



NH FIRST Time Management Agency Implementation Guide

May 11, 2012

▶ **As you prepare to implement NH FIRST Time Management please remind all of your employees who will use NH FIRST of the following:**

1. They are to go to **NHFIRST Portal – Production** to access NH FIRST.
2. Their **timecard will automatically start on the first day** of the new/current pay period.
3. They **should not move back to any earlier pay period** and enter any data.
4. Many agencies report it is very **helpful to encourage employees to input and SAVE their time daily** for the first couple of weeks.
5. The **SUBMIT function is used to pass timecard entries to Supervisor** for approval. For most employees the **SUBMIT** function will be used only at the end of a pay period.
6. The **SUBMIT & CLOSE should be used by an employee ONLY at the end of the pay period** when the employee is completely finished reporting time/leave on the timecard. Once a SUBMIT & CLOSE function has been done by an employee, he or she can no longer adjust the timecard.

▶ **Your employees' usernames and passwords were sent to you earlier. Please remind your employees of the following:**

1. Each **employee will be required to change their password** to one they personally select when the first login to NH FIRST.
2. It is very **helpful if each employee already has in mind what their new personal password will be** before attempting to login for the first time.
3. **Passwords are required** to be at least **10 digits** and include at least one **CAPITAL** letter and one special character (**@#\$%&**) or one number (**0123456789**).
4. Employees should keep their password in a safe retrievable place. The **NH FIRST portal will lock an employee out for 60 minutes after 3 unsuccessful password attempts.**
5. If an employee is locked out, **the system remains locked for 60 minutes and then permits further login attempts.** It is very help for employees to use the 60 minutes to retrieve their valid passwords. Otherwise, a helpdesk ticket will need to be submitted for a new password.
6. If an employee has any problems with access, **please submit a help desk ticket** and the DAS-FDM security team will assist you.

Objectives & Benefits

Time Reporting

- Replace paper timecards with online timecards - Save paper, transport, storage
- Automate business rules & calculations where practical – Save time processing routine transactions
- Integrate time reporting with approved leave functions – Save time collating and matching Leave to Payroll
- Enable proxy processing for employees without online access

Leave Requests

- Replace paper Application for Leave with online Application for Leave – Save paper, transport, storage
- Integrate GHRS leave balances and display to employees – Reduce delays, errors, and late transactions
- Enable future requests prior to actual accrual
- Integrate with timecard to display approved leave requests in respective pay period timecards - Save time collating and matching Leave to Payroll

Time & Leave Approvals

- Online review/approval for supervisors based on GHRS reporting relationships
- Enable line item approval/rejection with comments for timecards
- Enable approval of leave requests in advance of actual accruals
- Display all pending and approved leave for all employees for a supervisor

NH FIRST Phase 2: Time Management Module

- ▶ September – December 2011
 - 4 Pilot Agencies collaborate with NH FIRST Project Team to design and develop Time Management prototypes
- ▶ January 2012
 - 4 Pilot Agencies implement NH FIRST for leave request and payroll time administration
- ▶ February 2012 – June 2012
 - Additional Agencies select a prototype and prepare for adoption of NH FIRST Time Management
- ▶ The design, development & implementation cycle with 4 Pilot Agencies required less than 12 weeks
- ▶ The selection, preparation, training and adoption cycle should require from 3 to 6 weeks depending on agency size
- ▶ This presentation contains some details and worksheets your agency should use to plan for implementation.
- ▶ Additional information can be found at SunSpot, NH FIRST ERP section, NH FIRST Time Management section:
 - <http://www.admin.state.nh.us/hr/NHFIRSTTimeManagement.html>

What is your Agency's Current Timecard & Leave Request Scenario?



- ▶ Does your agency have a digital timecard and integrated leave administration system that uploads payroll exceptions and leave events to GHRIS?



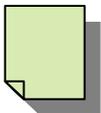
- ▶ Does your agency have a digital timecard system that uploads payroll exceptions to GHRIS and a digital leave administration database but the two are not integrated?



- ▶ Does your agency have a digital timecard system and rely on the paper Application for Leave form for leave requests?



- ▶ Does your agency use paper timecards for payroll and paper Application for Leave forms for leave requests?



- ▶ Does your agency use a paper sign in sheet for payroll and paper Application for Leave forms for leave requests?



