

2010 NASPE Communication Award Nomination

Submission Title: Team Georgia Connection

<http://team.georgia.gov/portal/site/TGC/>

Submission Category: Electronic – Employee Intranet Site

State: Georgia

Contact Information:

Deborah Rollins, Director

Strategy, Marketing and Communications Division

State Personnel Administration

2 M.L. King, Jr. Drive, N.W.

Suite 504 West Tower

Atlanta, Georgia 30334

(404) 657-0373 (404) 656-5979 FAX

deborah.rollins@spa.ga.gov

1. Please provide a brief description of the submission.

The Team Georgia Connection (TGC), which is operated by the State Personnel Administration, is a statewide employee intranet web site developed for the purpose of improving communication, providing tools for productivity, and building the team of state employees to lead Georgia to become the best managed state in the nation. On Team Georgia Connection, state employees can find information and resources relative to Georgia State Government. The site also serves as an effective business tool utilized by employees across the state. Primary access tabs are featured for Employee Self-Service, Customer Service and Flexible Benefits. Various ads, links and information featured on the homepage include the following areas:

- [Education & Training](#)
- [Employee Resources](#)
- [Jobs & Employment](#)
- [News & Communications](#)
- [Policies](#)
- [Safety & Security](#)
- [Transportation & Commuting](#)

Highlighted features include:

- **Employee Self Serve/TeamWorks**
 - Employees login and access the PeopleSoft Portal employee self serve application for functionality and convenience to view and print paychecks, change personal information, convert leave and check leave balances.
 - Managers and supervisors the ability to manage their employees plus conduct annual employee evaluations in the PeopleSoft driven application, ePerformance.
- **Customer Service**
 - Employees can access tips, tools and stories relative to the ongoing customer service initiative to make Georgia the best managed state in the nation.
- **Flexible Benefits**
 - Employees can access key information, useful forms and contact information for flexible benefits such as legal, life insurance, vision and dental insurance to name a few. Electronic enrollment is offered to new employees via the web site.
- **State Employee Directory/Database Locator**
 - Behind a secured log-in employees can explore a searchable database
 - Without log-in, employees can find agency heads and their executive leadership team
- **Ask the Governor**
 - Currently features a personal message of appreciation from Governor Sonny Perdue to state employees.
 - Offers a forum for state employees to submit their questions to the Governor. Responses are posted online for other employees to see.
- **The *Georgia Statement***
 - Offers convenient access to the state employee's *Georgia Statement* publication.

- Features an employee spotlight
- **Employee Discounts**
 - In an effort to help state employees save money, Georgia has partnered with private organizations that specialize in providing employee discounts to organizations. Employees access the discounts through a secured login. Ads and hot deals are promoted to inform employees of hot deals and popular offerings.
- **Retirees**
 - Employees can view most recent state of Georgia retirees

2. How long has the submission been in existence?

The Team Georgia Connection employee Intranet was launched in 2005. In 2009, the backend portal application was upgraded and new enhancements were added and released providing the TCG with a new look, easier navigation, interactive features and improved integration to statewide resources.

3. Why was the submission created?

State government in Georgia is comprised of over 80 state entities with more than 80,000 state employees. Governor Sonny Perdue wanted to establish a place where state employees could work across the enterprise of state government and feel a part of a “Team Georgia” environment – breaking down a silo atmosphere in state government. Team Georgia Connection is the key building block in bringing that vision to reality. The portal was designed to foster employee engagement, provide a single entry point vehicle for communication to and from state employees and provide a useful interactive tool for state employees utilizing the intranet.

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

One of the goals of the state is for Georgia to provide an attractive place to work and build a career in state government. The State Personnel Administration’s strategic goals, which are workforce recruitment, retention, development and HR policy and best practices, are directly aligned in support

of this state goal. The two core functions that support the SPA goals are employee communication and change management. To achieve the state and agency's goals, the Governor and the SPA Commissioner have pushed to change the culture of state government and this intranet serves as the vehicle to pursue that end. On December 1, 2007, the Team Georgia Connection transitioned from ownership by the Governor's Office to ownership and sponsorship by the State Personnel Administration; which was most appropriate considering that one of our core functions involves communicating with all state employees. The Governor and agency leaders use this site to share the vision for the state and the principles of governance. Team Georgia Connection is the place where state employees have access to information about state services. It is a productivity enhancement tool for state employees to process administrative activities, such as self-service and others that are common to all state employees. It is a place that makes all state employees feel as if they are engaged in state government and are part of a team. It is a place where we break down the "silo nature" of state government and a place where employees want to go to find information about current events in state government.

5. Have you been able to measure the effectiveness of the submission? If so, how?

Effectiveness of the online Intranet is measured by employee utilization. We use Google Analytics to track various content areas. More than 1,220,000 employees visited the Intranet last years. Statistics for the site show consistent utilization with increased traffic in 2010. Currently, the site has 69,805 registered users. This fiscal year to date, we have had 2,782,137 page views and 1,219,542 annual visits to the site. Our three most popular content areas include Flexible Benefits, discount program, the employee directory and the employee blog which also has twitter.