

# Human Resource Management System

UCIST  
May, 2010

UNIVERSITY OF  
**WATERLOO**

[uwaterloo.ca](http://uwaterloo.ca)

Dave Mason & Pam Fluttert

Sandra Hurlburt

# Agenda

- Introduction
- Focus of HR Systems Work
- Recruitment Project
- Q&A

# Key Business Processes

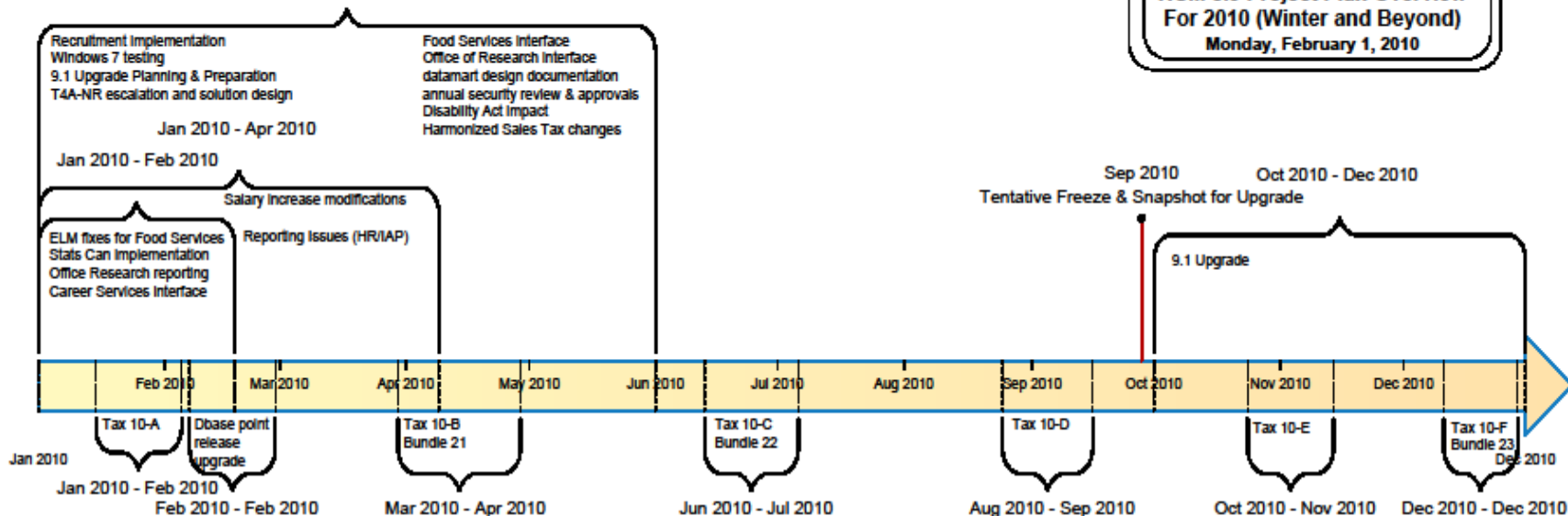
- Recruitment, Hiring, Termination
- Tracking Employee Training
- Performance Appraisals
- Salary Administration
- Payroll
- Benefits
- Pensions

# Software Support

- Oracle/PeopleSoft's Human Capital Management (HCM)
- ACS/Buck BenPlus (myPENSIONinfo)
- Cognos Reporting

# Focus of HR Systems Work

- Production Support
- Stay current with legislative changes and vendor updates
- Support other campus initiatives
- Expand self-service functionality



**Recently Completed:**

- Tax Updates 09-D, 09-E, 09-F, 10-A
- Bundles 19, 20
- ELM roll out to IST and OHD
- Internet Explorer 8.0 testing
- Document Management Steering Committee proposal

**In Progress:**

- Stats Can Full Time Academic Survey
- ELM fixes for Food Services and Centre for Extended Learning
- Office of Research interface
- Food Services Interface
- Recruitment implementation
- T4A-NR escalation and solution design
- Investigation of eProfile Manager, eDevelopment and eBenefits
- Oracle point release upgrade
- Reporting Issues