- ▶ Does your agency not use timecards and rely on only the paper Application for Leave form for leave requests and to process payroll exceptions?
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NH FIRST Time Management Facts

- ▶ NH FIRST replaces paper forms and enables automated processing for many routine GHRIS payroll events
- ▶ The paper forms serve multiple purposes:
 - ▶ **Permission/Documentation of Employee Leave**
 - ▶ The paper leave request form serves as a permission slip that captures some key data that NH FIRST is designed to capture.
 - ▶ **Identify Data Input Needed for Payroll Processing**
 - ▶ At the point of payroll processing, the paper timecard (*or leave request form for agencies who presently forego using a payroll timecard*) is used as the basis for data entry.
- ▶ Besides automating many GHRIS pay event calculations, the big difference for payroll administration is that the leave form and timecards are in the system viewable individually or in reports rather than in a hardcopy stack.
- ▶ One benefit of the leave request form and timecard being in the system is data integration and no longer needing to collate and match leave slips to timecards to figure out what exceptions need to be input to GHRIS.

NH FIRST Time Management Facts

- ▶ NH FIRST Time Management will interface with GHRS until full Lawson HR & Payroll functions are implemented.
- ▶ NH FIRST will upload only exceptions to Regular payroll for full time/exception positions in GHRS
- ▶ NH FIRST will upload positive pay for employees who are set up in GHRS without a default 37.5/40 Regular Pay Event
 - ▶ Most Classified full time employees are set with a default 37.5/40 Regular payroll and require only exceptions to be input in GHRS each payroll
- ▶ The implementation of NH FIRST eliminates the needs to write, transport, store and rely on paper leave request forms and paper timecards for most employees
- ▶ While GHRS remains in operation, after NH FIRST interfaces with GHRS to upload timecards each pay period, the process to input certain exceptions and to input late-arriving transactions remains unchanged in GHRS

NH FIRST Time Management Functionality by Position Type

Position Type	Currently in GHRS	NH FIRST 2012 Time Management to GHRS	NH FIRST 2013 Time Management to Lawson Payroll
Classified	Hourly work schedules & unique Position numbers enable Timecard upload & approval flow in NH FIRST. Leave balances enable NH FIRST leave request, integration with timecard, and upload	All classified employees are able to enter hours worked on timecard. All classified employees are able to submit leave requests against GHRS balances. Employees without computer access can have data input by an authorized proxy (Supervisor, Manager, HR, Payroll).	Same as 2012
Unclassified	Default work schedule for biweekly salary conflicts with NH FIRST timecard hours increment. Lack of leave balances in GHRS disables leave request upload from NH FIRST.	Two options for Unclassified employees: <ul style="list-style-type: none"> • Continue current off-line practice • Unclassified people input time and code it for project tracking or other agency defined purpose; time is saved/submitted but not approved for upload to GHRS. Coded time data is retrievable in NH FIRST but has no effect on payroll or GL Cost Center accounting, 	Same as in 2012 if Lawson HR system is configured in the same manner for Unclassified positions (i.e. default annual salary and no leave balances).
Non-Classified 9NONC	Currently these individuals are paid in various methods, hourly, per diem, per class etc. They don't have any benefits and are working part time as instructors, trainers, etc.	All non-classified hourly based people will be processed in the same manner as part time people below. Part time employees will report time and time proxies maintenance will be required to support approval processes	HR record in Lawson will identify the supervisor this becomes the supervisor of record on the approval route.
Part Time 9TEMP 8TEMP	Lack of unique Position numbers for part time employees disables approval flow in NH FIRST. NH FIRST needs to know where each position reports to an approver to facilitate online approval.	Part time employees may be able to use NH FIRST directly report time if timecard approver <u>proxy lists</u> are set up and maintained to support approval processes, or part time employees may need to have their time input to NH FIRST via Proxy (Supervisor/Administrator)	Each part time employee will have a 1:1 relationship to a supervisor on record in Lawson Global HR and update form HRI1 to enable timecard approval routing.

7 Agency Planning Stages

1. COMPLETE AGENCY NEEDS ASSESSMENT

- How does your agency use leave and timecard data to stay compliant, maintain operations and ensure accuracy?

2. SELECT NH FIRST OPTIONS

- What functions can NH FIRST Time Management deliver to help your agency and be successful in implementing NH FIRST for HR & Payroll?

3. UPDATE GHRS RECORDS

- What does your agency need to do to ensure key data is complete and up-to-date in GHRS?

4. CONFIRM AGENCY PC SET UP

- What PC standards and browser settings are necessary to operate NH FIRST Time Management?

5. RECEIVE ACCESS TO SYSTEM

- How will your agency distribute new user ID and passwords to employees?

6. ATTEND HR-PAYROLL ADMINISTRATOR ORIENTATION/TRAINING

- Who in your agency administers payroll and leave processing? Who is best suited to lead internal implementation for employees?

