



HRIS – a snapshot

On December 29, 2003 the new Human Resources Information Solution (HRIS) went “LIVE” and replaced existing applications with a single, integrated system to administer payroll, personnel and employee benefits processing to be shared by all branches, departments, and agencies in State government. HRIS also provides opportunities to streamline current HR/Payroll processes, reduce costs, provide improved access to HR/Payroll information for managers and employees, improve customer service and enhance flexibility to manage a rapidly changing workforce. This is a major step for ADOA and State government.

That is just a “snapshot” of the HRIS project and how we got to “GO LIVE.”

Preparation

Initial work on HRIS began before the turn of the millennium. Agency representatives met for more than a year with consultants to determine the project scope. After numerous iterations and additional meetings with agencies over another six-month period, the following key objectives were established for funding and technical approval.

HRIS Business Objectives

- Replace an existing, aging HR/Payroll application
- Improve HR/Payroll processing reliability
- Fulfill business and technical requirements
- Eliminate duplicate automated systems and processes within the State
- Provide a solution that is flexible, scalable, and supportable
- Interface with the Arizona Financial Information System (AFIS) or a future financial application and support interfaces with other external systems
- Provide a user-friendly ad hoc reporting tool
- Provide the foundation for e-Government

Obtaining these objectives would be no small feat but obtaining these objectives for **three branches of Arizona State government – over 120 State agencies, boards and commissions** – took the HRIS Business Objectives to an even higher level.

Much work was involved to get to the contract award phase of HRIS. After an arduous task of defining agencies’ needs, ADOA developed a Request for Proposal (RFP). Next, vendor and software selections were reviewed. Over 70 State employees from 22 agencies representing over 80% of all State employees participated in the evaluation process. Teams, representing human resources, payroll, technology, and financing reviewed proposals from qualified bidders. A contract was awarded in January 2002 to IBM Corporation to implement Lawson software.

The core HRIS project staff (consisting of ADOA employees, agency-loaned employees, IBM and Lawson consultants) was organized, team leaders were selected and the HRIS project was initiated in February 2002. Many steps were involved in creating Phase I of the HRIS system. Some of the major steps were:

Design/Redesign

- February 2002 – “As Is” model created – depicting the current processes of 121 State departments, boards, and commissions
- April 2002 – the State of Arizona issued Certificates of Participation Series 2002A in the amount of \$35 million to finance the HRIS project
- August 2002 – “To Be” model created to meet the needs of 121 State departments, boards, and commissions

System Configuration

- “To Be” model converted into a Functional Design Document which included over 260 processes
- Technical Design Document was created – programs were written one-by-one

A newsletter for the employees of the Arizona Department of Administration regarding agency employees and created by employees.

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Alternative Formats

This document is available in alternative formats.

Contact Shirley Alexander at (602) 364-2877.

The Director's

Corner



Betsey Bayless

As we start the New Year, I am reminded of all the hard work and effort we devoted to creating our Strategic Plan, ADOA's vision, mission, goals and values...

deliver services that exceed their expectations.

Quality – We provide exceptional value and vigorously pursue improvement.

Agency Vision

Serving State Government with Leadership, Pride and Innovation

Agency Mission

To provide effective and efficient support services to enable government agencies, state employees and the public to achieve their goals

Agency Goals

- To deliver customer service second to none
- To attract and retain a high-performance team of employees
- To aggressively pursue innovative solutions and/or opportunities

Agency Values

Pride – We care about each other, encourage personal growth and recognize accomplishments.

Service – We strive to understand and anticipate our customers' needs and

"Vision without action is merely a dream. Action without vision just passes the time. Vision with action can change the world."
~Joel A. Barker

Integrity – We accept personal responsibility and behave ethically.

Creativity – We contribute new ideas and solutions to address the operational needs of State government.

Teamwork – We achieve our greatest success by working together.

We came together as a team and brought all of these components together to guide us in making ADOA a strong and successful agency. We have done well over the past year and each of you played a critical role in making ADOA a success. Thank you for all your hard work and dedication over the past year. I look forward to another successful year as we meet the challenges ahead of us.

Betsey Bayless

Wise Words

The world hates change, yet it is the only thing that has brought progress.

~Charles F. Kettering

CAUSE FOR APPLAUSE

ADOA's **Cause for Applause** instant recognition program allows us to recognize our fellow employees on the spot for doing a job beyond expectations. The program minimizes procedures and maximizes immediate feedback. Cause for Applause certificates are available through your division coordinator or you can find an electronic copy on your local area network.

