MSS Road trip: Where we’re headed and where we’ve been

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Safe Harbor

What you will see here today is part of the Careers initiative of OneUSG Connect. Availability of these new features will be determined based on a schedule determined by readiness. Institutions will be contacted within the next few weeks to determine your readiness as we move forward. Shortly after institutions confirm their ability to participate in the implementation phase, the schedule will be confirmed.
Current State

Cohorts 1 thru 5
Current Users

- Georgia State University
- Georgia Highlands College
- University of Georgia
- Georgia Southern University
- Kennesaw State University
- Augusta University
MSS Initiators by Company

- Kennesaw State: 1,115
- Georgia Southern: 513
- Georgia State: 846
- University of Georgia: 1,003
- Augusta University: 1,857
- Georgia Highlands: 76
Existing Functionality
MSS Request Transaction (Misc.)

- Short Work Break
- Leaves of Absence
- Other?
MSS Request Transaction (Misc.)

• what are some other business cases where the MSS Request transaction could be useful?

• How could the transaction be improved?
### BOR_MSS_TRANSACTION_STATUS

#### MSS Transaction WF Status

- **Company**: [Search]
- **Begin Date**: 06/16/2019
- **End Date**: 06/18/2019

**View Results**

Download results in: Excel Spreadsheet, CSV Text File, XML File (14 kb)

**View All**

<table>
<thead>
<tr>
<th>Empl ID</th>
<th>Empl Record</th>
<th>Name</th>
<th>Trans Date</th>
<th>Dept ID</th>
<th>Action</th>
<th>Reason</th>
<th>Act/Rsn Descr</th>
<th>WF Status</th>
<th>Long Name</th>
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<td>MSS</td>
<td>CHT</td>
<td>Change Time and Absence Approver</td>
<td>M</td>
<td>Administrator is Processing</td>
<td></td>
</tr>
<tr>
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<td></td>
<td>06/17/2019</td>
<td>POS</td>
<td>MGR</td>
<td>Reports to Update</td>
<td>I</td>
<td>In Approval Process</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>06/16/2019</td>
<td>MSS</td>
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<td>MGR</td>
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<td>I</td>
<td>In Approval Process</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>06/18/2019</td>
<td>TER</td>
<td>RES</td>
<td>Resignation</td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>06/18/2019</td>
<td>TER</td>
<td>RES</td>
<td>Resignation</td>
<td>V</td>
<td>Data Saved</td>
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</tr>
<tr>
<td></td>
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<td></td>
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<td>MSS</td>
<td>CHT</td>
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<td></td>
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<td>MSS</td>
<td>CHT</td>
<td>Change Time and Absence Approver</td>
<td>I</td>
<td>In Approval Process</td>
<td></td>
</tr>
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</table>

First 1.46 of 46 Last
## BOR_MSS_TRANSACTION_STATUS

<table>
<thead>
<tr>
<th>WF Status</th>
<th>Long Name (Status Description)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Approved</td>
</tr>
<tr>
<td>C</td>
<td>Cancelled</td>
</tr>
<tr>
<td>D</td>
<td>Denied</td>
</tr>
<tr>
<td>E</td>
<td>Error. Contact Administrator</td>
</tr>
<tr>
<td>F</td>
<td>Awaiting Final Approval</td>
</tr>
<tr>
<td>I</td>
<td>In Approval Process</td>
</tr>
<tr>
<td>M</td>
<td>Administrator is Processing *</td>
</tr>
<tr>
<td>N</td>
<td>Not Available/None</td>
</tr>
<tr>
<td>S</td>
<td>Submitted</td>
</tr>
<tr>
<td>V</td>
<td>Data Saved **</td>
</tr>
</tbody>
</table>

*Administrator is Processing identifies transactions that will be manually keyed by an administrator after prior approval (M)*

**Data Saved identifies a transaction that was fully approved and updated automatically after final workflow approval (V)**
MSS Inquiry Page

• BOR Customizations > Manager Self Service Inquiry
MSS Inquiry Page
Review Transactions Tile

This page allows you to view the status and relevant information for any transaction you either submitted for approval or have reviewed yourself. For each request you can get detailed information by selecting the hyperlink.

Approval Status: Pending my review
Approval Process: All
Approver Oper ID: I have approved
From Date: I have submitted

There are no transactions to view.
Review Transactions Tile
Lessons Learned
Automatic Updates: Lessons Learned

• Common scenarios with automatic updates
  • Future Dated Rows
• Choosing Effective Dates
• Keeping PII out of comments and attachments
Additional Job Aids & Reporting Tools

• Job Aids
  • What’s working?
  • What’s needed?
• Discuss additional queries needed
New with Cohort 6
Safe Harbor

The information published in these slides is accurate as of September 16, 2019.

