HRIS Ambassadors
Kickoff Meeting

Tuesday, May 2, 2017
Noon – 1:30 p.m.
Pitzer College Founders Room
Today’s Agenda

• Welcome and introductions
• What is HRIS?
• HRIS project timeline
• HRIS project organization
• HRIS guiding principles
• What are Workday HCM and Kronos?
• What is change management?
• Roles and responsibilities of HRIS ambassadors
• Questions and discussions
Welcome and Introductions

- Name
- College
- Current role
- (Office and position)
- Favorite restaurant in the Claremont area
What is the Human Resource Information System project? (HRIS)

• Project kicked off in fall 2016
• Will align business processes across the colleges and provide updated technology.
• Workday will provide HCM technology for:
  o HR/comp
  o Benefits/long-term absence
  o Payroll/timekeeping
  o Recruiting
  o Performance management
  o Security
  o Reporting
• Kronos concurrently implemented as a time and attendance management tool.
• Go-live: January 2018
HRIS Project Leadership

- Project owner: provides overall oversight of the project
  - Stig Lanesskog, CEO, CUC
HRIS Project Leadership

• Executive sponsors: provide leadership, guidance, direction, problem resolution and budgetary oversight.
  • IT Steering Committee (ITSC)
    • Chair: Manoj Chitre, AVP of technology services and information systems, CGU
  • Business & Financial Affairs Committee (BFAC)
    • Chair: Karen Sisson, VP treasurer, Pomona College
HRIS Project Leadership

- Project management office (PMO)
  - Project owner, project manager, BFAC rep, two IT reps, HRC rep, three core team reps, graduate institution rep, and change management lead
- Core team
  - Project manager, functional team leads, subject matter expert, HRIS manager, change management lead and two financials managers.
HRIS Project Implementation Teams

• PWC

• Eight Functional Teams
  o Representatives from each of the colleges
    o HR/comp
    o Benefits/long-term absence
    o Payroll/timekeeping
    o Recruiting
    o Performance management
    o Security
    o Change management
    o Reporting
HRIS Guiding Principles

1. Use Workday business processes as delivered
2. Adopt the same business processes for all entities
3. Keep it simple
4. Make thoughtful and deliberate decisions
5. Follow up on parking lot issues post go live
6. Escalate decision-making issues to BFAC and ITSC on a timely basis
7. Respect one another
8. Manage change proactively and be transparent
What are Workday HCM and Kronos?

• Workday Human Capital Management (HCM):
  • Cloud-based human resource management software system that will unify a wide range of HR functionality into a single system.
  • Twice yearly updated ensure the system is always current.
  • Mobile feature provides convenient, secure access.
  • Integrate with The Claremont Colleges Workday Financial System

• Kronos timekeeping
  • Single timesheet per employee per college
  • Better reporting for supervisors
The benefits

- Long-term cost effectiveness and improved user experience
- Tighter security measures
- Reduction of the need for manual entries and paper forms
- Employees will receive automatic reminders about their timesheets
- Smoother on-boarding for faculty and staff
- Integration with Workday Financial System streamlines the reimbursement process
- Faculty recruiting tool will accelerate the processing of hiring contracts
- And more …
Activity
What is Change Management?

How we help others to successfully adopt change in order to drive organizational success and outcomes.
ADKAR – the Prosci Change Methodology

**Awareness**
- Of the need for change
- “Why will it happen and how will it be different?”

**Desire**
- To support and participate in the change
- “Why would I want to do things differently?”

**Knowledge**
- Of how to change
- “What additional skills do I need to do things differently?”

**Ability**
- To implement the right skills and behaviors
- “Can I actually do things differently?”

**Reinforcement**
- To sustain the change
- “How do I get the support to maintain a different way of doing things?”
The Change Process

unfreeze | change | refreeze
Where you are today | The change process | Where you want to be
Be the change leader
TCC Change Objectives

• Increase knowledge and confidence for the use of the new HRIS.
• Preempt resistance to change by reducing uncertainty and containing anxiety.
• Confirm communication needs are systematically addressed.
• Manage expectations.
• Strive for smooth transition and effective implementation.
• Build and encourage continued use of the Workday community.
• Elicit constructive suggestions and stakeholder involvement.
• Celebrate success and learn from mistakes.
Roles of HRIS Ambassadors

- BFAC/ITSC
  - Change Champions
- Core/Functional Teams
  - Change Leaders
- Workday Ambassadors
  - Change Early Adopters
Workday Ambassadors

- Are early adopters of the HRIS
- Promote enthusiasm for and ownership of the HRIS
- Direct questions and concerns to appropriate resources
- Communicate “What’s in it for me?”
- Facilitate acceptance of the changes with colleagues
What’s it like to be a change ambassador?

• Amy Harrell, Financial Analyst, Scripps
  • Change ambassador for financial systems and HRIS
Core and Functional Teams

- Identify potential problems, issues and sources of resistance at an employee level and help to resolve them
- Proactively follow up with HRIS Ambassadors as needed for clarifications and to bridge knowledge and communication gaps
- Communicate with the HRIS Ambassadors to identify and respond to unique organizational or department specific factors
- Are advocates for change and the HRIS
- Encourage participation of end users in training sessions

Unclear about why this slide is here. Seems to not fit.
As an HRIS Ambassador ...

• What groups do you represent as an ambassador?
• What is your sphere of influence?
• What can you do to involve your colleagues effectively?
• What types of communications are the best way to engage your colleagues and to obtain feedback?
• What types of communications work well for your campus now?
• What type of feedback can you collect from your colleagues to improve the HRIS?
How to Help

• Forward HRIS specific communication to colleagues and direct reports
• Talk informally with colleagues about Workday and Kronos in a positive manner
• Be the first to sign up for and participate in activities such as training, then encourage peers to participate as well
• Answer questions about Workday, or direct questions to the appropriate resources.
• Support training activities
Questions you may have

• What do I do when someone asks me a question and I don’t know the answer?
  • You can contact a member of your institution’s HRIS core team. This information is available on the website

• What role will I play resolving my colleagues concerns about the project?
  • Your role will be to share concerns about the project with a core team member and/or a member of the Change Management Functional Team.

• Will I be involved in testing?
  • That will be up to each of your individual institutions

• How much of my time will this take?
  • Although it may vary, we expect that your time commitment will be one to three hours a month.
We are asking you to...

- Attend one meeting per month
- Serve as a trusted resource at your college
- Answer questions from your colleagues or direct them to appropriate resources
- Express a willingness to learn, share and contribute
- Be on the lookout for challenges and obstacles to adoption from college/department colleagues and relay those to the project team
- Help identify messaging needed and assist with sharing the messages at your college.
Resources

- Website
  - projects.claremont.edu/hris
- Infographic
- Change Management
- Functional Team
- Fellow change ambassadors
Upcoming Activities

• Next meeting (early June, exact date TBD)
  o Overview of what is changing with the HRIS
  o Overview of Kronos and Workday Human Capital Management (HCM)
  o Demonstration of business processes
  o Discussion of change activities and strategies

• Future meeting topics
  o Hands on Workday
  o Preparation for HRIS introduction sessions and messages at your college
  o Training and support rollout
Questions and Discussion