ADOA has other programs too. **Take A Bow** acknowledges employees who retire from State service; **Encore** recognizes employees who celebrate a milestone anniversary beginning at their 5th year, then every 5 years thereafter. Divisions also hold celebrations to recognize **Employee** and **Team of the Quarter** recipients.



Mark Your Calendar

February

9th – 13th **Valentine Chocolate Rose/Bake Sale**
More information coming soon!

10th **Books R Fun**
Back for just one day!

March

Blood Drive 8:00 a.m. to 2:00 p.m.
22nd – 23rd Executive Tower
25th ADOA Building
Grand Canyon Room Parking Lot (Bloodmobile)

10th **Health Fair**
Wesley Bolin Plaza

April

24th **Walk to End Domestic Violence**
Second annual walk at 7:00 a.m. (See article on page 7.)



January/February Milestones

Five years

ISD Warren Keith Tuell
MSD Michael Bomar
HR Enrique Guillen
FSD Debra Davis, Christopher Freitag, Judy Ludwig
GSD Cathy Birch, Paul Lopez, Daniel Nieves, Martin Pulido

Ten years

MSD Louise Carpenter, Victor McCanlies
ISD Raul Gonzalez, James McCormack
HR Willie Marshall

Fifteen years

FSD Annette Coker, Horace Hoag

Twenty years

Twenty-five years

GSD Delores Habre, Vincent Salazar

Thirty years



Congratulations to those named Employee of the First Quarter from their divisions.

Kiley Ryberg	Capitol Police
Betty Lopez	FSD
Greg Dwight	FSD
Josefa Najera	GSD
Karen Dillinger	HRD
Richard McKnight	MSD

HRIS First Payroll



Left to right: Jim Mauck IBM Project Manager, Terry Linkous ISD/HRIS Board of Directors, Betsy Bayless cutter extraordinaire, Kathy Peckardt HRD/HRIS Board of Directors, Bob Ramming GITA/HRIS Oversight and Tim Boncoskey, Project Manager.



HRIS Goes LIVE!



HRIS Teams



(Continued from page 1)

Integration Testing

- September and October of 2002 and early 2003
- Major changes in Labor Distribution Modules affected project schedule

End-to-end Testing

- July/August 2003
- Running all programs in functional categories

User Acceptance Testing

- September – November 2003
- Running the entire suite of programs using 100 different test scenarios

Deployment

- “GO LIVE” – December 29, 2003
- First payroll issued for 41,069 payments – January 9, 2004
\$37,683,654.20 net pay
\$99,342.75 net pay for 3,546 stipends
471,808 time records entered
- Second HRIS Payroll computed 41,264 payments – January 23, 2004
\$38,723,502.53 net pay
486,350 time records entered

While all this was being accomplished, training was being developed in a coordinated effort between HRIS and AzGU. Curriculum development began in August 2002 and was completed in August 2003. Actual training began in September 2003 and was completed in November 2003. Over 1,640 end-users were trained in one and one-half months!

There have been 32 changes to the initial contract with IBM. The State has spent nearly \$32 million and over 560,000 hours in designing, developing, testing and training for the HRIS and remains under the project budget developed over three years ago.

Many, many hours and dedicated employees contributed to make the “Go Live” possible. In this issue of *News & Views* there are photographs of the many people involved with HRIS. They have all done a great job!

Mark Adams

Lynn Azbill

Monica Booth

Debbie Casdorff

Melba Davidson

Don Gordon

Lisa Hagelmann

Mohammad Khaksari

Nanette Nunez-Mendez

Debi Shelton

Mike Totherow

Linda Allen

Leslie Biava

Terri Bradford

Jared Clarke

Nicole Elliott

Diane Gorham

Jane't Hagood

James Matthews

Mary Robinson

Ken Smart

Becky Watson

Carole Armbruster

Mandy Biggs

Rita Bray

Jim Conway

Elli Ewy

Joanna Greenaway

Marcia Jarvis

Betsi Newbury

Zelle Rodriguez

Betty Steele

Janet Weidman

Lee Arthurs

Tim Boncoskey

Raul Caballero

Megan Darian

Carolyn Friedman

Tonie Griffin

Ron Kennedy

Suzanne Niezgodzki

Justin Ross

Matt Timberlake

. . . and the many others in ADOA who have spent time and effort to make HRIS a success!

There is still more to come from HRIS. Over the coming months several new functions will become available.

