



Outlooks & Insights

Public Service Secretariat Newsletter

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Human Resource Management System

You may have already heard about the new Human Resource Management System (HRMS) but are unclear of exactly what it is and what it will do. This issue of Outlooks and Insights highlights the basic facts of this initiative.

What is the Human Resource Management System (HRMS)?

The Government of Newfoundland and Labrador has started work on an information technology project to build a new computerized Human Resource Management System (HRMS), using technology known as 'Peoplesoft'. It will be a single, computerized information system that gathers, manages and reports on human resource management, payroll and benefits information. The HRMS will be built and implemented over multiple years in three major phases. Phase 1, the focus of this article, is scheduled to be completed during the fall of 2012. This phase will combine teacher's payroll with public service payroll and will allow the collection and reporting of a much larger amount of information through one system by replacing the older systems now in use. Many of these systems have become difficult to maintain as a result of the length of time they have been in service. The systems to be replaced include public

service and teacher's payroll as well as benefits, leave management and scheduling systems for the public service.

Overall, the HRMS will provide improvements in employee services, planning capabilities and systems stability and will have a positive impact for our organization and its employees.

Why a new HRMS?

The reason the Government of Newfoundland and Labrador has decided to implement a new Human Resource Management System can be more clearly understood if we take a closer look at the benefits of implementing a system like the HRMS. Once the HRMS is implemented, it will provide:

- More detailed and timely information for future planning and decision-making capacity
- An enhanced level of stability that current systems cannot guarantee because they are older and require a lot of maintenance
- Centrally located information, resulting in improvements to various types of reporting
- Enhanced employee self-services such as online access to current and previous pay stubs

What will the system provide?

In addition to the benefits of the HRMS to employees and the organization overall, there will also be significant benefits for those employees who support, administer and interact with the new HRMS.

For those employees working in the areas of compensation, benefits and human resource management, there is often a lot of manual processing required to get to a finished product. The HRMS project team is currently designing the new system to provide:

- As many automated processes as possible, including an automated process to create Records of Employment (ROE), which previously required significant manual labour
- A single system for human resource management, payroll, benefits and time and leave information; all of these groups will use the same employee record which will lower the risk of errors and reduce the amount of reporting required to keep their individual systems up to date
- Smoother business processes across many areas of government operations; for example, changes to an employee's

information in one area of the system, such as change of position, the birth of a child or reaching a specific age, will automatically trigger required processes to begin in other areas of the system.

What if I work in an area that does not support or interact with the new HRMS system?

As mentioned earlier, one of the big wins for everyone here is that the HRMS system will support employee self-service. Wouldn't it be great if you could view basic information such as the benefits you signed up for, dependent information or verify if your personal information is correct without tracking down this information through various government divisions and numerous phone calls?

This will be accommodated through self service features that will be added throughout all phases of the HRMS project. Phase 1 will provide employees with the ability to view their pay stubs online. In addition, each employee will have a system generated employee ID which will significantly reduce the need to use a Social Insurance Number (SIN), adding an additional layer of security for an employee's personal information.

What does the future hold?

You may be wondering what future phases of HRMS will bring? So far the emphasis of this article has been on Phase 1 of HRMS which will build a solid foundation to enable the project to progress to later phases. While we don't have a crystal ball, we do have a well-designed project plan.

The project plan outlines each phase and what features and benefits will be designed, built and delivered over the course of the entire project. Phase 2 will integrate, or "plug-in", pensioner's compensation into the HRMS system to centralize teacher's, public service and pensioner's payroll. The third release will deliver advanced system functionality and will support the areas of organizational development, human resource planning, occupational health and safety and recruitment.

Who is involved in the HRMS project?

Sponsors for this project include the Public Service Secretariat (PSS), the Office of the Chief Information Officer (OCIO), the Department of Finance and the Department of Education. A Request for Proposals (RFP) was issued by the OCIO and Deloitte Inc. was selected through a competitive process.

The HRMS Project Team is located in the Motor Vehicle Registration Building in Mount Pearl. The team is made up of dedicated resources representing all functional, technical and business areas that are involved in Phase 1 of the HRMS project. This includes subject matter experts, analysts and leaders in various fields such as Teacher's Payroll, Human Resource Management, Finance, and Public Service Payroll and Benefits.

In addition to the involvement of the core project team, there has been a great deal of ongoing involvement by various stakeholder groups across government through requirements gathering and consultation activities. As the project progresses to later phases, additional subject matter experts from other functional and business areas across government will become part of the HRMS team.

How is the project progressing?

Over the last 4 to 6 months the project team has completed the planning for Phase 1 of the HRMS. During planning, the system was measured against Government of Newfoundland and Labrador requirements. The team is now working closely with groups of subject matter experts from across government to validate requirements, work-flow and business processes, including a final review of

requirements and determining how the system will meet those requirements. This could be in the form of a system customization or in some instances may result in a process change. Project representatives will continue to work closely with these groups while designing, building and implementing each phase.

The bottom line

The HRMS will renew our workplace by providing the Government of Newfoundland and Labrador with a system that will help with the modernization of policies and processes in our work environment. It will be built using state-of-the-art technology that will improve the reliability of government's payroll, benefits and HR management systems to allow the delivery of higher quality services now and well into the future.

How do I get more information on the HRMS Project?

Drop the project team an e-mail at HRMSproject@gov.nl.ca.

We want to hear from you!

Onboarding Employee Orientation Program

Welcome Onboard!

