduced paid premiums together with favorable overall loss development. The Risk Management Division continues to strive to work with agencies in reducing workplace injuries. Only by maintaining a favorable loss history can the program continue to realize the significant costs savings the Legislature intended through the establishment of the program.

workers as their second family.

Work-life balance and salary were other issues that employees felt strongly about. Flexible work schedules and manageable workloads are valued. Pay for performance is encouraged, and a desire for respect and recognition from their employer was mentioned as a motivator.

There were many recurring themes to retain workers nearing retirement among the survey participants. HRMS recommended emphasis be placed in two key areas in order to retain older workers, namely, pay and benefits and work environment.

The key to retention of employees is engagement. A truly engaged employee regardless of whether they are newly hired, mid-career, or nearing retirement is most productive and less likely to be actively looking for opportunities to move on.

The State of North Dakota currently provides in statute and administrative rules the opportunity for management to be flexible. Individual agency policies and practices, however, vary according to the agency management philosophy, mission of the organization and other pertinent criteria. This study identifies the need for agencies to reconsider their existing practices if they desire to retain workers nearing retirement. HRMS is available to assist agencies in their review and to help them modify their organizational structure to allow for the recommendations provided if necessary.

To review the study, the detailed analysis, and the full HRMS recommendations go to the HRMS website during the month of October. The full study will be posted there under reports and presentations. <http://www.nd.gov/hrms/managers/presentations.html>



Autumn Day in the County Side, Ronald Fischer, Grand Forks



Amber Waves of Grain, Curt Bonn, Rolla



Birch Trees in Autumn, Ronald Fischer, Grand Forks

FISCAL MANAGEMENT

Searchable Database of Expenditures

Back in February 2010, OMB requested each State agency appoint a contact person to help with the development of a searchable database of expenditures mandated by NDCC 54-44.1-18. The database will contain transactions beginning with the 2007 – 2009 biennium. The database will be available to the general public and will be searchable by fiscal year, state agency, account, vendor, appropriation, and fund. OMB, the University System and ITD have been working on a conceptual design and will be building a demo soon. Once that has been completed, we will contact the agency representatives to identify transactions that are confidential and cannot be published to the public. Our goal is to have the database up and running the early part of 2011. If you need to update your agency representative, contact Renee Nelson. Any other questions can be directed to Chuck Lang.

Cognos Business Intelligence

Have you used Cognos yet? If you haven't, you're missing out on some great stuff. For those of you who are not familiar with Cognos Business Intelligence, it basically replaces PeopleSoft query. It is fast. It is easy. Develop your own reports by drag and drop. Save your report to run in the future. Run to Excel. Run to PDF. With a click of the mouse, drill down from summary accounts to detail accounts; from agency level to department id totals; list the documents that comprise a total – all with just a click of the mouse. Have an authorized requestor submit SFN 59165 to OMB now. Contact Toby Mertz or Dustin Krueger of OMB Fiscal Management with any questions you have. You'll love it!

PeopleTools 8.50 Release

PeopleSoft Financials will upgrade to PeopleTools 8.50 the weekend of October 23-24. There will be a new "look and feel" to the application and end users will notice a few changes:

- **Floating Drop-Down Navigation:** As you mouse over any section of the menu, the menu will expand to the right, revealing more components that you will have access to view. Some of the advantages of this new navigation are:
 - o You can sort the menu – Click the sort icon on the main menu to toggle between alphabetic ascending, descending.
 - o The menu is scrollable – Click the scroll arrows that appear at the top and bottom of the menu when the menu is too long for you to view in its entirety.
 - o You can search the menu – Enter a keyword or phrase and the search index will generate matching entries as you type. When you see a match, select the item in the list.
 - o The menu leaves breadcrumbs – As you navigate, breadcrumbs appear across the top of the page to inform you of your location.
- **Favorites Menu Enhancements:** The Favorites menu has been enhanced to include a Most Recently Used (MRU) list. The last five (5) most recently accessed pages appear at the top of the Favorites list.
- **Type Ahead:** Prompt Fields now include a type ahead text. As you type, the system searches in the background and matches entries in the record to the text you enter. This is a feature that is configurable through User Personalization's and appears on search pages and in prompt dialog boxes.

