

CHRO NEWS

Chief Human Resources Office Newsletter

August 2016

***New CHRO Service**

How many times have you been stuck on an issue and you wished someone could help you work through it or just listen to your ideas? Well, look no further. CHRO is getting ready to pilot a new free service. Our goal is to help you be more efficient, strategize on issues – both big and small - and help the agency get the tools necessary to be successful.

Say your agency is doing the groundwork for a reorganization and you want to make sure you are on the right track. Or you have a great idea you'd like to present to your executive team but would like to sit down with someone to discuss options. We can do that with you! CHRO can send in a small team or just a consultant to provide guidance, options and best practices. This allows us to be more consistent as an employer and gives CHRO a good idea of what policies may need to be updated or created to better match the workforce and public need.

After we meet, if there are unanswered questions, we can staff them with our colleagues who specialize in recruitment, classification and compensation or labor relations. If we are able, we can bring them along too.

Please contact the CHRO policy email at CHRO.policy@oregon.gov if you are interested in being a part of this exciting new service.

“You save tremendous amounts of time, energy, and money when you tap into the human resources of a business at every level.”

- Stephen Covey



Capital from the north.

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If I had more time, I'd write you a shorter letter - Communication during change.

By: Milena Otasevic, DAS/CHRO/HRIS Project Team, Change Management Intern

By now you have probably heard of the Human Resource Information System (HRIS) replacement project and the vision for changing our current HR system state-wide. We have identified our goals, developed our process, selected an amazing team, and have committed leadership support. Now we want to share all that with you.

A huge part of any successful change management project is communication. We believe that the real power of the project's vision will be unleashed when all stakeholders have an understanding of the goals we expect to achieve.

Accepting the vision may be challenging with many questions that arise: How will this impact me? My colleagues? The organization? What are the alternatives? Are there better options? Can I do it? What changes will I have to make? How do I feel about those changes? Do I believe in the vision for the future? Answering these questions require a lot of time and communication; This is an important task to complete to build trust and gain buy-in.

Here are some techniques that will help assist a successful communication effort.

1. **Keep it simple:** Try to avoid jargon and technobabble. Keep the message direct and simple. The saying is: "If I had more time, I'd write you a shorter letter" because clear and concise statements are easier to understand.

At HRIS: The HRIS project vision is to provide a system that meets the business needs of the users by delivering comprehensive functionality, valuable reporting, increased efficiency, improved risk management, while remaining relevant with a robust self-service function.

2. **Use metaphor, analogy and example:** A picture is worth a thousand words but talking can be helpful when describing what you do.

At HRIS: At HRIS we often use the following metaphor: Comparing a modern HRIS with the current system is not like comparing apples to oranges, it is like comparing apples to sushi. The new system will not only replace PPDB and PICS but also bring new capabilities and improved functionality for HR processes.

3. **Use many different formats and media types:** People receive and retain information in various ways so make sure you are using many different formats and media to communicate your message.

At HRIS: In the months to come, we plan on informing you about the HRIS project progress in many different ways, through large meetings and small, memos, newspapers, newsletters, website articles, leadership speeches as well as formal and informal interactions.

4. **Repeat, repeat, repeat:** In today's day and age, communication fights with hundreds of emails for our attention. It is important to have repetition. Successful transformation efforts have many messages: a sentence here, a paragraph there, two minutes in the middle of a meeting, five minutes at the end of a conversation, three quick references in a speech.

At HRIS: With regular communication we hope to build a joint understanding and appreciation of all those involved to successfully implement a new HRIS together.

5. **Leadership by example:** Nothing undermines communication of a change vision more than inconsistent behavior of key players. Always keep in mind that words are cheap but actions are not. That the most powerful way to communicate a new direction is through behavior.

At HRIS: When it comes to HRIS, the leaders are committing their support and resources to ensure success. The project has received continued support and budget approval from the governor, legislative office, the Enterprise Leadership Team (ELT) and many other agency leaders throughout state government.

6. **Explain seeming inconsistencies:** Unaddressed inconsistencies during a transformation process undermine the credibility of all communication. So in order to increase credibility and trust you need to actively address them and eliminate mixed signals.

At HRIS: We said we will communicate openly and often. We have one exception. During the process of selecting a vendor, after the RFP closes, our outward

PERS 6% SEIU EMPLOYEE PICK-UP

OSPS in conjunction with DAS-CHRO will be providing training on August 16 and September 14, 2016 regarding the employee paid PERS 6% pick-up for SEIU represented employees. There will be morning and afternoon sessions available. You can register for a session on iLearn.