7. ORGANIZE AGENCY EMPLOYEE & SUPERVISOR ORIENTATION/TRAINING

- What is needed for your employees to understand how to use NH FIRST online forms?
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Implementation Plan Summary

		Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Planning	1. Complete Agency Needs Assessment	█					
	2. Select NH FIRST Options		█				
	3. Update GHRS Records	█	█	█			
	4. Confirm Agency PC Set Up			█	█	█	
	5. Receive Access to System					█	
	6. Attend HR-Payroll Administrator Orientation/Training					█	
	7. Organize Agency Employee & Supervisor Orientation/Training			█	█	█	█
Live	Implement NH FIRST Time Management (begin pay period)						█
	Execute NH FIRST – GHRS Payroll Cycle (end pay period)						█

1. Agency Needs Assessment Worksheet

Question	Agency Answer	NH FIRST Consideration
What is the agency's current process to ensure reporting, control and administration of employee leave and payroll time?		
Does agency use specialized (agency-specific) GHRS pay codes that do not appear on the NH FIRST Statewide Pay Code list?		
How many employees are in 9TEMP, 8TEMP, 9NONC and/or Unclassified Positions?		
Does agency operate 24x7 and/or unconventional shifts?		
Do employees ever work shifts for which they are paid other than their regular Grade/Step rate?		
Does agency code payroll time for other purposes? (e.g. accounting transfers, grant reporting, activity based costing)		
If the agency codes time, is it the employee, program manager, or payroll officer who reports the coded the time?		
How many employees do not have access to a state PC in the course of their normal duties?		
How many employees have no internet access outside of the workplace?		
How does the agency normally promote or implement internal changes? (e.g. written memo/procedures, management-led forums, HR-led training, Supervisor-led training)		

2. NH FIRST OPTIONS

- ▶ The NH FIRST Application for Leave form is a single statewide standard form – all agencies use the same form.
- ▶ The NH FIRST Timecard form is available with options depending on agency needs.
 - ▶ Simple wherein an employee reports:
 - ▶ Day/Date – Hours Worked (or On Leave) – Pay Code (e.g. Regular, Sick, Annual, etc.)
 - ▶ Enhanced wherein each entry can be coded with a Lawson Activity (AC) Code:
 - ▶ Day/Date – Hours Worked – Pay Code – Lawson Activity Code (GHRIS Job Number)
 - ▶ Complex wherein each entry can accommodate a combination of coding
 - ▶ Day/Date – Hours Worked – Pay Code
 - ▶ Plus one or more of the following:
 - ▶ Lawson Activity Code – Cost Center Override – Agency-Specific Task Code - Special Shift Indicator

NH FIRST Time Management

Simple Version of Timecard

System Presents Day	System Presents Date	Employee Inputs Hours Worked	Employee Selects Pay Code
Friday	1/13/2012		
Saturday	1/14/2012		
Sunday	1/15/2012		
Monday	1/16/2012		
Tuesday	1/17/2012		
Wednesday	1/18/2012		
Thursday	1/19/2012		
Friday	1/20/2012		
Saturday	1/21/2012		
Sunday	1/22/2012		
Monday	1/23/2012		
Tuesday	1/24/2012		
Wednesday	1/25/2012		
Thursday	1/26/2012		

The hours are input in whole/decimal format: e.g. 7.5 or 8.0

The Pay Codes appear in a drop down menu to be selected by a click

Other functions executed by Employee clicking a button:

- Delete an entry
- Save the timecard
- Submit the timecard for Approval
- Insert a comment on the timecard

Approval functions executed by Supervisor clicking a button:

- Approve the timecard in full or line by line
- Reject the timecard in full or line by line
- Insert a comment on the timecard
- Delete an entry

NH FIRST Time Management **Options**

Examples: Enhanced/Complex Versions of Timecard

System Presents Day	System Presents Date	Employee Inputs Hours Worked	Employee Selects Pay Code	Employee Selects Lawson AC Activity Code
Friday	1/13/2012			
Saturday	1/14/2012			
Sunday	1/15/2012			
Monday	1/16/2012			

Lawson AC Activity Codes Agency Specific Task Codes, etc. appear in a drop down menu to be selected by a click

System Presents Day	System Presents Date	Employee Inputs Hours Worked	Employee Selects Pay Code	Employee Selects Lawson AC Activity Code	Employee Selects an Agency Specific Task Code	Employee Uses a Field to Indicate Time Worked at Other than Regular Grade/Step
Friday	1/13/2012					
Saturday	1/14/2012					
Sunday	1/15/2012					
Monday	1/16/2012					
Tuesday	1/17/2012					
Wednesday	1/18/2012					
Thursday	1/19/2012					