**Mission Critical:**

- Tax Updates, Critical Security Patches and Bundles
- HCM 9.1 Upgrade Preparation
- Annual security access review/approvals
- Windows 7 testing
- Disability Act impact
- Harmonized Sales Tax changes
- Interfaces for other department implementations
- \*\*Recruitment implementation
- \*\*ELM roll out to departments for recording internal training & required Disability Act training for employees
- \*\*Completion of Stats Can FT Academic Survey
- \*\*New Manager and employee self service

\*\* These projects are in progress, therefore determined to be mission critical to complete in 2010

**Major Impact:**

- HR/IAP reporting datamart & historical faculty data
- \*\*\*Grad student automated hire (Quest/myHRInfo)
- \*\*\*Position Admin (Hay evaluation criteria, reclassification review request information)
- document management (DMS), letter/document generation and eSignatures
- \*\*\*Total Compensation Statements
- Absence Management
- Staff salary increase enhancements
- Online Performance Evaluations (ePerformance or bolt-on)

\*\*\* A portion of this subset of tasks may be possible before an upgrade freeze

**General Efficiencies:**

- Individual Retro
- Retro for General Deductions
- Payroll Balancing Business Process Review
- Persons of Interest implementation
- Replace UW GL interface with PeopleSoft's functionality
- Graduate earnings "playground" enhancements

# Mission Critical

- Regular payroll updates
- Major and minor point release upgrades
- Retro salary increases and benefits
- Disability Act
- HST impact
- Certification and testing of new platforms
- Internal & External Interfaces
- Recruitment implementation

# Other Potential Projects

- Manager and Employee Self Service
- Total Compensation Statements
- Absence Management
- Performance Evaluations
- Document Management

# Why Recruitment at this time?

- Very centralized, manual process
- Mission Critical Hiring Only
  - # for recruitments - 170 budget funded and 16 research funded positions
  - # of internal applicants = 361
  - # of external applicants = 3165
- Implement during non-peak times
- Increase in retirement rate

# Project Scope

- Ongoing staff positions  
(targeting Summer 2010)
- Ongoing Faculty positions  
(TBD)

# Project Team

## Core Implementation Team:

- Information Systems & Technology: project management and development skills
- Human Resources: functional knowledge and testing skills

## Working Group Team:

- Representation from Provost's Office
- Executive Officers from all 6 faculties
- Plant Operations representation for unionized staff
- Academic Support department representatives for non-unionized staff

# Project Objectives

- attract talented applicants and reduce time to fill vacant positions
- streamline the recruitment process, using workflow approvals and notifications
- centrally track the progress of recruitment for Applicant, Hiring Manager and Human Resources
- create an external pool of talent
- enhance reporting capabilities
- efficiently manage recruitment as the University grows and current staff retire
- integrate with HCM

Current Recruitment Process	New Recruitment Process
Request for Recruitment is signed and submitted on paper	Hiring managers can create their own job openings with workflow approvals and notifications
Applicants submit cover letters and resumes by email	Applicants apply on line through myHRinfo
Resumes are recorded on a spreadsheet in Human Resources and forwarded by email to managers	Managers can see resumes as soon as applicants apply
Internal and external applicants apply concurrently to all jobs (HR must verify status – internal/external, passed probation, etc.)	External applicants are excluded from applying during the internal posting period

Current Recruitment Process	New Recruitment Process
No central repository for communication between hiring managers and Human Resources	Applicant status, resume review, interview schedules and job offer information can be viewed on line
Screening is done manually	Provides preliminary screening to find qualified applicants that meet minimum criteria
Emails, letters and forms are created manually or mail merge with a spreadsheet	Provides automated email, letter and form generation
Successful candidate is hired manually into the HCM system	Delivered integration to hire successful applicant into HCM
Recruitment data is manually recorded by Human Resources in a spreadsheet	Recruitment statistics and reports can be generated through the application

# Going Forward ...

- Unit testing of customizations to be completed by end of May
- Working Group will be invited for acceptance testing sessions in June
- Finish collecting and entering outstanding department reporting hierarchies
- Go live targeted for Summer 2010
- Ongoing training for Hiring Managers and Applicants (classroom and online formats)

# Q&A