



Kronos Workforce Dimensions

Project Update

November 2020

Introduction

- Thank you one and all!
 - The Kronos Project team has worked diligently to get us to this point in the project and we are extremely grateful for their support.
 - Thanks to you, as well, our end users – employees, students and supervisors, who have stuck with us as we've introduced this major, system-wide initiative.
 - The feedback you have provided us has been extremely important to our development.
 - We hope that you will soon see the added benefits of real-time information regarding time worked, accrual balances, and more, at your finger tips.
 - On the following slides we will provide updates as to the current state of the project and where we are headed next...

Agenda

- Background
- Current Status
- Next Steps

Background

- In 2017, USNH began work on new Leave and Absence Management programs – UTime
 - This was initiated to respond to employee concerns around equity in different types of leave (such as maternity) and led to a full analysis of leave types and tracking
- January 2019, RFP conducted for a Time Management System as part of the UTime work
- Kronos Workforce Dimensions was selected to address the following needs of USNH:
 - Compliance with State and Federal regulations
 - Standardize payroll practices across the System
 - Better control labor costs through accurate reporting and monitoring
 - Increase accountability of employees and supervisors of actual time worked
 - Monitor utilization of overtime and compensatory time

Time Management tools are necessary from both budgetary and compliance standpoints.

Background cont.

- The Kronos project work began in February 2019
 - This was a massively complex project and the development team included members of HR, Payroll and Finance across the System
 - A specific hurdle was linking data from the Banner HRIS system to Kronos Workforce Dimensions, extending the project timeline through Summer of 2019
- The first pilot group, made up of System Office employees and HR Staff across USNH, went live in October 2019
- Subsequent groups of employees, including status, adjunct, student and faculty (with reporting needs) continued to go-live over the next 12-months
- The implementation was completed in October 2020

State and Federal time management rules apply to adjunct and student workers, too.

Current Status

- Kronos WFD is now operational for all users
 - Over 8,300 users, including more than 1,400 supervisors
- The Implementation and Training team members are now being reassigned to ongoing campus and system support roles
- The Kronos project team is now focusing on these known issues:
 - System reliability and performance (slowness and downtime)
 - Incorrect and/or excessive number of notifications
 - Time management approvals for employees with multiple supervisors
 - Inconsistency in Data Views and reporting
 - End user (employee and supervisor) adoption

Impact from Covid-19 has resulted in additional complexity as many staff are working remote and/or variable schedules.

Highlight on Notification Issues

- Notifications (email and/or in Kronos) were set to alert users to items that will directly impact compensation
- However, notification issues have been a significant area of concern by end users:
 - **Disruption and confusion caused by incorrect notifications**
 - The initial notification errors (through October) were tied directly to the implementation process as each group went live and will no longer continue
 - The second issue we encountered was tied to notification rules being overwritten during a system upgrade – we are now looking out for this
 - **High volume of notifications**
 - The biggest reason for this is the end user correcting or manually entering time – each instance creates and edit to be approved
 - We are currently researching tools/training to help sort and prioritize notifications in the Kronos Control Center

We recognize the negative impact notifications have had on Kronos users and strive to improve this functionality.

Next Steps

- We are continuing to move into a status of training and ongoing support of Kronos WFD
 - Develop communications, refresher training and job aids to assist in user adoption and reduction of errors/edits (reducing notifications)
- Internally we are wrapping up the:
 - Retirement of UNH's stand-alone Kronos Workforce Central
 - Installation of remaining clocks
- The project team is partnering with Kronos leadership on these long-term needs:
 - Time management/accountability for employees with multiple supervisors
 - Evaluate and implement enhancements for departments with complex scheduling needs (TeleStaff and Advanced Scheduler)

Our ongoing partnership with Kronos leaders is key to our continued success.