OneUSG Connect Governance Update

Dr. Juanita Hicks – Vice Chancellor for Human Resources
David Nisbet – Executive Director Administrative Applications
Becky Prince – Executive Director Shared Services Center

Wednesday, September 18, 2019
8:30 to 9:20 am
Chatham A Meeting Room
• Governance Overview

• Human Resources Update

• ITS Application Roadmap

• Shared Services Center Update
OneUSG Connect Governance Overview
Holistic Goals

• Standardized Business Practices

• Paperless

• Compliance

• Streamlined

• Single Application / Technical Solution

• Automated Workflow
OneUSG Connect Governance

Executive Leadership (USO) 
Change Review Board (USO) 
HCM Steering Committee 
Advisory Group(s)* 
Executive Agent

*Advisory Groups will launch in 2020 post Cohort 6 go-live
Human Resources Update
HCM Platform

Benefits

Payroll
HCM Enhancements

CAREERS

- Recruitment
- Profile Management
- OnBoarding
- ePerformance (Pilot In-Process)
- Manager Self-Service

Functionality Enhancement Examples:
- Accurate Background Check Integration
- Additional Applicant Notification Options
- Electronic On-boarding (Equifax)
- Job Aggregate (Job Elephant)

Careers 2.0 Session – Thursday, September 19th at 3:10 pm – Chatham Ballroom A
Application Roadmap
Information Technology Services
# Administrative Services Roadmap

**OneUSG Connect, GeorgiaFIRST, Augusta University**

## Program Enhancements, Regulatory Requirements, Audit and Program Support

<table>
<thead>
<tr>
<th>Period</th>
<th>OneUSG Connect</th>
<th>GeorgiaFIRST</th>
<th>Augusta University</th>
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<th>OneUSG Connect</th>
<th>GeorgiaFIRST</th>
<th>Augusta University</th>
<th>GeorgiaFIRST</th>
</tr>
</thead>
<tbody>
<tr>
<td>July – December 2019</td>
<td>• Release 6.00 &lt;br&gt; • Tax Update D &amp; E</td>
<td>• Release 5.50 &lt;br&gt; • PeopleTools Patch (8.56.21)  &lt;br&gt; • Critical Patch Updates &lt;br&gt; • Oracle PUMs (28 – 32) &lt;br&gt; • Database Upgrade (12.2)</td>
<td>&lt;ul&gt; &lt;li&gt;Remediation &amp; Regression Testing&lt;/li&gt; &lt;li&gt;User Acceptance Testing&lt;/li&gt; &lt;li&gt;Budget Prep Fit Gap&lt;/li&gt; &lt;li&gt;Development and System Testing&lt;/li&gt; &lt;li&gt;Multi-Factor Authentication&lt;/li&gt; &lt;li&gt;PeopleTools Patch (8.56.18)&lt;/li&gt; &lt;/ul&gt;</td>
<td>• Release 5.5X &lt;br&gt; • Oracle Annual Maintenance &lt;br&gt; • PeopleTools Upgrade &lt;br&gt; • Tools 8.5x</td>
<td>• PUMS &lt;br&gt; • CPU Patch</td>
<td>• Tax Update A &lt;br&gt; • Releases 6.10, 6.11, 6.12 &lt;br&gt; • Archiving &lt;br&gt; • Budget Prep</td>
<td>• Release 5.52 &amp; 5.54 &lt;br&gt; • 1099-MISC Updates &lt;br&gt; • Final Budget Prep Enhancements</td>
<td>• Release 1.20- January &lt;br&gt; • Release 1.22- March &lt;br&gt; • PeopleTools Patch (8.56.2x) &lt;br&gt; • Oracle PUMs (25 – 32) &lt;br&gt; • BOR Alignment</td>
<td>• Release 5.56 &lt;br&gt; • Fiscal Year End &lt;br&gt; • Budget Amendment &lt;br&gt; • Focus on Year-End Support</td>
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<td>January - March</td>
<td>• Tax Update A &lt;br&gt; • Releases 6.10, 6.11, 6.12 &lt;br&gt; • Archiving &lt;br&gt; • Budget Prep</td>
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<td></td>
<td></td>
<td>• Tax Update B &lt;br&gt; • PUMS &lt;br&gt; • 7.0 Proposed Maintenance Release</td>
<td>• Release 5.56 &lt;br&gt; • Fiscal Year End &lt;br&gt; • Budget Amendment &lt;br&gt; • Focus on Year-End Support</td>
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<td>April- June</td>
<td>• Tax Update B &lt;br&gt; • PUMS &lt;br&gt; • 7.0 Proposed Maintenance Release</td>
<td>• Release 5.52 &amp; 5.54 &lt;br&gt; • 1099-MISC Updates &lt;br&gt; • Final Budget Prep Enhancements</td>
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<td>• Release 1.24</td>
</tr>
</tbody>
</table>
In addition to Quality Assurance Testing, User Acceptance Testing will be added to all releases.
# HCM Release and User Acceptance Test Dates