NH FIRST Time Management

Statewide Pay Code List – *Drop Down Menu*

GHR CODE	As Displayed on Drop Down Pick List	GHR CODE	As Displayed on Drop Down Pick List	GHR CODE	As Displayed on Drop Down Pick List
ANNLV	ANNUAL LEAVE USAGE	FYBNS	FISCAL YEAR BONUS LEAVE USAGE	SICBU	SICK BENEVOLENT USER
AVAIL	RESPONDS FROM AVAILABLE LIST @ STRAIGHT TIME	HCPMA	HOLIDAY COMP TIME EARNED AT STRAIGHT (FORMERLY NOT NOTED AT STRAIGHT)	SICKB	SICK LEAVE BEREAVEMENT USAGE
CIVIL	CIVIL LEAVE USAGE	HCOMP	HOLIDAY COMP LEAVE USAGE	SICKD	SICK DEPENDENT LEAVE USAGE
CLLBO	CALL BACK PAY 1.5	HLD19	PAY STRAIGHT FLEX SCHD	SICKM	SICK ADDITIONAL DEP LEAVE FMLA
CMPMA	COMPENSATION LEAVE EARNED	HLDAY	PAY 1.5 WORKED FT	SICKP	SICK LEAVE PERSONAL
COMP	COMPENSATION LEAVE USAGE	HLDNS	PAY STRAIGHT PT	SICKS	SICK LEAVE USAGE
CP15	COMPENSATORY TIME EARNED 1.5	HLDPT	PAY 1.5 WORKED PT	STDBY	STAND-BY PAY @ STRAIGHT TIME
DISRE	DISASTER RELIEF SERVICES	HLDY	HOLIDAY GIVEN OFF (FORMERLY NOT WORKED)	STIME	OVERTIME @ STRAIGHT PT \$ TEMP
FLAN	FMLA ANNUAL	LWOPP	LEAVE WITHOUT PAY PERSONAL	STM18	OVERTIME STRAIGHT PERM
FLAS	FMLA SICK	LWOPS	LEAVE WITHOUT PAY SICK	SWPB	SUSPENSTION WITH PAY & BENEFITS
FLCU	FMLA COMPENSATORY USAGE	MLTRY	MILITARY LEAVE USAGE	UADLV	UNION ADMINISTRATIVE LEAVE
FLFH	FMLA FLOATING HOLIDAY	MLWP	MILITARY LEAVE WITHOUT PAY	WCAN	WORKERS COMP ANNUAL LEAVE
FLMB	FMLA FY-BONUS	NRSFT	SHIFT DIFF. NOT ASSIGNED	WCBU	WORKERS COMP SICK BENEVOLENT USAGE
FLOAT	FLOATING LEAVE USAGE	ONCAL	CALL BACK PAY @ STRAIGHT TIME	WCCM	WORKERS COMP COMPENSATORY TIME
FLSD	FMLA SICK DEPENDENT	ONCLR	ON-CALL RESPONSE VIA TELEPHONE @ STRAIGHT TIME	WCFB	WORKERS COMP FISCAL YEAR BONUS
FLSM	FMLA SICK MEDICAL LEAVE USED	OTIME	OVERTIME 1.5 PT & TEMP	WCSS	WORKERS COMP SICK LEAVE USAGE
FLSS	FMLA SUPPLEMENT SICK	OTM18	OVERTIME 1.5 PERM 40 HR	WKEND	WEEKEND DIFFERENTIAL
FLSS	FMLA WITH SUPPLEMENTAL SICK LEAVE	RCALL	ON-CALL @ ¼ HOUR STRAIGHT TIME		
FMPH	FMLA PAID HOLIDAY	REGLR	REGULAR PAY		
FMUL	FMLA UNPAID LEAVE	SHFT3	THIRD SHIFT DIFFERENTIAL		
FMUN	FMLA UNPAID HOLIDAY	SHIFT	SECOND SHIFT DIFFERENTIAL		

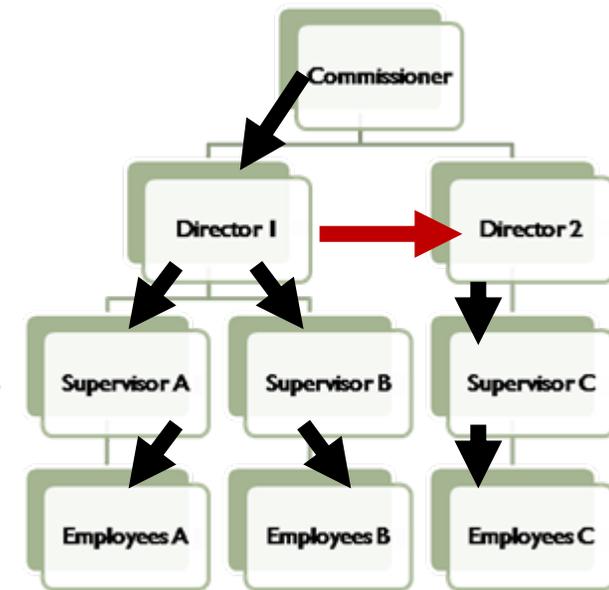
NH FIRST Time Management Agency Options Worksheet

