



San José State
UNIVERSITY

We Need a Day Off!
Surviving the Absence
Management Implementation
Session 23121

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University



Surviving the Absence Management Implementation

The Survivor...oops, Presenter

- Carrie Medders
 - HR Project Manager and Manager, Training & Support
 - San José State University



San José State University

- Approximately 30,000 students and 4,500 employees (full & part-time)
- Oldest institution of public education on the west coast
- Silicon Valley's metropolitan university



Our Implementation Status

- HCM 8.9 (go-live February 2006)
 - Human Resources and Campus Solutions
 - User Base
 - Employees
 - 400+ staff members
 - 2,000+ faculty members
 - 4,500+ use employee self-service
 - Students
 - 30,000 current students
 - 20,000 student applicants



Our Implementation Status

- Finance 8.4
 - User Base
 - 400+ staff members
- Custom Bolt-Ons
 - Finance Web Component
 - Student Messaging System



Our Upgrade to HCM 8.9

- February 2005 – February 2006
 - Systemwide and campus fit gap, design and testing
- Scope
 - All HR and Student modules upgraded; nothing new added unless required by 8.9 (e.g. Person Model aspects)
 - No new modifications unless required by 8.9
 - Absence Management not part of upgrade



Surviving the Absence Management Implementation

And now...

what you really came to see...

*How we survived the Absence
Management Implementation...*



Today's Overriding Caveat

- The CSU (and thus SJSU) does not use PeopleSoft Payroll...you can ask me questions about it, and I might even have an answer...but the likelihood is, I'll need to refer you elsewhere...



Project Timeline & Scope

- August 2005 – July 2006
 - Systemwide and campus design and testing
(Pilot Campus (that's us!): April 2006 – July 2006)
- Scope
 - Administrative pages & processing for all leaves
 - Self-service entry & approval for selected leaves
 - No retroactive processing (future development)
 - No forecasting
 - Concern about performance; will review for future



The Basics

- Why did we do it?
 - Integrate with PeopleSoft
 - Gain ability to process all leave types
 - Further movement to paperless world
 - Get rid of 3rd party system



The Basics

- What's it all about?
 - Rules-based processing system
 - Built using components called elements
 - Completely configurable online without writing or modifying source code
 - Integration to HR, Payroll, Time & Labor
 - Handles employee level or job level rules



Systemwide Development

- Rules, processing and organizational framework
- Conversion from State of California legacy system
- Minor modifications to delivered
 - Notepad on the Adjust Absence Balances page
 - Employee record on the self-service Absence Request page
 - Increase the COBOL array sizes



Campus Development

- Manager Self-Service Setup
 - Position Data (reports_to, report_dotted_line)
 - Direct Reports configuration
 - Workflow notifications OFF
- Self-Service modifications
 - Batch approval
 - Mass entry and approval pages by DeptID
 - Delete absence by employee and/or approver
 - Reports



Roll-out to Campus

- Users
 - Employees keying own absences
 - Employees with view-only access
 - Timekeepers
 - Approvers
 - Central HR/Payroll



Roll-out to Campus

- Communication
 - In-person meetings by college/division
 - Postcards announcing change
 - Large overview sessions with demos
 - Campus ListServ messages
 - Notices on project web site



Roll-out to Campus

- Training & Support
 - Training required for Timekeepers only
 - Documentation posted for employees and approvers
 - Open Labs
 - Help Desk



System Challenges: Setup

- COBOL array sizes too small
 - Multiple records caused processing to stop
- Forecasting transactions
 - Had to set up even though not using
- Multiple Jobs
 - Employee-based benefits AND job-based benefits
- Fine-tuning Rules



System Challenges: Self-Service

- Self-Service and admin pages don't talk
 - Can't mix and match entry methods
- No delivered batch approval method
 - Too time-consuming to do one-by-one
- Manager self-service/Direct report setup and maintenance
- Performance in Manager self-service



People & Processing Challenges

- People don't read or listen
- People don't read or listen
- People don't read o...you get the point
- Maintenance of approval data
- Getting non-computer folks on board
- Major change to existing processes
- No one else was live...we had no friends...



How did we survive?

- Well, we just did, but these things helped too
 - Honest and forthcoming about issues
 - Chocolate
 - Open communication with all users
 - French fries
 - Diligence in testing and documenting
 - Afternoon naps



What are we doing now?

- Administrative
 - Transitioning troubleshooting to central HR/payroll
- Self-Service
 - Review of approval processes
 - Review of workflow potential
 - On-going development to meet needs
- System
 - Preparing for review and testing of major systemwide changes



Questions and Contact Info

- Carrie Medders
 - carrie.medders@sjsu.edu
- Documentation
 - Campus Self-Service:
http://www.sjsu.edu/depts/cms/cmsweb_absencemgmtdocs.htm
 - Systemwide Process & Config:
<http://cms.calstate.edu/T2hr89bp.asp>