Time & Attendance New Implementation

Initial Focus Group Meeting(s)

September 17 – 19, 2019

University of Delaware

Why we're here and What we expect

- Brand NEW implementation !!!
- The Role of our Focus Group:
  - Campus inclusion from the on-set for a successful implementation
  - Members of this group were solicited and appointed by your HR Partner as a significant contributor based on your existing knowledge and experience/insight with UDTime
  - Your Role is to provide valuable input during key phases of the project:
    - Requirements Definition (series of meetings thru October)
    - System Validation (Spring time – tbd)

Project Approach

The following chart depicts the five phases of the WorkForce implementation methodology.

PLAN

- Project planning
- Customer kick-off
- Standard Base configured, tested and enabled

CONFIRM

- Customer product training
- Extension signoff
- Define customer specific requirements
- Solution design sign-off

BUILD

- Configure solution
- Configure interfaces
- Solution demonstration

VALIDATE

- Customer testing
- Solution signoff
- Administrator training
- Go-live decision

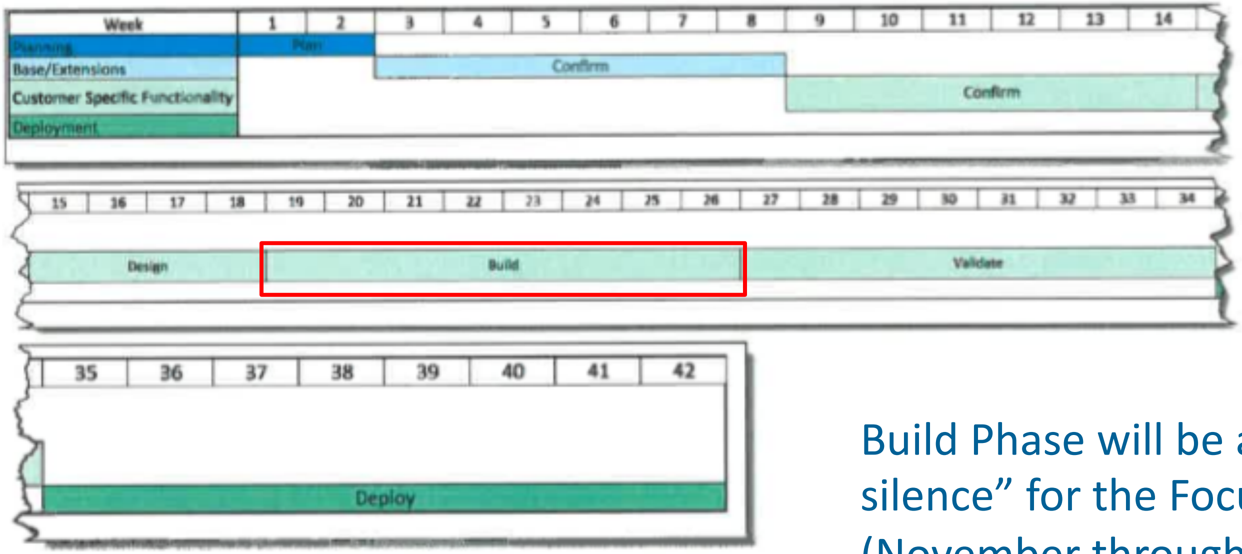
DEPLOY

- End-user training
- Production migration
- Production support/managed services transition

Areas highlighted in red indicate points of Focus Group involvement

Project Timeline

The following depicts the summary level information of the project Phases, Milestones and Deliverables.



Build Phase will be a "period of silence" for the Focus Group (November through til Spring)

Questions of “The Past”

1. Tell us about your overall Go Live Experience with the initial implementation. Are there things you can identify which may have made the actual roll out more effective?

2. Tell us about your Training Experience as it relates to the Go Live.

Questions of “The Present”

1. Tell us about your users and the populations you support.
   a. Hourly Workers
      - Do they clock in/out themselves, or do they report hours to a Timekeeper for them to enter?
      - If applicable, what steps/procedures are followed to enter time on behalf of an employee?
      - Are there any special considerations for these groups? If so, how do you currently handle them?

Questions of “The Present” (cont’d)

1. Tell us more about your users and the populations you support.
   b. Supervisors and/or Timekeepers
      - Describe the Administrative Process within your college/department.
      - How do you address missing punches on timesheets?
      - Rate Overrides. Tell us reasoning as to why the JED or Additional Assignment Forms are not utilized - what are the reasons causing these exceptions and how often?
      - Error/Exception Messages
        – Do you review them?
        – Do you find helpful?
        – Are there additional messages which would make it easier for you?

Questions of “The Present” (cont’d)

2. Has it been useful having the 3 Managers/Supervisors and Timekeepers, or do you find this not utilized?
3. Email Notifications - Do you find them useful?
4. Reporting - Do you currently use any of the reports available to you within UDTime?
5. Since the initial implementation, tell us about the following:
    a. What things have worked well for you?
    b. What things didn't/don't work at all? Things which you currently consider to be Pain Points or may have a Workaround in place.

Questions about "The Future"

1. Going forward:
   – Identify your **Needs**: things you absolutely need for the system to accommodate.
   – Identify your **Wants**: things which you would like to see the system to accommodate.
   – What things could be improved?

Questions about “The Future” (cont’d)

2. Timesheet Entry
    a. Would you like to give your employees the ability to edit their timesheets?
    b. Would you like to require your employees to submit their timesheets before approval?
3. Email Notifications - What type(s) of notifications would you find useful, and how often would you like to receive them?
4. Do you see the ability to Delegate Authority to others when users are away from the office during approval periods as something which would be useful for your area?

Questions about "The Future" (cont'd)

5. Reporting:
    a. What would you like to see, what would be helpful to you?
    b. Would a Reporting Role (outside of a Timekeeper or Supervisor) be useful in your area?
6. Training:
    a. Do you have any suggestions as to how the training could be more effective?
    b. What would you like to see (i.e. In person, Webinars, Handouts, etc)?

Next Steps

- Follow up meeting beginning of October to complete feedback from Past, Present, and Future Question Set (if necessary)
- WorkForce Vendor will be on-site mid to end of October
  - We are working with them to schedule one large meeting for a demonstration to share some of the New Features and Enhancements planned as part of the re-implementation.
- Name the Project and create a Project Logo