Function	Option A	Option B	Considerations
Employee Time Reporting Format	<input type="checkbox"/> Whole Hours & Decimals <i>Example: 7.50 or 8.00</i>	<input type="checkbox"/> Time-In Time-Out <i>Example: In: 08:00 Out: 12:00 In: 13:00 Out: 16:30 Total Hours: 7.50</i>	<p>Whole hours & decimal portions of hours (<i>not minutes – see Minutes to decimals Conversion Table</i>).</p> <p>Time-In Time-Out Format operates using 24 hour (military time) format.</p> <p>Time-In Time-Out Format is used for worked hours only – unpaid breaks are not input thus requiring multiple entries for a day with breaks.</p>
Cost Center Override	<input type="checkbox"/> Enable input of Accounting Unit to be used for override to Employee's GHRS Home Account	<input type="checkbox"/> Do not include Cost Center field on Timecard	<p>Do employees typically indicate a Cost Center override?</p> <p>Do program managers typically indicate Cost Center overrides?</p> <p>Do only financial managers apply Cost Center Overrides?</p>
Lawson AC Activity Code	<input type="checkbox"/> Include Lawson AC Code on Timecard to enable employees to code time to specific AC Codes <i>(requires Agency to have AC Codes implemented in NH FIRST Financial Modules)</i>	<input type="checkbox"/> Do not include Lawson AC Activity Code field on Timecard	<p>If the agency has implemented Lawson AC Activity Codes, the Time Management module will automatically be updated to recognize active/valid AC Activity Codes. The AC Activity Codes can be offered to employees in a drop down list to control input and prevent free-form input.</p> <p>After an Agency has implemented AC Activity Codes, the codes can be established, activated and inactivated by the Agency.</p> <p>NOTE: While GHRS remains in service, codes should be limited to 8 digits.</p>
Agency-Defined Code	<input type="checkbox"/> Include a Agency Code field on the Timecard for input of Agency-Specific (<i>non-Lawson Financial</i>) codes. e.g. <i>Task or Project or Client</i>	<input type="checkbox"/> Do not include an Agency – Defined Code field on the Timecard	<p>Agency-defined codes are established as a list in the system. The codes can be offered to employees in a drop-down list to control input and prevent free-form data input. The list cannot be maintain independently by the Agency.</p> <p>A service request to DAS-FDM with sufficient lead time would be required to add new codes and/or deactivate existing codes.</p>
Grade & Step Override	<input type="checkbox"/> Include indicators for Grade/Step overrides when time worked should be paid outside of the employee's regular salary Grade /Step	<input type="checkbox"/> Do not include Grade/Step Override function on Timecard	<p>In accordance with Collect Bargaining Agreements, employees may elect to work time beyond their regular position and in doing so agree to be compensated at the Grade/Step assigned to the shift being covered. This function offers a drop down list of Grades and a drop down list of Steps.</p>

NH FIRST Proxy Functions



- ▶ Proxy functions enable Approvers and Administrators to act on behalf of others in NH FIRST.
- ▶ Inherited Proxy functionality is automatically granted based on the organizational hierarchy.
 - ▶ Inherited Proxy enables an Approver to input on behalf of their Direct Reports.
 - ▶ Inherited Proxy enables a Senior Manager to Approve on behalf of a subordinate manager (i.e. to cover for an absent manager)
- ▶ Lateral Proxy functionality is assigned by Agency HR-Payroll administrator on a temporary or regular basis.
 - ▶ Lateral Proxy enables an Approver to act on behalf of another Approver when there is no direct reporting relationship.



