HR Self-Service Briefing

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Agenda

• What is HR Self-Service?
• Project scope and timescales
• Employee (ESS) and Manager (MSS) previews
• How this affects you as HR staff
• Preparations for launch
• Support
• Useful links
• Questions
What is HR Self-Service?

- An online portal that allows employees* access to some of their employment, pay and personal data
- Enables employees to update certain details that would normally be done by HR
- Provides managers with an overview of their employees' basic employment-related and personal details

*CMS employees only (not casual/agency/TSS staff)

Benefits

- Paper and printing (£31k pa)
- Improved perception of HR/University
- Information at your fingertips
- Environmental impact (25 trees pa)
- Streamlined processes
- Access to/accuracy of data (GDPR)
HR Self-Service project overview

PHASE 1  
(Oct 2017 – Jul 2018)  
→ Employee Self-Service (ESS)  
→ Manager Self-Service (MSS)  
→ Access via University network  
→ Paper payslips continue

CoreHR upgrade  
(c. Feb 2019)  
→ Offsite & mobile access enabled  
→ Paper payslips withdrawn

PHASE 2  
(TBC)  
→ Leave and absence module  
→ Improved functionality

Employee Self-Service (ESS)

- Login from Staff Gateway via SSO
- Update home address, personal phone numbers, emergency contacts and diversity (bank details to follow)
- View details of current appointment(s) eg job title, salary, FTE, grade
- View and print payslips and P60s
- See additional information, eg right to work and service details
Preview:
Employee Self-Service (ESS)
All further details found here
Manager Self-Service (MSS)

- View basic job and personal details for their employees*
- Managers cannot see their employees’:
  - payslips
  - bank details
  - diversity data

*Those on CMS contracts, excl. casual/agency/TSS staff
Work groups

- CoreHR system term for ‘team’
- Defined by each department
- Determine which records (teams) managers can view in Self-Service, ensuring accurate access to data

How this affects you
Work groups post go-live

- List of work groups available in CoreHR back office
- Request a new/change an existing work group via HEAT
- Core user to select work group when creating new appointment
New appointments

Existing processes updated:
1. Work group must be assigned every time a new appointment is created
2. HRIS Support Centre will set up ESS access – no need to contact the team
3. Employee alerted by email with link to ESS (SSO required)
4. QRGs will be updated

Manager setup for Self-Service

• ‘Manager’ for Self-Service purposes
• New process for Manager role setup (HEAT)
• Processed by HRIS Support Centre
End of appointments

- Transfers (internal moves)
  - Assign new work group to new appointment
- Leaving the University:
  - No additional action required by departments
  - ESS/MSS access will be terminated as part of existing leaver process

Personal data changes

- Data in CoreHR back office is instantly overwritten
- Report ‘PERDEP20 Monthly Changes’ will be updated to track ESS changes (e.g., addresses for T2/5 visa holders, DoB & gender)
- All other data updates – existing process remains
- CoreHR back office existing processes continue (e.g., staff with no access to PC)

NB Departments will not be able to view/report on any changes made within the diversity section
Updating bank details

When this feature is live, changes to bank details will require verification by department:

1. Changes picked up through monthly changes report (PERDEP20)
2. Department contacts employee to confirm change made
3. Genuine change?
   - YES: No action required
   - NO: Report security breach

Preparations for launch
**Phased rollout**

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**NB No changes to work groups until go-live**

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**Check your data**

- Which data needs checking?
  - Right to work
  - Job title/job text
  - Name/title
  - Contract status (e.g., fixed-term)

  **NB Variable hours = employees (permanent or fixed-term status)**

- Check for:
  - Wrong categories, missing data, misspelling/typos

- How?
  - Run HRINFO01 Data Quality Validation 2017-18 / PERDEP01 Staff in Post report
Keeping you updated

All communications critical!
- Emails to ‘Key Contacts’
- HRIS bulletin
- ‘Using HRIS’ website

Communications to staff

- Blueprint article
- Comms ‘toolkit’
- Posters and postcards
- Staff gateway
- All-staff email at launch: ‘check your data’
Support

HR staff
• Updated QRGs
• ‘Using HRIS’ web pages
• HRIS Support Centre
  (CoreHR back office processes)

Everyone
• Staff Gateway page
  (User guides and FAQs)
• Service Desk, IT Services
  (SSO queries)
• No access to HRIS Support Centre

Useful links

Project webpage
http://projects.it.ox.ac.uk/hr-self-service-project

Using HRIS webpage
www.admin.ox.ac.uk/personnel/usinghris/ourservices/projects/hrself-service

HRIS Bulletin
www.admin.ox.ac.uk/personnel/usinghris/bulletin

Staff Gateway
http://www.ox.ac.uk/staff/working-at-oxford/hr-self-service

HR Self-Service Project Team
hrselfservice@admin.ox.ac.uk
Questions