

People First Portal Upgrade

(March 01, 2018)



FLORIDA DEPARTMENT of

management
SERVICES

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People First
the New Generation



Created with you in mind.

Objectives

- To ensure everyone understands what is occurring over the next 60 days – the sequence of events
- To make sure everyone has key employee impacts on their radar and a plan to address those issues
- To give everyone an opportunity to ask questions and provide clarification on key issues

Accomplished To Date

- System code development over 19-month period
- User Acceptance Testing – 29 agencies, 169 participants
- PF Team-led HR training – over 300 agency participants
- Significant communications to agencies
- Training materials developed – Introductory video, 2 e-briefing videos, 2 user-guides, 7 training documents, 6 FAQs
- Dedicated portal upgrade webpage

60-Day Timeline

(March 1 – April 30)

- 03/01 – Agency checklists turned in as certified
- 03/01 – Agency HRO final meeting
- 03/01 - 03/26 – Agency-led training sessions
- 03/01 – Last communication on agency technical updates sent to agency CIOs and HROs
- 03/01 – On-hold and welcome messaging for People First Service Center IVR updated

60-Day Timeline

(March 1 – April 30 Continued)

- 03/01 – People First system log in page updated
- 03/01 - 03/23 – NGA People First Service Center training
(internal NGA staff)
- 03/02 – System-generated email sent to employees
- 03/02 – STAGE GATE #1 - go/no go decision #1 based on agency readiness
(receipt of certified checklists from agencies)
- 03/02 – Agency Clean-up Report sent to HROs
- 03/09 – Last communication on downtime and related
agency activities document sent to HROs

60-Day Timeline

(March 1 – April 30 Continued)

- 03/09 – Last Agency Clean-up Report sent to HROs
- 03/09 – STAGE GATE #2 - go/no go decision #2 based on DMS final sign-off of UAT
- 03/13 – STAGE GATE #3 - go/no go decision #3 based on joint teams sign-off
- 03/14 – Last system-generated email sent to employees
- 03/16 – Communication sent to HROs on system offline for upgrade

60-Day Timeline

(March 1 – April 30 Continued)

- 03/16 – System taken offline at 5:00 p.m.
- 03/16 – Splash page deployed
- 03/16 - 03/21 – System migration occurs
 - Run supplemental, monthly, and biweekly payroll files
 - Process weekly carrier files
 - Move code into production and validate
 - Cancel incomplete PARs and delete security questions
 - Upload employee photos
 - Process mass loads for CJIP, FFIP, BRTs, miscellaneous deductions
 - Process batch jobs

60-Day Timeline

(March 1 – April 30 Continued)

- 03/21 – STAGE GATE #4 - go/no go decision #4 based on NGA confirming migration successful (NGA conducts validations)
- 03/24 – STAGE GATE #5 – go/no go decision #5 based on DMS confirming migration successful (DMS PF Team conducts validations)
- 03/25 – STAGE GATE #6 – Final go/no go decision #6 based on joint teams sign off
- 03/26 – System brought online at 8:00 a.m. (Monday)
 - Turn off custom splash page
 - Update IVR on-hold and welcome messaging

60-Day Timeline

(March 1 – April 30 Continued)

- 03/26 – Communication sent to HROs on new system up and running
- 03/26 - Agency-led training sessions concluded
- 03/26 - 04/06 – Hyper Care support at service center
- 03/29 - 04/26 – HR help sessions
 - 03/29, 04/05, 04/12, 04/19, 04/26
 - Sign-up to be distributed week of downtime

Important Notes

- **Deployment Date** – March 26, 2018. Actual system downtime is from 5:00 p.m. March 16 – 8:00 a.m. March 26, 2018
- **Password Reset Process After Upgrade**
 - Relies on accurate notification email, work email, and/or mobile phone number in People First to obtain security code
 - Resetting a password by calling the Service Center is highly discouraged, but allowable. It will require an employee to go through much more validations than today. In fact, one of the service center representative's option is to recommend the employee go back to his/her supervisor to update contact information in People First.**DIRECT EMPLOYEES TO RESET THEIR PASSWORD ONLINE**

Important Notes

- Agency IT Settings
 - Stay on top of your IT team to do what they need to do during the downtime. Don't assume that it will just happen or that they will remember.
 - If our recommended IT changes are not made (and this needs to be all the way down to the district offices), you will have employees that cannot access People First on March 26. Those type of calls will be directed back to your offices.