The purpose of the training is to identify the processes within HR and Payroll that will be affected by this change. These processes include, but not limited to, recruitments, job offers, PERS status checks, transfers between agencies and changes in representation.

OSGP'S NA- TIONAL RE- TIREMENT WEEK

OSGP will host it's 11th annual open house Monday, October 17, 10:00 - 8:00 p.m. at the Salem Convention Center. For more details access the [flyer](#) from their [website](#) or contact them directly at 888-320-7377.



HRIS Project Update

Procurement Open

On July 14 the state released the request for proposal (RFP) for the HRIS Project. This is a key milestone in the project's progress. A team of business and technical subject matter experts have been carefully selected and are prepared to represent state government in the extensive proposal evaluation process. The RFP is expected to result in the selection of a robust human resource information system along with an experienced systems integrator. Upon approval of our funding request in the 2017 session, the state will begin implementation of the new system in the 17-19 biennium.

Now that the RFP is open, it is incredibly important that any and all vendor contacts related to the new HR system be directed to Kimberly.LEEKER@oregon.gov as she is the Single Point of Contact for this RFP. [Visual Timeline](#)

Functionality Update

The HRIS Project will replace the functionality existing today in PPDB and PICS (our legacy HR and position budgeting systems). However, this project is far more than replacing our current statewide HR systems. Agencies are forced to track HR information via paper, spreadsheets and isolated databases for many different reasons; this requires users to have multiple screens open or documents available, remember multiple usernames and passwords, maintain redundant systems, etc.

This project also is about gaining desperately needed statewide systems where none exist today. The enhanced functionality is expected to provide a self-service portal for employees and managers and include streamlined business processes

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Statewide Recruiters meeting:

September 6, 2016
DAS West
Conference Room A
8:30 - 10:30 a.m.

Statewide recruiters have been collaborating to improve communication and explore ways to work on some of our common challenges including outreach, AAP engagement, using social media and applying MQs. We encourage all members of the recruitment community to attend. The *next meeting* is scheduled for **September 6 at DAS West in Conference Room A**. Nettie Pye, State Labor Relations Manager and Seth Lewis, OSPS Manager will present the SEIU PERS change training with a specific focus on recruitment. In October we will have our entire meeting dedicated to using social media. We look forward to seeing you there!

Policy Services for Criminal Records Check

The state-wide criminal records administrative rules went into effect on January 4, 2016. CHRO is available to assist agencies in amending administrative rules in compliance with this change, in addition to providing assistance to streamline processes. If you have any questions about criminal records checks or need assistance, please send an email to CHRO.Policy@oregon.gov.

FMLA FORUM

CHRO is pleased to announce the statewide FMLA/OFLA Forum is off and running. The first meeting was held on August 10th. Meetings are for agency FMLA/OFLA coordinators and will be held quarterly. The forum objectives are:

- Share best practices
- Facilitate additional training opportunities
- Ensure consistent legal and policy compliance across the enterprise

Please forward the name(s) of FMLA/OFLA coordinator (s) to Bridget Otto at bridget.otto@oregon.gov.

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facing communication will not occur as often as previous efforts. In order to make sure we are complying with procurement regulations, and ensuring a fair and transparent procurement process we will limit any communication. After the selection is made (approximately late October/early November) we will continue to communicate often about the next steps of implementation.

7. **Listen and be listened to:** Two-way communication is more powerful than one-way and we want to hear your questions and concerns.

At HRIS: At HRIS we have a team of Subject Matter Experts who are meeting with professionals in their fields. Give them a call or send them an email if you have questions and feedback about the new system and what are your team's and organization's specific needs. If you are not sure who to contact, please email CHRO.HRIS@Oregon.gov and someone on the team will connect with you.

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allowing agencies the ability to more efficiently and effectively manage HR and position budgeting information. [Visual of the overall functionality](#) .

The project's vision is to provide a Human Resource Information System (HRIS) that meets the business needs of the users by delivering comprehensive functionality, valuable reporting, increased efficiency, improved risk management, remaining relevant with a robust self-service function.

If you have questions or would like additional information you can view our project [website](#) or contact us at CHRO.HRIS@Oregon.gov.