

Meeting Notes	Date: May 12, 2016 Time: 1:00 pm Location: Building 5, Room 602/604 Topic: HR User Group Operations, Transition and Initiatives
Organizer: BSC Transition Team	
Attendees: BSC HR Customer Agencies	
Notes	
<p><u>Operational Updates</u></p> <p>Payroll</p> <ul style="list-style-type: none"> • A Management/Confidential announcement regarding payroll updates was distributed to customer agencies. <ul style="list-style-type: none"> • Payments will be made on May 26th for institution cycle and June 1st for administration cycle. • BSC will review, upon agency's request, the M/C NS Performance Advance Plan for accuracy. • An email was distributed to customer agencies regarding early payroll closure deadlines (NTSTEP deadline was May 26th). <p>Personnel Administration</p> <ul style="list-style-type: none"> • Agencies should email any questions and concerns to Bschemops@ogs.ny.gov. • Agencies need to provide division/bureau/section (DBS) information for position items in HCM. <p>Benefits</p> <ul style="list-style-type: none"> • We are in the process of rebranding our forms and we will be making them available soon. • There will be information forthcoming soon on continuing medical coverage for graduating independents. • An announcement regarding summer camps will be distributed to customer agencies. • Sick Leave at Half pay – GOER advises that sick leave at half pay be retroactive 30 days, and this will be our policy going forward. • Questions regarding electronic onboarding: <ul style="list-style-type: none"> Q. What is the process and why does it take so long? A. A transaction is entered into HCM by the agency. Once the template is entered into HCM, the on-boarding packet is sent to the agency liaison for distribution to the employee. Q. Why does the BSC ask that I-9 form be completed for employees receiving promotions? A. Do not check off I-9 box for promotions on the template unless the employee is changing negotiating unit. 	

Time and Attendance

- The LATS message board lists important information and reminders.
- Employee timesheets are due the Friday after the close of the payroll period. Supervisors must review and approve employee timesheets no later than the Tuesday following the close of the payroll period.
- In order to ensure timesheets are submitted and approved timely, LATS allows up to four alternate supervisors to ensure timely timesheet approval.
- One of the goals of the HR Forum is to share best practices. We are currently looking at agency scorecards to see which agencies have a high percentage of timesheets submitted timely (the SLA is 100% of timesheets are submitted and approved on-time). We will be reaching out to these agencies to determine what best practices can be shared at a future meeting.
- BSC Time & Attendance provides outstanding timesheet reports at select times during the pay period to assist with managing submission of employee timesheets to better ensure employees are paid accurately and timely. However, agency HR officials with reports access can pull outstanding timesheet reports themselves from the canned reports in LATS-NY at any time.

Transition

- BSC is welcoming our four new agencies on May 19th, bringing the total to 44 agencies that are currently receiving HR services.
- Job aids will be updated and posted on the HCM portal.

Systems Support

- HCM is being updated for the M/C salary increases on May 16th (Institution Payroll) and May 23rd (Administration Payroll). The salary updates coincide with the salary updates processed in PayServ.
- The HRIT team is in the process of converting and validating data from new agencies who will become BSC customers effective with Wave 4 (May 19, 2016).
- In the future, we would like to use this forum to discuss system improvements and new functionalities that agency users would like incorporated, as well as a means for users to provide feedback to the BSC.
- HCM access forms are on the HCM portal. User access must be requested and submitted to the BSC via the agency officer.

Q. If processors are on vacation and agencies need to view the template, will they be able to?

A. The agency cannot view the template once it has been submitted to the BSC for processing. If there is a need to see a specific template once it has been submitted, the agency user can contact the BSC and the information will be provided.

Q. Will agency users ever be able to view a template once they have been submitted?

A. There currently is no system enhancement planned to allow this.

Q. Can we look into adding this option?

- A. Currently HCM functionality does not exist to allow viewing of a template at the agency level.
- Q. Is there a BSC contact for questions regarding FileNet?
- A. FileNet related questions can be sent to BSC Customer Care.
- Q. Can the BSC share the list of potential system enhancements with BSC customer agencies?
- A. The list consists of items discussed during the agency alignment sessions and will be shared within this forum.

Presentation

Ongoing Structure

- Mike O'Bryan came onboard for the initiative side of transition, and he will assist with any adjustments necessary post transition.
- Items brought forward from the Customer Advisory Council meeting:
 - The need for this type of forum.
 - Development of a process by which we could manage agency feedback for HR Operations.
- Currently, the user group forum does not replace the monthly agency call. If there are no agenda items, next week's call will be cancelled.
- In the interim, please send any questions or concerns to the Transition mailbox at ogs.sm.BSCFinTranTeam@ogs.ny.gov
- If an agency wants to bring forth any ideas or suggestions, these can be included in future forums.

Q&As

Q. Is the purpose of this meeting for operation updates? Are you looking to receive feedback for improvements just for HCM and LATS?

A. We are looking for feedback on anything--HCM, LATS, and any services provided to our customers so we can better understand agencies' needs.

Q. Can we get a list of items for initiatives?

A. Yes, we will make that part of the next agenda.

Q. We couldn't find an agenda for this meeting?

A. For this initial session we emailed the agenda to our customers. Going forward we will mirror the Finance forums and post the agendas on the BSC website.

Q. What are the four agencies you are taking on in the next wave?

A. AGM, OCFS, OMH (Central Office) and OTDA. We will be updating the job aids to reflect this.