<table>
<thead>
<tr>
<th>Release Date</th>
<th>User Acceptance Test Dates</th>
<th>Release Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/24/2020</td>
<td>1/21-23/2020</td>
<td>6.10</td>
<td>Enhancements and Fixes</td>
</tr>
<tr>
<td>2/21/2020</td>
<td>2/18-20/2020</td>
<td>6.11</td>
<td>Enhancements and Fixes</td>
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</table>

- Location of release information: [https://www.usg.edu/oneusg_connect/practitioner_services/releases](https://www.usg.edu/oneusg_connect/practitioner_services/releases)
- Location of Scheduled Downtime Calendar that tracks upcoming maintenance to environments [https://www.usg.edu//oneusg_connect/practitioner_services/scheduled_downtime_calendar](https://www.usg.edu//oneusg_connect/practitioner_services/scheduled_downtime_calendar)
## Financials Release and User Acceptance Test Dates

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<th>User Acceptance Test Dates</th>
<th>Release Number</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>1/17/2020</td>
<td>1/14-16/2020</td>
<td>5.52</td>
<td>1099 and Budget Prep</td>
</tr>
<tr>
<td>3/13/2020</td>
<td>3/10-12/2020</td>
<td>5.54</td>
<td>Enhancements and Fixes</td>
</tr>
<tr>
<td>5/15/2020</td>
<td>5/12-14/2020</td>
<td>5.56</td>
<td>Fiscal Year End</td>
</tr>
</tbody>
</table>

Location of release information:

https://https://www.usg.edu/gafirst-fin/releases
OneUSG Connect
Shared Services Center
OneUSG Connect Cohorts 1 - 5

- 91,500 Active Employees
- 3,200 HR/Payroll Practitioners
- 43,000 Benefitted Employees
- 18,000 Retirees
OneUSG Connect Service Desk
August 2019 YTD Contacts

Tickets Received

<table>
<thead>
<tr>
<th>Tickets Received</th>
<th>Quantity</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>53,000</td>
<td>January – August 2019</td>
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- 34,500 January - August 2018
- 54% increase from previous year

Phone Calls Received

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<th>Quantity</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>28,000</td>
<td>January – August 2019</td>
<td></td>
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</table>

- 18,300 January – August 2018
- 53% increase from previous year
Breakdown of Aug 2019
YTD entry points for Practitioners & Employees
Contact the OneUSG Connect Service Desk
OneUSG Connect ServiceNow
Tickets Received and Closed

Tickets Received and Closed by Month

Cohort 4
Go Live

Cohort 5
Go Live
Total Payroll Payments by Month

- **Cohort 4**
  - Go Live
- **Cohort 5**
  - Go Live
OneUSG Connect
Payroll Metrics

Payment Adjustment Rate to Total Payments

Cohort 4
Go Live

Cohort 5
Go Live

Monthly Payments
Payment Adjustment Rate %
Target Adjustment Rate %
OneUSG Connect Support
August Monthly Payroll Scorecard

Off Cycles Payments

- Target: 0.50%
- Payment Adjustment Rate: 0.41%

Emergency Payments

- Target: 0.05%
- Emergency Payment Rate: 0.18%

Payments

- Total Monthly Payments: 119,063
- Direct Deposit Rate: 98.47%
- Electronic W2 Consent Rate: 20.44%
OneUSG Connect Support
Electronic W-2 Consent

2018 W-2 Consent

$67,121
USG-wide to Print and Mail W-2s

$1,050
USG-wide to Post W-2s Online

2018 W-2 Electronic Consent
13%
OneUSG Connect Support
Electronic W-2 Consent

2018 W-2 Consent
$67,121
USG-wide to Print and Mail W-2s

$1,050
USG-wide to Post W-2s Online

W-2 Consent %
50%
60%
75%

Potential Savings
38%
48%
63%
• Regional In-Person and Virtual Options
• Focus Areas: Payroll, HR and Query
• 588 Attendees thru August 2019
  – All institutions represented
"This was one of the better training sessions I’ve been to in the recent past."

"I felt the training was very productive – I appreciate you all taking the time to provide these types of knowledge transfer."
Thank You

We look forwarding to seeing you in other OneUSG Connect Sessions this week at InteractUSG!