Employee and manager self-service will permit users to access information important to them. Employees will be able to see a history of pay statements starting with the January 9th payroll and continuing up to the present. Managers will be able to view information pertinent to the employees they supervise. Later, in a phased-in approach, when agencies are ready, employees will be able to process personal transactions such as address and withholding changes as well as adding or removing dependents.

A Performance Management module, supporting employee performance appraisals, will be available on-line. The Performance Appraisal for State Employees (PASE) forms and rating system will be available through HRIS. A 360-evaluation system will also be available for use.

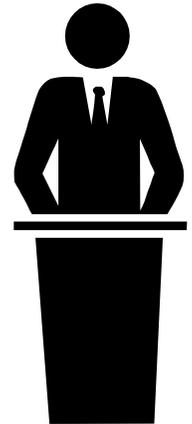
Other future features include workflow management, workforce management, employee recruiting, employee relations, a data warehouse and the ability to conduct exit interviews and employee surveys.

Toastmasters Club is Chartered at ADOA

After months of dedicated endeavors, ADOA finally has a Toastmasters club. One requirement for officially chartering a club is to assemble 20 members. In January, the “**AZ You Like It**” club was formed. Toastmasters helps people learn the art of speaking, listening and thinking to foster self-confidence and personal growth. It provides a supportive and positive learning environment in which every member has the opportunity to develop communication and leadership skills. The members learn by helping one another. Club meetings are workshops where members study and practice their leadership and communication skills. Projects are designed to develop speaking skills one step at a time with every project building upon the skills previously learned.

The individual rewards are many. Not only do members learn speaking and leadership expertise, they experience benefits in all aspects of their lives. **Susan Lehr**, president of the new club and veteran Toastmaster, stated; “It is amazing to watch the growth and development of new members. You can observe a transformation in self-confidence through the series of speeches.”

If you are interested in attending a meeting as a guest, the meetings are held at noon, every Tuesday, in conference room 204 on the second floor of 100 N. 15th Avenue. For additional information contact **Carla Harris**, the club’s vice president of membership, at 542-6231 or carla.harris@ad.state.az.us.



Arizona State Health Laboratory Project Receives Recognition

General Services Division (GSD)/Construction Services Project Manager, **Susan Shearn**, is managing the design and construction of the new Arizona Department of Health Services (ADHS) Health Laboratory on the Capitol Mall. The new Health Laboratory is **Bruce Ringwald's**, General Manager of GSD/Construction Services, second design-build project following the successful completion of the new Arizona State Hospital. Although construction of the Health Laboratory building is still about five months from completion, the project is already receiving recognition for quality.



Southwest Contractors selected the new Arizona State Health Laboratory as the Best Mechanical Project of 2003. Kinetics Systems accepted the award, on behalf of the project team which included Bruce Ringwald and Susan Shearn, on December 11, 2003 at the Best of Awards Ceremony held at the Arizona Biltmore.

At the onset of the project, Construction Services established the mechanical design criteria for the new lab. Construction Services has worked continuously with the team through design and into construction to ensure the highest quality of mechanical systems are provided. Kinetics Systems is the mechanical design-build contractor for the new Health Laboratory and is responsible for the execution of design and installation of the many mechanical systems in the new laboratory. Because of the complex and critical nature of this laboratory’s work, the mechanical systems required for this building are also complex and unique. Mechanical equipment occupies roughly 37% of the square footage of the 75,000 square foot building. The six and one-half foot space above the ceilings on all three floors is filled with a labyrinth of piping, duct and conduit. The design and coordination of installing these mechanical systems was an intensive effort and Kinetics has been recognized for a job exceptionally well done.

ACTS OF KINDNESS

– celebrating our fellow employees

It was a hot day, a hot day that was schedule-packed. I was dressed in a go-to-appointments-and-meetings, make-a-good-impression suit. I was on a tight schedule. As I approached my car, I saw that my tire was flat, so flat that the rim was kissing the parking garage floor. Knowing that I had an important appointment to keep, I quickly considered my options:

The best portion of a good man's life is his little, nameless, unremembered acts of kindness and of love.

~ William Wordsworth ~

- Change the tire myself. Not likely since I had only changed one tire in my life and that was in drivers' education. It was not likely that I would be able to recall the mechanics of the operation in the limited time I had.
- Have a coworker change the tire. Not likely since everyone who would be both willing and able was out of the office at the time.
- Call a tire repair service. Not a viable option as I needed to get to my appointment.

