2019 NASPEs AWARD
Eva N. Santos Communication Awards

Nominations from dues-paying states are considered for eligibility. Nominated leaders and programs should have a positive effect on the administration of state human resource programs. A state's central human resource department or line agency human resource operations may administer nominated programs.

Programs and projects must have been operational for at least six months and must be transferable to other states. Selection criteria are based on the questions asked on the award application. Included in this packet are the specific criteria for each award and their categories. Nominations are encouraged in all areas of human resource management administration.

Additionally, please provide the project initiative in one of the following formats:
- Web link
- Snapshot
- PDF

NOMINATION INFORMATION

Title of Nomination: HRMS Support Hub   State: WA

Contact Person: Erica Munro

Contact's Title: Enterprise HR Analytics Specialist

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NOMINATOR INFORMATION

Nominator: Angie Hogenson   Title: HR Analytics & Initiatives Manager

State: WA   Agency: Office of Financial Management

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DETAILS

1.   Please provide a brief description of the submission.

We are nominating the State of Washington's Human Resource Management System (HRMS) Support Hub, a website that houses centralized guidance and resource materials for de-centralized agency HRMS end users.

The HRMS Support Hub (Https://support.hrms.wa.gov) is built on the Drupal web platform.

The HRMS Support Hub website is built with the customer in mind with improved accessibility, content, functionality, organization, and search features so that end users can easily find current procedures and related resource information for entering HR and payroll data. The updated content fully integrates business guidelines and technical application, combining the "why" with the "how".
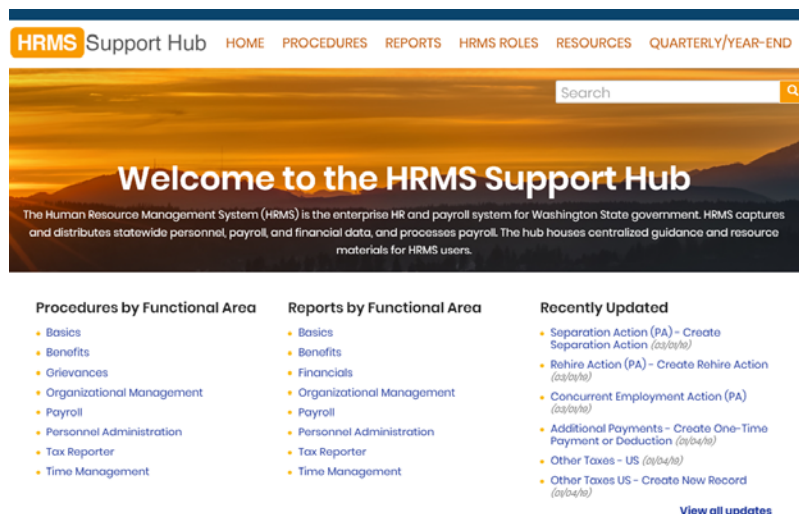
2.   How long has the submission been inexistence?

The HRMS Support Hub went live in October 2018.

3. Why was this submission created?

Washington State has a federated HR and payroll architecture that allows for centralized information sharing between agencies with decentralized human resources authority. Washington implemented a general government (excludes higher education) human resource management system (SAP HRMS) in 2006. At implementation, the user procedures and resource materials provided technical instruction, but lacked a data dictionary or enterprise standards on why, or when, to use which field selections. This left all agencies doing things a little differently, compromising the accuracy and usefulness of enterprise data.

By 2008, efforts were underway to develop data definitions and enterprise standards. However, several central-service agency reorganizations resulted in the HRMS technical support and business owners housed in different agencies. As a result, information about the different HRMS modules were posted in several different websites and training resources were repurposed. The technical materials quickly became outdated. In 2011 HRMS systems analysts were tasked with creating and publishing online training modules. Without cross agency collaboration with the business owners and subject matter experts, these trainings did not reflect the business rules for entering and managing human resource data.

Agency end users voiced concern about the lack of training and insufficient resource materials for keying into the system, and the data began to reflect the lack of correct instruction. In late 2017, HRMS business owners and technical staff teamed up to tackle the problem in two ways, 1) update the content of the existing user procedures to provide a single format that integrates the business enterprise standards and data definitions with the technical instruction, and 2) establish a centralized, stand-alone website that modernizes the look, feel, usability, and accessibility of the user procedures and resource materials.

4. How does this submission support the goals and objectives of your agenda/department?

This submission directly supports OFM's vision: "Better information. Better decisions. Better government. Better Washington." By improving the content and access to instructional and resource materials for our HRMS, it will lead to improved data quality for policy makers to use in decisions affecting the state's workforce.

Our organization focuses on using customer feedback to improve our work, and we have used customer feedback throughout the planning, development, and implementation of the HRMS Support Hub. The project team held an agency work session early on in the planning stage to gather feedback on pain points with the existing materials and website. A lot of the functionality that exists in the HRMS Support Hub came from that feedback, such as improving search features, ability to hide screen shots, adding more explanation, and directly connecting to data definitions. They conducted paper-design interviews and usability studies with agency volunteers. Agency subject matter experts reviewed all the updated content and provided feedback as a final step before implementation.

Additionally, the state of Washington has begun ERP procurement activities to replace the states' aging accounting, budget, procurement and human resource systems. Maintaining standardized business and technical process information is a critical readiness component.