This information, while accurate at this time, is subject to change.
New Functionality – Cohort 6

- Position Management
  - Improved user experience
- Vacant positions
- Automatic Database Updates
Add + Clone Existing Position
Change Filled Position
Change Vacant Position

Transaction ID: 0000001035
Business Unit: 12000
Position Number: 20015575
Curr Incumbents: 0

Change Position: Augusta University
Profession: Professor

Effective Date: 09/14/2019
Reason Code: JRC
Status: Active
System Manager Reporting

- Tile access to module/area-specific queries:
  - Payroll
  - Time and Absence
  - Workforce Administration

- Access depends on existing query security
System Manager Reporting

Manager Self Service

Query Manager

Time and Labor

TL & ABS Enrolled Employees

Missed or Incomplete Punches

No Time Keyed

Reported Time Biweekly

Payable Time Biweekly

Reported Time Not Approved

System Manager Reporting

180_TL_NO_TIME_KEYED - No Time Keyed

Pay Begin Date

Pay End Date

HR Department (or % for all)

Employee ID (or % for all)

Time Approver (or % for all)

View Results

Employee ID | Employee Record | Name | Time Reporting Status | Payroll Status | Pay Group | Employee's Email | TL Approver ID

interactUSG
User Experience: Change Funding
Workflow Look & Feel – PUM 31
Workflow Look & Feel – PUM 31

- Comments will reflect “skipped” workflow
- Updates to training and job aids
Push-Back
Push-Back

• Push back to previous approver
• Working through user experience for edit & re-submit
Future Implementations

Looking Ahead
Additional Implementations

Align institutions and the USO on MSS & Careers
Preparing for Implementation

Assemble Project Team

Map Business Processes

Prepare for Testing

Identify Approvers

Choose Workflow Options
Institutional Readiness
Institutional Readiness

- Participate in Manager Self Service Regression Testing
- November 11 and 12 in Athens
Institutional Readiness

• Engage leadership & gather support
• Assemble project team
  • Institution Sponsor
  • Project Manager/Lead
  • Change Management Lead
  • Training Lead
  • Testing Lead
  • Subject Matter Expert(s)
Institutional Readiness

• Attend MSS Workshop
  • Revisit prior elections from OneUSG Connect go-live
  • Choose an approval path (workflow) for each transaction
  • Identify people who “sometimes” need to see, approve or review transactions
  • Identify people who need to be notified once a transaction has happened
  • Identify forms that can be automated into OneUSG Connect (ex. Pre-Hire form)
Choosing Workflow
## Centralized Workflow

**Centralized**: position-based security and workflow where managers initiate transactions for their direct reports.

<table>
<thead>
<tr>
<th>Approval Option</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>1-up</td>
<td>Line VP</td>
<td>Role Based</td>
<td>Role Based</td>
<td>Role Based</td>
</tr>
<tr>
<td>B</td>
<td>1-up</td>
<td>Line VP</td>
<td>Role Based</td>
<td>Skip</td>
<td>Role Based</td>
</tr>
<tr>
<td>C</td>
<td>1-up</td>
<td>Line VP</td>
<td>Skip</td>
<td>Skip</td>
<td>Role Based</td>
</tr>
<tr>
<td>D</td>
<td>1-up</td>
<td>Skip</td>
<td>Skip</td>
<td>Skip</td>
<td>Role Based</td>
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<tr>
<td>E</td>
<td>Skip</td>
<td>Skip</td>
<td>Skip</td>
<td>Skip</td>
<td>Role Based</td>
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<td>F</td>
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<td>G</td>
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<td>Skip</td>
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<td>H</td>
<td>1-up</td>
<td>Skip</td>
<td>Skip</td>
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<tr>
<td>I</td>
<td>1-up</td>
<td>Skip</td>
<td>Role Based</td>
<td>Role Based</td>
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</tbody>
</table>
Centralized Workflow

• Line VP: defined by BCAT range
• Levels 3, 4, and 5 are broken into pay group groupings:
  • Faculty F – pay groups F, P, S, and Y
  • Student T – pay groups T, L, and C
  • Work Study W – pay groups V and W
  • Staff S – all other pay groups
• At level 3, the T and W groups are included in S.
• Roles are assigned for each level, each grouping, of each transaction type.
# Decentralized Workflow

*Decentralized*: department-based security and workflow where HR administrators initiate transactions for employees who are not their direct reports.

<table>
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<th>Approval Option</th>
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<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
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</thead>
<tbody>
<tr>
<td>A</td>
<td>Department Based</td>
<td>Department Based</td>
<td>Department Based</td>
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<td>Skip</td>
<td>Department Based</td>
<td>Role Based</td>
<td>Role Based</td>
</tr>
</tbody>
</table>
After Assigning Security & Workflow...

• Attend User Acceptance Testing
  • Create institution test scenarios
  • Attend practitioner training
  • Log test results

• Authorize Go-Live

• Coordinate Change Management
  • Create and distribute transition communications
  • Create and deliver user training
Questions?
thank you!