Example

Director 1 is assigned Lateral Proxy for Director 2 which enables Director 1 to function on behalf of Director 2 to Approve on behalf of Supervisor C and Employees C

3. UPDATE GHRS RECORDS

- ▶ NH FIRST Time Management relies on GHRS data to identify employees, their respective supervisors, their respective agency & their division/bureau within the agency.
 - ▶ For full time employees, the Reports To field on the GHRS PUD2 screen is used to indicate to which position the employee reports – it is essential that the Reports To field be up to date for every employee.
 - ▶ 9TEMP employees in an agency effectively all share the same position in GHRS. This is also true for 8TEMP & 9NONC employees. Therefore the Reports To field is limited in how it supports the use of NH FIRST for these type of employees.
 - ▶ Each agency presently has a single manager to who all 9TEMP positions report according to GHRS. How the agency implements NH FIRST for 9TEMP, 8TEMP, 9NONC employees will determine how best to update the Reports To field for these types of positions.
 - ▶ The AGYS screen in GHRS contains the ORG field. The ORGN screen in GHRS maps the ORG field from AGYS with the division/bureau within the agency from which the person is paid. This is a four digit numeric field that goes by different names depending on which state system is being used:
 - ▶GHRS: *Activity*
 - ▶NH FIRST Lawson Financial System: *Bureau/Division*
 - ▶NH FIRST Affinity Budget: *Activity*
 - ▶NH FIRST Time Management : *Bureau/Division*
 - ▶ It is important to make sure that employee positions are correctly assigned to their respective ORG field in GHRS. The NH FIRST system uses this data to place parameters on the data to be returned when an Approver or Payroll Administrator runs reports from the system.

NH FIRST – GHRS

Biweekly Payroll Cycle



Payroll Period										Processing Period														
FRI	MON	TUE	WED	THU	FRI	MON	TUE	WED	THU	FRI	MON	TUE	WED	THU	FRI	MON	TUE	WED	THU					
<p>Employees can input time worked and/or leave requests daily, weekly, or at the end of the pay period. Time can be input and saved daily and submitted when ready for approval.</p>										<p>Rejected items can be amended and resubmitted by employees.</p>														
<p>Approvers can review items submitted for approval immediately upon submission by employees. Leave requests and timecards can be Approved or Rejected. Timecards for current pay period are Closed upon approval. Closed timecards are ready for interface.</p>										<p>Rejected/ Resubmitted items can be Approved.</p>														
<p>HR-Payroll administrators can review and pre-audit timecard and leave data to identify actions required prior to final Approval and Close of the timecard. GHRS exception processing can be prepared in advance of the NH FIRST to GHRS interface for items not automated by NH FIRST.</p>										<ul style="list-style-type: none"> HR-Payroll Administrators can Re-Open timecards for corrections. 														
<p>Deadline for Employee timecards: Close of business on Thursday (noon on Friday for Thursday night shifts)</p>															<p>After NH FIRST Interface, GHRS processing remains the same as it's always been except that timecard and leave data is in the system rather than on paper.</p>									
<p>Deadline for Supervisory Approval: Close of Business on Friday (noon on Monday for Friday night and weekend shifts)</p>															<p>NH1st</p> <p>P1</p> <p>S1</p> <p>S2</p> <p>Pay Day</p>									
<p>Deadline for all NH FIRST input, approvals and administrative adjustments to be passed via interface: Close of Business on Tuesday</p>																								
															<p>GHRS Processing after NH FIRST interface (NH1st) (Tuesday night) Input of GHRS exceptions and Suspense items not uploaded from NH FIRST: Wednesday – Friday GHRS Gross-to-Net Production Cycle (P1): Friday Night GHRS Supplemental Payroll Cycles for P1 corrections and late input: Supplemental 1 (S1) Tuesday; Supplemental 2 (S2) Wednesday</p>									

4. AGENCY PC SET UP

- ▶ NH FIRST relies on HTML/XML technologies to present forms on the screen and to take data from the screen to the core system.
 - ▶ HTML/XML technologies are used to build interactive web pages and rely on a PC web browser and user-specific browser settings.
- ▶ The NH FIRST Time Management system is compatible with Microsoft Internet Explorer versions 7 & 8 (IE7, IE8).
 - ▶ The NH FIRST Time Management system is not compatible with Microsoft Internet Explorer version 6 or 9, Apple's Safari web browser or the open-source web browser Firefox.
- ▶ When an employee logs into the state's network, he/she carries a user-specific profile that includes web browser settings.
 - ▶ NH FIRST requires certain settings to be in place for the system to operate successfully.
- ▶ The NH FIRST Project Team and the Department of Information Technology have this information and, with adequate planning and lead time, will work with your agency to examine your agency's specific needs in these areas prior to implementing NH FIRST Time Management.
 - ▶ For employees without regular PC access, some agencies have explored setting up a shared PC as a kiosk.
 - ▶ NH FIRST Time Management is also accessible from home via the internet provided the employee's web browser version and settings are compatible.

