



Type: March 2018 System Enhancements	ID Number: 03 – Portal Upgrade
Date: February 27, 2018 (Updated)	Subject: Downtime to Implement the People First Portal Upgrade

Suggested Audience:

Agency human resource offices, leave and attendance staff, payroll staff, benefits staff, and classification staff

Details:

The People First system will be offline on March 16, 2018, in order to implement the People First portal upgrade. Following are the downtime periods:

- System brought offline: 5 p.m. on Friday, March 16, 2018; and
- People First system brought online, with portal upgrade completed: 8 a.m. on Monday, March 26, 2018.
- People First Service Center will be available during downtime to take calls.

Note: All times included in this communication are Eastern time.

People First Service Center and IVR Impact:

- The People First Service Center will be available during the downtime to take calls. However, because the People First system will be unavailable, representatives will be limited to answering downtime calls, assisting job applicants and processing emergency insurance reinstatements. They will not be able to correct agency errors or process any changes during the downtime.
- The People First IVR will be limited only to routing the caller to a service center representative. Functionality to enter time and listen to current benefit elections will not be available.

Related System Impacts:

The following related People First systems will be impacted during the downtime:

- *People First Data Warehouse* –
 - The People First data warehouse will be available for ad hoc users to pull data as needed. However, the data will be as of 5 p.m. on March 16, 2018.
 - Since the data warehouse reports portal is accessible only through People First, the portal and all reports included in the portal will not be available.
 - Any public records processed during the downtime will be as of 5 p.m. on March 16, 2018.
 - Payroll output files (salary detail files) – Files from the Department of Financial Services (DFS) will be loaded the week of March 26, for the payrolls processed during the downtime. Agency output files will be scheduled to run as soon as the files from DFS are loaded. Note: This **ONLY** impacts agencies that receive an updated Salary Detail file from People First and does not impact the actual files provided from DFS.

- If agencies are creating interfaces out of the People First data warehouse, they will continue to be able to do this during the downtime. However, all People First-related data will be as of 5 p.m. on March 16, 2018.
- A new data warehouse impromptu catalog will be posted on March 27, 2018.
- The data warehouse refresh jobs will run for the first time after the upgrade is completed on March 26, starting at 7 p.m. It is expected that this refresh will take longer to run (will expand past 8 a.m. on March 27).
- *Talent Management System* –
 - No changes will be made to the talent management system. However, since the talent management system is available through People First, the talent management system will not be accessible for agencies during the downtime.
 - Performance Evaluations –
 - Probationary evaluations due between March 16 and March 26, 2018, must be completed before 5 p.m. on March 16, 2018.
 - Evaluations for employees hired March 14 to 24, 2018, will not be available for managers to set expectations until the afternoon of March 26, 2018.
 - Jobs Requisitions –
 - Since the State of Florida job site is an external website, it will continue to be available for job candidates to apply for open job vacancies.
 - Job vacancies must be approved and posted on the job site by 5 p.m. on March 16, 2018, because agencies will lose the ability to login during the downtime.
 - Hiring managers will not be able to access job requisition details or applicant information during the downtime. All data needed to conduct candidate reviews and interviews during the downtime must be downloaded and saved outside the talent management system prior to 5 p.m. on March 16, 2018. Once the system is back online, all information will be available.
 - People First Service Center will be able to assist job applicants during downtime.
- *Chard Snyder FSA/HSA System* –
 - While the Chard Snyder system will not be accessible through People First during the downtime, subscribers will continue to be able to use their Benny® card and the Chard Snyder Mobile app. To use the Chard Snyder Mobile app from your smartphone or tablet, do the following:
 - 1) Download the Chard Snyder Mobile app from your app store (iPhone or android app store).
 - 2) Click the icon for the app.
 - 3) Enter your username. It will be your People First ID number.
 - 4) Enter your password. This will default as “Pf” and your date of birth in the following format: PfMMDDYY.
 - 5) Create a four-digit passcode to use each time you log in through your mobile device.

