Santa Clara County Office of Education

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O.N.C.E. On-Board Group Project

Champions for Leadership
June 1, 2017
Introduction and Professional Development Goals

O. N. C. E.

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IT Support Specialist, Technology Services Branch

Nathan Davidson
Human Resources Specialist, Human Resources Branch

Cynthia Romero
Senior Executive Assistant, Educational Services Branch

Erika Carvajal
Human Resources Specialist, Human Resources Branch
Ice Breaker Activity

• Plicker Cards
• Audience Poll - Plickers
• Results
Overview

I. Background
II. Project Goals
III. Journey/Accomplishments/Successes
IV. Live Demo
V. Acknowledgments
I. Background
Background

• Human Resources Branch
• Administration (All Branches)
• Technology Services Branch
Current New Hire Processing

- Processing appointment with new employee
- Review/complete all onboarding documents

After the appointment:

- Schedule benefits orientation
- Email Authorization to supervisor, SOCs/Admns, Classified Personnel, Talent Management, Special Ed Supervisor
- Add employee to QSS during open payroll input dates**ONLY**
Current New Hire Processing

Example:
If employee was hired after March 16th, the HR input deadline, employee is not added to QSS until payroll reopens April 1st.
Up to two weeks may have passed and employee information is not in QSS for technology and department needs.

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2016-2017 HUMAN RESOURCES/PAYROLL RELATED DEADLINES

<table>
<thead>
<tr>
<th>10TH-OF-THE-MONTH PAYROLL</th>
<th>END-OF-THE-MONTH PAYROLL</th>
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<tbody>
<tr>
<td>Department Information Received in Human Resources (MC 264)</td>
<td>Human Resources Input Deadline</td>
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<tr>
<td>---------------------------</td>
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<tr>
<td>12/12/2016</td>
<td>12/18/2016</td>
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NOTE: 1) December end-of-the-month payroll deadlines are subject to change.
2) It is crucial that each transaction be submitted as soon as it is known.
Background

- Human Resources Branch
- Administration (All Branches)
- Technology Services Branch (TSB)
“Please set up the new hire with a computer, email, etc.”
Background

- Human Resources Branch
- Administration (All Branches)
- Technology Services Branch
Background: TSB

- Time consuming
  - Tasks and how to accomplish them are highly variable
  - Processing needs to finish before others even begin
- Error Prone
  - No data validation or standards
- Incomplete
  - No metadata (history, timeline, etc.)
Employee New Hire

A new Employee New Hire form was submitted. Below are all the details.

Name of New Employee? Erika Caravajal
New to SCCOE: New
Professional Expert? NO
Leadership Team? no
Title: Staffing Specialist
Department/Site: Substitute Services
Mail Code: 265
The Problem

• Results in loss of Data Integrity
• Nobody knows what anyone else does
• Short notice to stakeholders
• Requires too many separate forms
• HR/Payroll input deadlines affect timeliness of employee setup
II. Project Goals

Goal 3: Be a premier employer

Goal 4: Improve organizational effectiveness and efficiency
II. Group Project Goals

- Simplify Administrative process
- Accurate data to all stakeholders
- Collaborate Organization-Wide
Simplify Administrative Process

1. EMPLOYEE NEW HIRE
   - Name of New Employee
   - New to SCOE? Yes/No
   - Department & Site
   - Mail Code
   - Direct Supervisor
   - Expected Start Date
   - New Position? Yes/No
   - Old Position

2. ACCESS SETUP
   - Computer Setup
   - New Phone? Yes/No
   - Email Setup
   - Email Distribution List(s)

3. Quick links to HR forms
   - Access Card Request
   - Business Card Request
   - Copier Access Request (Ridder Park only)
   - Employee Check-In/Check-Out
   - Purchase Card Request (New | Change)
   - QCC Security Access

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Accurate Data to all Stakeholders

Human Resources

Technology Services

New Hire Form

Administration
Collaborate Organization-Wide
III. Journey/Accomplishments/Successes
III. Journey/Accomplishments/Successes

• Collaborating with each other to understand the big picture
• Reached out to engage stakeholders
• Consulted Experts (Analysts, veterans, etc)
• Explored different possibilities
• Encountered roadblocks
• Found creative detours
• Created a new process
Premier Employer Welcome

- Our collaboration shows them that we are all there to welcome them upon hire
- Expressing genuine interest in the new employee as a person
Proposed New Process

Human Resources

Technology Services

Administration

Premier Employee
Why the new Process Works

• Data entry errors are eliminated
• Stakeholders are informed of incoming employees in a timely manner
• New employees are able to work immediately, and feel like part of the team from day one
• Redundant form filling is eliminated
IV. Live Demo
Review

Major Objectives

• Establish a single source of truth for employee information
• Welcome in our new colleagues
• Security
Methodology

- Accuracy
- Speed
- Consistency/repeatability
- Consolidation
- Staging
Design Philosophy

Project goals
• Minimize Disruption
• Redundancy
• Support
Constraints

• Accessibility
  – Incomplete Information
• Spread out
  – Figuring out appropriate parties
• Time limitations
Under Construction

List of various improvements still needed
• phone issues
• edge cases (e.g., new manager, duplicate name of new hire)
• request group memberships
• request share drives
Future Steps

Possible future improvements

• Map all drives from security groups
• Create the TWICE database
• Fully automate all processes and have a reminder/vetting step at the end
V. Acknowledgements
Thank You

Oliver Han
Nathan Davidson
Cynthia Romero
Erika Carvajal