5. ACCESS TO THE SYSTEM

- ▶ Each employee will need a user name and password to access the system
- ▶ The Department of Administrative Services (DAS) will rely on GHRIS data to set-up employee user names
- ▶ Prior to setting up user names, DAS will provide the complete list to the person identified as the agency point of contact for the implementation – the agency will have the opportunity to review and update the list in GHRIS or with DAS as needed.
- ▶ DAS will provide the final list of user names and passwords to the agency point of contact when employees are ready to begin using the system.
 - ▶ Employees who already have NH FIRST user accounts will not need a new user account for the Time Management implementation. Employees who use NH FIRST on a regular basis will already know their user name and password – some employees who obtained NH FIRST user names in 2009 but who have not regularly used the system will need to reset their password.
 - ▶ The password delivered with the new user name will be a password that works only once – the employee will need to create a new personal password as part of their first time logging into the system – It's a good idea to have a password prepared in advance. The state security standards require certain criteria in a password, these will be provided with the list.
 - ▶ Prior to the full implementation at the agency, DAS will coordinate an opportunity for the agency to experience a pilot exercise whereby employees can use the system in its production environment – some conditions will apply to make the pilot exercise a success.

6. AGENCY CHANGE MGMT & PAYROLL ADMIN TRAINING

▶ Who:

- ▶ Agency Payroll and Leave Administrators
- ▶ Agency Change Management Leaders
 - ▶ Key Managers/Supervisors & Internal Trainers

▶ What:

- ▶ NH FIRST – GHRIS Payroll Process
 - ▶ Deadlines for input, Administrator Re-open functions, Interface Process, GHRIS Suspense Process, Payroll Exceptions not Processed via NH FIRST
- ▶ NH FIRST Application for Leave Form
 - ▶ Input/Submit, Leave Types, Recommendation/Approval, Rejection/Resubmit, Integration with respective Timecard
- ▶ Agency's NH FIRST Timecard Form
 - ▶ Input/Submit, Pay Codes, Additional Information functions, Agency-Specific Features/Coding, Exception Processes, Integration with Leave forms, Approval, Rejection/Resubmit, Downstream corrections.
- ▶ Payroll Pre-Audit Using NH FIRST Reports Instead of Paper Slips

▶ When:

- ▶ DAS will conduct a 1-day session prior to Agency directing employees to NH FIRST training materials
- ▶ DAS provide follow up support to agency during first full payroll cycle using NH FIRST - GHRIS

AGENCY CHANGE MANAGEMENT – cont.

- ▶ The adoption of NH FIRST Time Management can be a relatively straightforward process.
 - ▶ The simplicity/complexity of the agency's use of the system will be a factor in how much internal change management needs to occur.
- ▶ Each agency has its own preferred methods for introducing change.
 - ▶ The NH FIRST project team offers some flexibility in supporting agency change management initiatives.
- ▶ Investment in internal change management leadership by each agency is essential to a successful implementation.
 - ▶ DAS will deliver classroom training to individuals selected by the agency to lead change management, support employees in orientation and review of training materials, and the administrators of ongoing payroll and leave processing.
 - ▶ DAS will not be conducting classroom training for every employee/supervisor who needs to input and/or approve leave requests and timecards.
 - ▶ DAS will support the agency change management leaders to make sure employees have access to clear, user friendly and detailed information on how to use the system and how to obtain assistance when using the system.

7. AGENCY EMPLOYEE ORIENTATION/TRAINING

▶ Who:

- ▶ Agency Employees who will input Leave forms and Timecards
- ▶ Agency managers/supervisors will Approve/Reject Leave forms and Timecards

▶ What:

- ▶ NH FIRST – GHRS Payroll Process
 - ▶ NH FIRST Time Management User Instructions - detailed guide posted on Sunspot
- ▶ NH FIRST Application for Leave Form
 - ▶ Input/Submit, Leave Types, Recommendation/Approval, Rejection/Resubmit, Integration with respective Timecard
 - ▶ NH FIRST Time Management User Instructions - detailed guide posted on Sunspot
 - ▶ Training Videos narrate and demonstrate step-by-step instructions using the actual system – posted on Sunspot
- ▶ Agency's NH FIRST Timecard Form
 - ▶ Input/Submit, Pay Codes, Additional Information functions, Agency-Specific Features/Coding, Exception Processes, Integration with Leave forms, Approval, Rejection/Resubmit, Downstream corrections.
 - ▶ NH FIRST Time Management User Instructions - detailed guide posted on Sunspot
 - ▶ Training Videos narrate and demonstrate step-by-step instructions using the actual system – posted on Sunspot

▶ When:

- ▶ After Agency Change Management leaders and Payroll Administrators are trained.
- ▶ Agency supervisors directed to review the Training Videos, FAQs, and the NH FIRST Time Management User Instructions – all posted on Sunspot
- ▶ Agency Change Management Leaders facilitate a Q&A session following Supervisor orientation
- ▶ Agency Supervisors direct employees to review the Training Videos, FAQs, and the NH FIRST Time Management User Instructions – all posted on Sunspot
- ▶ Agency Change Management Leaders and Supervisors facilitate a Q&A session following Supervisor orientation
- ▶ Agency Change Management Leaders schedule Agency Pilot exercise with DAS
- ▶ DAS provides detailed schedule and data input parameters for Agency Pilot
- ▶ Employees participate in Agency Pilot to test their access, skills and explore the system's functions and features.