Other Impacts:

- *Interface Files* –
 - State agency interface files will not be generated and sent to agencies between March 17 and March 25, 2018. All files will resume their normal schedule on March 26, 2018.
 - Kronos files will not be processed during the downtime. All files must be provided before 5 p.m. on March 16, 2018, for the data to be included in the biweekly payroll that will process on March 26, 2018.
 - Weekly insurance carrier files will be processed on March 16, 2018, but will not be processed on March 23, 2018.
 - State university interface files can continue to be sent during the downtime; however, the files will not be processed until the People First portal upgrade is completed. BNO_002 interface files will not be provided to the universities between March 17 and March 25, 2018. The normal daily schedule will resume on March 26, 2018.

- *Biweekly Payroll Impact – March 9-22, 2018, Pay Period*
 - Early payroll cutoff will be at 5 p.m. on March 16, 2018. **Requests to the People First Service Center to process payroll impacting actions must be submitted by Noon on March 16, 2018**, to ensure requests are completed before the system is brought offline.
 - All leave without pay must be approved (either PAR completed or timesheet approved) in People First by March 16, 2018.
 - If additional leave without pay occurs during the downtime, agencies must follow their payroll overpayment procedures to address the salary overpayment (e.g., salary refund, cancel the employee's payroll and reissue through the On-Demand system).
 - All OPS timesheets for the biweekly payroll must be approved by March 16, 2018.
 - 7 days back – Employees will be able to report time for the entire 14-day period as the timesheet period ends on March 15, 2018.
 - Standard biweekly – At a minimum, all time for March 9-15, 2018, should be submitted and approved to ensure that employees are paid for this time worked. Agencies should develop guidelines for how to handle the time period of March 16-22, 2018 (e.g., estimate hours, wait to be paid on the first supplemental payroll after upgrade).
 - Agencies should ensure that all impacted employees, managers, and timekeepers are aware of these critical deadlines.
- *Monthly Payroll Impact – March 2018 Pay Period*
 - Early payroll cutoff will be at 5 p.m. on March 16, 2018. **Requests to the People First Service Center to process payroll impacting actions must be submitted by Noon on March 16, 2018**, to ensure requests are completed before the system is brought offline.
 - All leave without pay must be approved (either PAR completed or timesheet approved) in People First by March 16, 2018.
 - If additional leave without pay occurs during the downtime, agencies must follow their payroll overpayment procedures to address the salary overpayment (e.g., salary refund, cancel the employee's payroll and reissue through the On-Demand system).
 - All OPS timesheets for the monthly payroll must be approved by March 16, 2018.
 - 15-14 schedule – Employees will be able to report time for the entire period, as the timesheet period ends on March 14, 2018.
 - Refer to Biweekly Payroll Impacts above if your OPS employees are paid biweekly.
 - Agencies should ensure that all impacted employees, managers, and timekeepers are aware of these critical deadlines.
- *Supplemental Payroll – Processing Date March 20, 2018*
 - Early payroll cutoff will be at 5 p.m. on March 16, 2018. **Requests to the People First Service Center to process payroll impacting actions must be submitted by Noon on March 16, 2018**, to ensure requests are completed before the system is brought offline.
 - All overtime, on-call, callback, extraordinary pay, leave payouts, etc., to be paid on this supplemental payroll must be approved by this time.
- *Insurance Benefits*
 - All qualified status change events that expire between March 16 and March 25, 2018, must be completed by 5 p.m. on March 16, 2018.
 - Qualified status change events that expire after March 25, 2018, will still be available for processing after the portal upgrade is completed. These events will be available through the end of their 60-day event period.

- Qualified status change events that occur during the downtime will be generated by the employee (life events) or agency (work events) when the People First system is brought online. All events must be processed before the end of the 60-day event period.
- *PARs*
 - All PAR actions with an effective date for the biweekly pay period ending March 22, 2018, or for the monthly pay period ending March 30 should be completed prior to the early payroll cutoff of 5 p.m. on March 16, 2018. Position actions that impact these PARs must be completed before the PAR is created.
 - Any PAR that is not completed (is in a submitted, partially approved, or approved status) prior to the system downtime will be cancelled.
 - Where known, all actions for the following pay periods should be completely processed by 5 p.m. on March 16, 2018
 - Biweekly pay period ending March 22, 2018;
 - Biweekly OPS period ending March 15, 2018;
 - Monthly period ending March 31, 2018; and
 - Monthly OPS period ending March 14, 2018.
 - If events occur (e.g., employee resignation, new hires start, pay changes, leave of absences) during the downtime that require a PAR action to be processed, the agency must wait to process the action on or after March 26, 2018.