FACILITY MANAGEMENT

We have many special events scheduled throughout the capitol complex this fall and winter. These events commence with the annual Trick or Treat at the Governor's Residence on Halloween Day and finish with the New Year's Window Lighting on December 31st through January 1, 2011. Other events you will enjoy attending during this season include:

- Veterans Day ceremony on November 11th
- Arrival and decoration of the State Christmas Tree the week of November 22nd.
- Governor's Official Tree Lighting ceremony held on December 6th at 5:00 pm in Memorial Hall.
- Capitol Tower Window Tree Lighting will commence immediately after the official tree lighting and end on December 30th.

We have completed a few projects this summer including the Building Envelope Study for the Capitol tower. The results of this study confirmed the overall performance of the limestone shelving and limestone panels over the past 75 years is very good. The study recommends preventive maintenance items and schedules to ensure this level of condition will not deteriorate over the next few decades. Other projects that will commence or conclude this fall include:

- Cleaning and replacement of limestone and granite on the Judicial Wing
- Repair and cleaning of the terrazzo flooring in the Capitol and Judicial Wing

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CENTRAL SERVICES

SURPLUS PROPERTY

The reutilization of state agencies' surplus computers provides a valuable opportunity for State Surplus Property to help schools and higher education. Every year, State Surplus sells over 1,500 computers to North Dakota schools.

The computers are used by schools in classrooms and labs to help students complete their assignments, learn how to use the internet as a research tool and familiarize themselves with technology to prepare them for the future. Just think, the computer that you use today, could be used by a student in North Dakota tomorrow.

One problem State Surplus has encountered in receiving surplus computers is that they are missing necessary accessories such as power cords and cables, and hard drives. Please remember to include these in your surplus property disposal.

If your agency has computers it would like to surplus, fill out a disposal form listed on State Surplus Property's website at www.nd.gov/

surplus. It is important to complete the condition code portion of the form indicating why computers are marked as being in "Fair" or "Poor" condition so that Surplus Property can determine if they can be reutilized. If computers are missing their hard drives, please list this information in the condition code portion of the form so that Surplus knows to responsibly recycle them. Computers that need to be recycled will be assessed an electronic waste fee.



For information about electronic waste fees, email Surplus Property at surplus@nd.gov.

Please help State Surplus Property with their efforts in providing computers to schools across North Dakota by sending them your agency's computers and completing the necessary paperwork.

If you have questions about disposing of your agency's computers, contact State Surplus Property at 701-328-9665 or visit their website at www.nd.gov/surplus.

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- Replacement of the cooling tower at the State Office Building
- Completion of the replacement of the plaques at the All Veterans Memorial

We are proud to announce that Mr. Thomas Job was the recipient of the Governor's Award for Excellence in Public Service for the Trades/Craft category. This was our second recipient in as many years and our fourth overall. We appreciate very much the service Mr. Job provides to state government.

FLU SEASON

According to the Centers for Disease Control and Prevention (CDC) the cold and flu season starts in late November and lasts until March; the prime times that we enjoy each other's company indoors.

During the winter months, we forget about the germs that live on our surfaces and in the air that could carry the influenza (flu) virus. One way to protect yourself from spreading harmful germs in your office is to wash your hands frequently, use hand sanitizer and clean surfaces with a disinfectant.

Products that Central Supply has on hand are:

- Purell Sanitizer Dispenser
- Purell Sanitizer Dispenser Refill
- Purell Sanitizer Pump Dispenser
- Antibacterial wipes
- Disinfectant spray

If your agency would like to order these items that will help prevent the flu virus from spreading, contact Tom Young in Central Supply (located in the basement of the Capitol building) at 701-328-3346.

To view all items available from Central Supply, feel free to take a look at their catalog available at www.nd.gov/supply.



The CDC recommends using an alcohol-based hand rub as a preventative action everyday to stop the spread of germs.



Gov. Hoeven with Thomas Job