Agency Communication Plan

Communication	Resource	Audience	Communicator	Timing
Announcement	Agency Announces Implementation Date and Indicating Agency Leaders for Implementation. Draft memo provided by NH FIRST	All Employees	Agency Head	8 weeks prior to implementation
Orientation	Written overview of Agency timecard and leave functions. Draft memo provided by NH FIRST. Presentation materials provided by NH FIRST.	All Employees	Agency Implementation Leaders	After Agency selects timecard 6 Weeks prior to implementation
Orientation Follow-up	Facilitated meeting with employees for presentation Q&A	Employees who need answers	Agency Implementation Leaders & NH FIRST Leaders	After employees review orientation materials 5 weeks prior to implementation
Training for Agency Implementation Leaders	8 Hour Training on time & leave functions and payroll process.	HR-Payroll Administrators and Implementation Leaders/Trainers	NH FIRST Leaders	After agency design selection and review orientation materials 4 weeks prior to implementation
Training for Agency Employees	Duration depends on your agency needs. Written User instructions, Presentations, and Video Instructions provided by NH FIRST	All employees get written instructions and access to videos Employees should be offered guidance in a group setting Some employees may need 1:1 guidance	Agency Implementation Leaders	After Agency HR-Payroll Administrators & Implementation Leaders are trained 3 weeks prior to implementation
Agency Special Instructions	Written instructions focused on any Agency-specific special processing and/or exception processing required for Agency implementation, including instructions on how to report issues and request technical assistance, provided by NH FIRST	All affected employees	Agency Implementation Leaders	Prior to Agency Pilot exercise 2 weeks prior to implementation
Agency Pilot Exercise	Written User ID and passwords for each employee along with instructions on how to access the system to participate in a Pilot exercise on a specific day, time, and using specific parameters to input leave and timecard transactions provided by NH FIRST	All employees as organized by Agency	Agency Implementation Leaders	1 week prior to Agency implementation date

Agency Planning Worksheet

Activity	Duration	Begin Date	End Date	Assigned To	Status
1. Complete Agency Needs Assessment	3 days				<input type="checkbox"/> Pending <input type="checkbox"/> Underway <input type="checkbox"/> Delayed <input type="checkbox"/> Completed
2. Select NH FIRST Options	2 days				<input type="checkbox"/> Pending <input type="checkbox"/> Underway <input type="checkbox"/> Delayed <input type="checkbox"/> Completed
3. Update GHRS Records	1 to 2 weeks				<input type="checkbox"/> Pending <input type="checkbox"/> Underway <input type="checkbox"/> Delayed <input type="checkbox"/> Completed
4. Confirm Agency PC Set Up	1 to 2 weeks				<input type="checkbox"/> Pending <input type="checkbox"/> Underway <input type="checkbox"/> Delayed <input type="checkbox"/> Completed
5. Receive Access to System	2 Days				<input type="checkbox"/> Pending <input type="checkbox"/> Underway <input type="checkbox"/> Delayed <input type="checkbox"/> Completed
6. Attend HR/Payroll Administrator Training	2 Days				<input type="checkbox"/> Pending <input type="checkbox"/> Underway <input type="checkbox"/> Delayed <input type="checkbox"/> Completed
7. Organize Employee & Supervisor Orientation & Training	3 Weeks				<input type="checkbox"/> Pending <input type="checkbox"/> Underway <input type="checkbox"/> Delayed <input type="checkbox"/> Completed
Implement NH FIRST Application for Leave & Timecard	2 weeks	Beginning of Pay Period			

Pay Periods to choose from:

Begin Date

End Date

6/1/2012

6/14/2012

6/15/2012

6/28/2012

6/29/2012

7/12/2012

Reporting Needs:

- ▶ If your agency and the NHFIRST team has determined agency specific dropdowns and specialized reports are needed please initiate a request immediately via the following link: http://www.sunspot.admin.state.nh.us/einfoservices/einforequest/e-info_request_form_custom.asp?goldsystem=GHRs