As my sense of urgency increased and my options were eliminated, I decided, as a last resort, to call the Capitol Police. I asked the answering officer if the Police performed random acts of kindness. The operator hesitantly asked, "What kind of act?" I quickly explained my situation and the operator, as quickly, assured me that she would dispatch an officer immediately. **Dan Stolfa** arrived within minutes. Sweating, from the heat and his bulletproof vest while wrangling with a difficult jack, Dan never lost his smile throughout the time it took to change my tire. Thanks to Dan's efforts, I was soon on my way and made my appointment on time. Dan may have been an officer with a bulletproof vest and a smile, but to me, that day and under the circumstances, he was my knight in shining armor. Thanks, Dan.

by: Trisha Lemon

Acts Of Kindness is a new column for News & Views. If you have experienced an ADOA-related act of kindness you wish to share, please send the details to Kathe Cochrane at kathe.cochrane@ad.state.az.us.

SECC – Final Tally

This year's State Employees Charitable Campaign (SECC) was a HUGE success. Final tabulations are still in process for a couple of the larger agencies having outlying offices but it is clear that the State goal of \$1.7 million has been reached! As a matter of fact, the last word from this year's State Coordinator Brett Cameron, is that we have raised \$1,766,335!

This is wonderful news for the 600+ agencies that will benefit from the generosity of so many State employees. ADOA employees raised almost \$60,000 of this total. Thank you to all who gave from the heart.



Walk to End Domestic Violence

The second annual Walk to End Domestic Violence is scheduled for Saturday, April 24th at 7:00 a.m. The Walk raises awareness of the critical issue of Domestic Violence as well as funds for local domestic violence shelters and service providers.



The 5K Walk and competitive run course will take participants around the State Capitol, finishing at Wesley Bolin Plaza. Governor Janet Napolitano is scheduled to participate. Watch for more information in the upcoming months.

Tech Tip



Get Organized Using GroupWise Checklist Features

Would you like to be more organized? Or, are you one of those who thrives on checklists in your planner, on your fridge or stuffed into your pocket or purse? Do you lose track of e-mails that require action?

The GroupWise Checklist feature is a great way to keep the items that requires action on your part and to help you get them done on time. It is incredibly simple to use.

Use the Checklist folder to create a task list. You can move any item – mail messages, phone messages, reminder notes, tasks or appointments – to this folder and arrange them in the order you want. Each item is marked with a check box so that you can check off items as you complete them.

If you want another folder, including your main mailbox, to work the way the Checklist folder does, right-click the folder > click Properties > click the Display tab > select Checklist from the Setting Name drop-down list. You will then be able to drag items up to the checklist area of that folder.

After you have moved an item to the Checklist area, you can open it, click the Checklist tab, and assign it a due date. From the Checklist tab, you can mark it “Complete” and move its position in the list. Select the Personalize tab to set the category or create a meaningful personalized subject for that item.

No longer will important action items fall through the cracks. Next thing you know, you'll be the best organized person on staff. If you need additional assistance, please call the LAN Help Desk at (602) 542-LANS.

SUGGEST ARIZONA

Are you committed to improving government operations? Would you like to earn a little extra money? The Suggest Arizona program can help you realize both goals. It's a win-win situation.

The Suggest Arizona program, established by legislation in 1981, is designed to improve State government by having State employees, drawing on their experience and knowledge, identify ways to provide services more efficiently and/or cost-effectively. Employees, whose ideas are implemented, receive monetary and/or non-monetary recognition. Employees are eligible to receive cash awards up to \$1,000, depending upon the overall savings to the State generated by their ideas.

Recently, the Suggest Arizona Merit Awards Board identified the latest group of Suggest Arizona award recipients. The 22 award recipients, representing four agencies, submitted 25 ideas.

Three of the award recipients are ADOA employees:

Heather Keller (HRD) suggested that postcards, rather than first-class letters, be used for the collection of employee address corrections for the annual mailing of Benefit Open Enrollment materials.

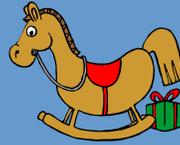
Loa Schell (FSD/GAO) suggested that notices of public meetings be posted on the ADOA web site.

Sue Witt (HRD) suggested that ADOA Human Resources Division discontinue printing payroll reports. Agencies could continue to access these reports and print any needed reports.

Karie Miller, of the Human Resources Division, administers the program statewide. Ruth Stieger-Gentle is ADOA's program coordinator.

To learn more about the Suggest Arizona program, visit the website: www.hr.state.az.us/Suggestarizona. The website includes a handbook of program guidelines and the application.