Important Notes

- Payrolls During Downtime
 - Supplemental, monthly, and the biweekly payroll that are scheduled to process during the downtime will be ran once the system comes offline on March 16; **ALL AGENCY CHANGES MUST BE MADE BEFORE THIS TIME**
 - OPS Timesheets
 - Make sure managers approve biweekly 7 days back, and 15-14 schedule monthly employees, timesheets **BEFORE** 5:00 p.m. March 16
 - Make sure at a minimum, all time worked for March 9-15 for standard biweekly be submitted and approved **BEFORE** 5:00 p.m. March 16 to ensure these OPS employees are paid for this time worked
 - It is up to each agency on how to handle the second week (e.g., estimate hours, on-demand, first supplemental after upgrade)

Important Notes

- Payrolls During Downtime Continued
 - On-demand KPI will be skipped for the months of March and April
 - Overtime, on-call, callback, extra pay approvals, leave payouts, etc. to be paid on the 3/26 supplemental must be approved **BEFORE** 5:00 pm.
March 16
 - Leave Without Pay
 - Must be approved (PAR or timesheet) **BEFORE** 5:00 p.m. March 16
 - Additional LWOP occurring during downtime is each agency's responsibility to handle by following their normal procedures to handle salary overpayments

Important Notes

- PARs
 - Any PAR not completed in full **BEFORE** 5:00 p.m. March 16 will be cancelled and the creator will have to start over on March 26
- Position Actions
 - Any position action not completed in full **BEFORE** 5:00 p.m. March 16 will be cancelled and the creator will have to start over on March 26
- CJIP and FFIP Impact
 - Only affects specific agencies
 - Specific instructions directed to those agencies

Important Notes

- QSC Events During Downtime
 - All qualifying status change (QSC) events that expire during the downtime must be completed **BEFORE** 5:00 p.m. March 16.
 - For QSC events such as birth of a child, the newborn will be added to coverage when the system comes back up. If the newborn requires emergency services during the system downtime, the People First Service Center will request the information from the enrollee and will have the newborn manually added to coverage with the insurance carrier.

Important Notes

- Underpayments
 - March 2 and 15 notices include language noticing employee that automatic deductions will start April 13, up to \$180 biweekly or April 30 up to \$360 monthly; if an underpayment still exists after the amount is deducted, employee's coverage remains suspended.
 - After Upgrade:
 - Email sent once carrier file is created letting employee know underpayment will be deducted from next payroll – employee is not suspended and doesn't need to send a check.
 - If at the end of the next month and the employee is still underpaid (should only be for LWOP or where the underpayment exceeds the \$180 / \$360 threshold), letter and email goes out notifying the employee that their coverage will be suspended at the beginning of the next month.

Important Notes

- Underpayments Continued:
 - After Upgrade Continued:
 - In scenarios where the employee becomes suspended, the next payroll will continue to pull the overpayment. However, the employee is suspended and may not want to wait for payroll to run to get reinstated. We are directing the employee to call the HR office to discuss the best option for the employee (e.g., wait until payroll runs, send a check, call for a reinstatement knowing payroll is about to pull the remaining underpayment to make the employee whole). The point is to avoid unnecessary overpayments – this should be very infrequent.
 - Employees electing an early effective date will receive an email (and in the confirmation statement) letting them know the premium due will be deducted from their next paycheck.

Important Notes

- Service Center Limited Capability During Downtime
 - IVR phone system will route callers directly to a representative since the IVR option to enter time and listen to current benefits will be down
 - Representatives to give general guidance, but can not look up a record since both the People First system and NGA case management system will be down
 - NGA representatives will be able to:
 - Assist job applicants
 - Process emergency insurance reinstatements

Important Notes

- Talent Management (TM) will NOT be available
 - Make sure managers complete their probationary evaluations (due during the downtime) **BEFORE** 5:00 p.m. March 16.
 - Make sure all job vacancies are posted on the job site **BEFORE** 5:00 p.m. March 16.
 - Make sure all hiring information is downloaded and saved outside the TM system **BEFORE** 5:00 p.m. on March 16 if the hiring manager will need that information during the downtime.
 - The job site will NOT be affected by the downtime. Job candidates will be able to continue to apply for jobs.

Important Notes

- Chard Snyder FSA / HSA Accounts
 - Not accessible through People First
 - Account accessible through the mobile app
 - Benny Card will continue to work
- Data Warehouse
 - Data will be as of 5:00 p.m. on March 16
 - Users can still pull the static data from the data warehouse during the downtime
 - Updates to the data warehouse will resume after the upgrade is completed no later than 3/26 nightly refresh

Important Notes

- Contingency Planning
 - Common business practice for system deployments is to have a way to fall back to the current system if the migration did not go as planned.
 - If this situation occurs, we will restore the offline backup and conduct the necessary validations. At that point, on 3/26 we would not be using the new system, but rather the system and data at the point of when the system was taken offline.
 - Additional communication would be distributed from DMS on next steps if this was to occur.

Thank You

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