As an employer with over 8,000 employees we know that people have choices about where they can work. And we're glad when you and new employees make the choice to work with the Government of Newfoundland and Labrador. There are lots of benefits in working here and the Onboarding Program informs new staff about some of these benefits and instills a sense of pride in working here.

Why?

25% of our workforce is eligible to retire in the next five years. This means there will be opportunities for you and for new workers to build a career here. It also means we have to look at new ways of working. The province is experiencing positive economic growth resulting in an increasingly competitive job market. The Onboarding Program, therefore, is part of a strategy to attract and retain new employees.

What information is available to help?

A number of online resources have been built for new employees and their managers. These include a new employee handbook and a checklist for managers to go through with their new employees.

These tools can be found at www.exec.gov.nl.ca/exec/pss/onboarding.

While the tools were developed for new employees, many employees who have been with GNL for awhile have also found them useful. (GNL= Government of Newfoundland and Labrador. A guide to the most common acronyms is at the back of the handbook.)

In addition to these resources and tools, we offer regular welcome sessions for new employees. These sessions provide an opportunity for new employees to learn about working with government and to ask questions and get answers.

What's your role?

While these government wide activities are in place to help welcome new employees, all departments and staff have to play a role in Onboarding. The two key determining factors in employee satisfaction are the relationships an employee has with their supervisor and with their co-workers.

So, be part of the onboarding team. If you're a manager, you can use the tools to help you prepare for a new employee's arrival and to work with them through the first year.

If you're an employee with a new employee working with you, there are things you can do to help a new person feel welcome. Invite your new colleague to lunch or coffee. Show them around and introduce them to people. Help them understand how things get done. Be positive about the good aspects of working here. Attracting and retaining good co-workers helps us all to be able to work effectively. Let's get the word out there so more people want to get onboard at Government of Newfoundland and Labrador.

Work Environment Survey Update

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The Public Service Secretariat (PSS), in association with the Newfoundland and Labrador Statistics Agency (NLSA), initiated its third government-wide Work Environment Survey last February. The survey collects information about employee attitudes regarding their work and the workplace. Topics of interest include job satisfaction, organizational commitment, supervisor / co-worker relations, senior leadership, communication, learning and development, work-life balance, workload, health and safety, compensation and strategic orientation. These topics are the focus of the survey because they are useful in helping the PSS better understand issues related to employee engagement and human resource management.

This survey marks the first time a census was conducted rather than taking a random sample of employees. While sampling is a reliable method in survey research, it was determined that all employees in the core public service (CPS) should have the opportunity to participate in the survey. The CPS represents the vast network

of departments and central agencies that make up the Government of Newfoundland and Labrador. Groups that are excluded from the survey include regional health authorities, school boards and related institutions, as well as public agencies, boards, commissions and corporations. Furthermore, the PSS does not survey students, political support staff, politicians, off-season workers or employees on leave at the time of the survey.

The NLSA mailed approximately 7,980 questionnaires to employees throughout the organization. In total, nearly 3,700 people took part in the survey, giving a response rate of 46 percent. This is comparable to response rates for previous surveys conducted by the PSS. A final report is available at www.exec.gov.nl.ca/exec/pss/publications/WES2011.pdf.

Thank You

The Public Service Secretariat would like to thank the 2885 Public Service Employees who completed and submitted the Position Description Questionnaires (PDQs) for the new Job Evaluation System (JES). As well, much appreciation is extended to those Supervisors and Managers who reviewed and approved the PDQs. The JES provides a ranking of classifications within government and select boards, commissions and agencies representing 30,000 unionized positions, 4 bargaining agents and 19 collective agreements. A JES Project Team has been set up within the PSS to conduct all activities necessary for the successful implementation of the JES and work on the JES continues.

Update on Policy

Government has commenced a review of its compensation policies. Significant consultations have been completed. Some of the policies that are to be reviewed include:

- Promotions
- Demotion
- New Appointments
- Salary Compression and Inversions
- Red Circling
- Paid Leave Policies

The intent of the review is to update the policies and ensure that they are aligned with government's Human Resource Management Strategy and to determine the appropriate application of the policies across the various boards, commissions and agencies.



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Policy in Action

On March 9, 2011, the Department of Innovation, Trade and Rural Development (INTRD) was officially recognized as an Award Recipient by the Canadian Forces Liaison Council (CFLC) NL during its Employer Support Award Presentation held at Government House in St. John's.

Brent Meade, Deputy Minister of Innovation, Trade and Rural Development accepted the award on behalf of the department for its support of LT. Mark Felix, 2nd Battalion for the Royal Newfoundland Regiment. LT. Felix had requested to avail of reservist leave under the Reservist Leave Policy.

The Reservist Leave Policy, which was approved by Treasury Board on August 19th, 2010, provides employment protection and benefits to employees who are members of the reserves, and who request to take special leave for reserve service.

Lt. Felix, who works for INTRD's Western Office in Stephenville, nominated the department for the award based on approved leave he had received in order to participate in service leave, educational opportunities and relief support with the Canadian Forces with efforts arising from Hurricane Igor.

Deputy Minister Meade, upon being presented with the award, acknowledged and thanked the direct actions and supportive work environment of INTRD employees in helping LT. Felix to pursue his reservist duties.



We Want to Hear from You!

The editorial team of Outlooks & Insights wants to hear from employees as we move forward with this newsletter. Please send us your comments, suggestions or ideas, and what you might like to see in future editions.

Contact us at... outlooksandinsights@gov.nl.ca