ADOA Celebrates the Holidays



Holiday Angels

Holiday Singing



Holiday Party





Ask the Experts

Spotlight on the Employee Assistance Program (EAP) - Human Resources Division

What does EAP do for employees?

Job effectiveness can be affected when employees are faced with mental or emotional problems, family responsibilities, financial or legal difficulties, or dependent care needs. EAP is available to assist employees in achieving and maintaining their highest level of job performance. EAP provides employees with the opportunity to resolve a wide range of personal and job-related issues. If you need assistance in addition to your usual coping skills to deal with personal or job-related issues, EAP may be the answer. EAP provides a benefit to employees that can include talking with a counselor to gain assistance with questions and concerns, accessing referrals to community agencies and handouts of informational materials. The EAP is available for employees who have issues related to:

- Work
- Gambling or other addictions
- Grief, bereavement or loss
- Marriage communication
- Trauma, violence and hostility
- Legal referrals
- Alcohol or drug addictions
- Stress, depression or anxiety
- Family relationships
- Caregiver and elder care support
- Finances
- Other matters that affect your life
- Medical needs
- Emergency food
- Balancing work/home life
- Supervisor mentoring
- Career development

What is the cost for employees to access the EAP?

The EAP program is free to State of Arizona employees.

How many times can employees use the EAP per year?

Employees can access EAP for information as often as needed. If an employee is seeking counseling for a situation/incident, there is a limit of five sessions per incident.

What is an incident?

An incident is a life event, such as a family death, divorce or specific job situation.

Does that mean employees can come every week for the whole year?

Most employees are very busy at work. If there is an ongoing reason for counseling, the employee would be referred to their mental health provider for ongoing treatment.

How can employees contact EAP or get an EAP Brochure?

- 1) Access the EAP on the web at <http://www.hr.state.az.us/Benefits/EAP.htm>
- 2) Speak with staff in their HR office
- 3) Call the EAP office at 602-542-4200
- 4) E-mail EAP at EAP@AD.STATE.AZ.US

What about the confidentiality of EAP services?

This is the most-often asked question about EAP. By Federal law and State statutes, all records for employees using EAP are kept confidential and are not part of an employee's personnel file. Only the counselor and you have access to your EAP records. Employees must sign a "Release of Information" in order for records to be disclosed. Federal law and State statute 36-509 do provide for exceptions to the confidentiality and release of information standards.

Do I have to use my annual or sick leave to visit the EAP office?

Employees can access EAP services during work hours without using either annual or sick leave. Employees need to notify their supervisor or manager of the pending appointment and can bring back an attendance note after the session. The benefit for employees using EAP services means, overall, a more productive employee.

What if someone has a special need such as hearing or language?

Contact EAP and they will work with you to best meet your need.

What is a service that EAP provides that most employees might not know about?

EAP provides counseling services in the Employee Assistance office but most employees probably are not aware that EAP also travels to agency offices to provide Crisis Debriefing Services. When an agency, department or section has an emergency such as a death of an employee, an employee with a terminal illness or some other type of crisis event, a counselor can go to the agency and meet with the employees to discuss how to best cope with the crisis.



People on the Move



Division	Welcome	Good-Bye, Good Luck
Capitol Police		<ul style="list-style-type: none"> Rosalie Caldwell left state service Daniel Stolfa transferred to HRD
Financial Services		<ul style="list-style-type: none"> Jennifer Adams left state service Mary Allison transferred to Dept. of Commerce Janet Artis left state service Sandra Estes transferred to ADOT Karen Keller left state service Douglas Mahnke retired
General Services		<ul style="list-style-type: none"> Eduardo Calilung retired Alfred Francis transferred to DHS Karen LaLonde left state service Tanya Salinas left state service
Human Resources	<ul style="list-style-type: none"> Gana LaPaglia transferred from Corrections Rose Marie Cox transferred from DES 	<ul style="list-style-type: none"> Audra Cooley left state service Kerry McCarthy left state service Jacque Maddux left state service William Persson left state service
Information Services		<ul style="list-style-type: none"> Ernest Alexander retired Wendy Hammon transferred to School Facilities Board Gary Widener left state service
Management Services		<ul style="list-style-type: none"> Judith Hakalmazian retired
Director's Office	<ul style="list-style-type: none"> Paul Shannon transferred from JLBC 	<ul style="list-style-type: none"> Charlotte Hosseini transferred to School Facilities Board Scott Smith transferred to AZ State University