5. Have you been able to measure the effectiveness of this submission? If so, how?
 We have been able to measure our success in a couple of ways:

1) **Website Analytics**

   The HRMS has 1,750 licensed users in 68 state agencies and these are the key customers for this information. The Hub team uses Google Analytics for tracking website usage. In the first five months, there were over 15,000 sessions on the site. Of the top 15 pages, there was minimal use of the 'search' function, which leads to the conclusion that users are able to find the information they need.

Page Title	Sessions
	15,222 % of Total: 100.00% (15,222)
1. HRMS Support Hub	7,827 (51.42%)
2. Resources | HRMS Support Hub	1,718 (11.29%)
3. HR & Payroll Agency Contact List | HRMS Support Hub	1,100 (7.23%)
4. Payroll Cutoff Errors | HRMS Support Hub	971 (6.38%)
5. Payroll Calendars | HRMS Support Hub	448 (2.94%)
6. Procedures | HRMS Support Hub	368 (2.42%)
7. Reports | HRMS Support Hub	268 (1.76%)
8. Payroll | HRMS Support Hub	190 (1.25%)
9. HRMS Security | HRMS Support Hub	173 (1.14%)
10. Personnel Administration | HRMS Support Hub	171 (1.12%)
11. Glossary | HRMS Support Hub	151 (0.99%)
12. Interfaces | HRMS Support Hub	138 (0.91%)
13. Sick Leave Buyout | HRMS Support Hub	90 (0.59%)
14. User account | HRMS Support Hub	80 (0.53%)
15. Search | HRMS Support Hub	76 (0.50%)

   The audience overview leads to the conclusion that users return to the site as a resource.
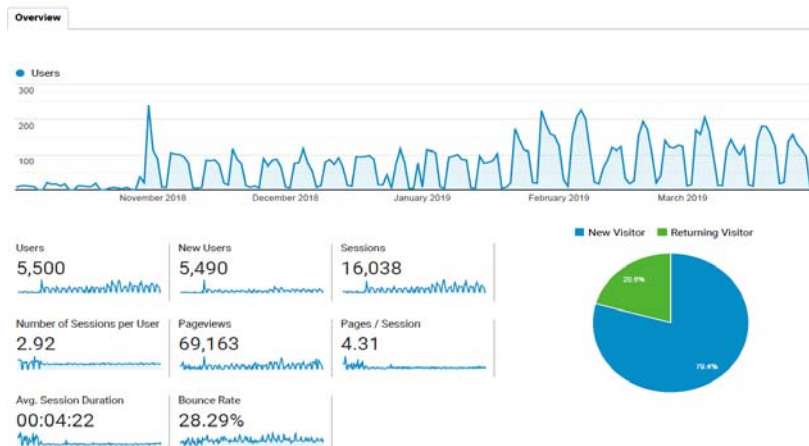
2) **Help Desk Tickets**

The HRMS System Analysts are members of the Hub Team and are responsible for responding to HRMS help requests. This unit is monitoring the number and type of help desk tickets submitted for HRMS information posted on the Hub. No significant drop in tickets has been identified as of the first six months of the site. However, the System Analyst time per response has diminished as they can quickly access or direct the requestor to the information in the centralized site.

3) **Customer Feedback**

The site went live in a soft launch in October 2018 and the official launch party was held on October 31, 2018, see attached article. Agency HR and Payroll practitioners attended the launch party where the project team presented the new site and functionality. Customers were shown how their feedback was incorporated into the final product.

We received very positive feedback from our customers. Examples of feedback:
- Thank you for the opportunity to check the procedures out. I really like the outcome. Well done!"
- "I like the look and layout of these procedures. Being able to hide the Screenshots and Tips is especially nice."
- "What a fabulous set of instructions! You and your team have truly knocked this out of the park, thank you so much!"

State HR, WaTech launch website

11/8/2018 12:00 PM

Category: State HR

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  State HR and WaTech celebrated the Halloween launch of the Human Resource Management System support hub website.

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Julie Cunningham, WaTech business process systems analyst, in her Bob Ross costume

State HR and WaTech celebrated the Halloween launch of the Human Resource Management System support hub website. The new website — http://support.hrms.wa.gov — offers an improved user experience in training, guidance and support for folks who use HRMS, the state's HR and payroll system.

More than 60 people from 25 agencies attended the launch.

Erica Munro, OFM HR analytics specialist (Alice in Wonderland) with Lisa Buccarelli, WaTech business process systems analyst (Wednesday Addams)

Background

A collective effort to modernize the look, feel, usability and accessibility of HRMS training and reference materials started in February. It had been clear that a new website would improve data organization, search ability and content maintenance. In total, the new HRMS support hub brings users a more comprehensive and easy-to-use resource.

WaTech and OFM say that the new website will lead to fewer help desk tickets and more HRMS data integrity.
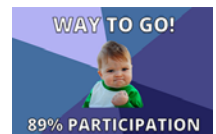
2018 employee engagement survey

11/8/2018 8:00 AM

Category: Employee Services, State HR

Read this article

Thank you for participating in the 2018 employee engagement survey. OFM reached an 89 percent participation rate. Keep an eye out for the survey results in late December.

State HR goes fishing for info