



Santa Clara County  Office of Education

Oliver Han | Nathan Davidson
Cynthia Romero | Erika Carvajal

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

Champions for Leadership

June 1, 2017



Introduction and Professional Development Goals

O. N. C. E.



Oliver Han

IT Support Specialist, Technology Services Branch



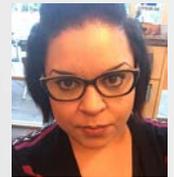
Nathan Davidson

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

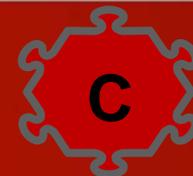
I. Background

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

Schedule an Appointment

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

After the appointment:

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



Current New Hire Processing

Santa Clara County Office of Education
2016-2017 HUMAN RESOURCES/PAYROLL RELATED DEADLINES

10TH-OF -THE-MONTH PAYROLL				END-OF-THE-MONTH PAYROLL			
Department Information Received in Human Resources (MC 264)	Human Resources Input Deadline	Payroll Input Deadline	Payday	Department Information Received in Human Resources (MC 264)	Human Resources Input Deadline	Payroll Input Deadline	Payday
6/21/2016	6/27/2016	7/1/2016	7/8/2016	7/8/2016	7/18/2016	7/22/2016	7/29/2016
7/22/2016	7/28/2016	8/4/2016	8/10/2016	8/10/2016	8/17/2016	8/24/2016	8/31/2016
8/25/2016	8/29/2016	9/2/2016	9/9/2016	9/9/2016	9/16/2016	9/23/2016	9/30/2016
9/23/2016	9/27/2016	10/3/2016	10/10/2016	10/10/2016	10/17/2016	10/24/2016	10/31/2016
10/21/2016	10/28/2016	11/4/2016	11/10/2016	11/4/2016	11/14/2016	11/21/2016	11/30/2016
11/16/2016	11/22/2016	12/5/2016	12/9/2016	11/28/2016	12/5/2016	12/12/2016	12/16/2016
12/12/2016	12/16/2016	1/4/2017	1/10/2017	1/10/2017	1/17/2017	1/24/2017	1/31/2017
1/20/2017	1/27/2017	2/6/2017	2/10/2017	2/3/2017	2/10/2017	2/17/2017	2/28/2017
2/10/2017	2/27/2017	3/6/2017	3/10/2017	3/10/2017	3/16/2017	3/23/2017	3/31/2017
3/21/2017	3/28/2017	4/4/2017	4/10/2017	4/7/2017	4/14/2017	4/21/2017	4/28/2017
4/20/2017	4/27/2017	5/4/2017	5/10/2017	5/9/2017	5/16/2017	5/23/2017	5/31/2017
5/19/2017	5/26/2017	6/5/2017	6/9/2017	6/6/2017	6/16/2017	6/23/2017	6/30/2017

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.

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.

Background

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



Administration (All Branches)

“Please set up the new hire with a computer, email, etc.”

The image shows a screenshot of an 'EMPLOYEE NEW HIRE' form. The form includes sections for 'ABOUT NEW EMPLOYEE' with fields for 'Name of New Employee', 'Leadership Team?' (with radio buttons for 'New to SCCOE' and 'Transferring into new position'), 'CATEGORY: -- Please choose one --', 'Title:', and 'Department & Site:'. A yellow overlay titled 'Quick links to HR forms' lists: 'Access Card Request', 'Business Card Request', 'Copier Access Request (Ridder Park only)', 'Employee Check-In/Check-Out', 'Purchase Card Request (New | Change)', and 'QCC Security Access'. Below the form are icons for a clipboard with a checklist, a Microsoft Word document, a Microsoft Excel spreadsheet, and a PDF document.

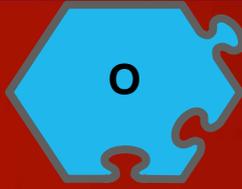
- Office of the Superintendent
- Talent Management
- Network Services
- Technical Support Services
- Systems Administration
- Web Services
- General Services

- Print Services (Konica)
- Purchasing Services
- Technology Services

- Print Services (Business Cards)
- Payroll (Employee Absences)
- Technology Services

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.)



Background: Random Example

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

Santa Clara County  Office of Education

FRAMING OUR FUTURE

Mission

The Santa Clara County Office of Education is committed to serving, inspiring, and promoting student and public school success.

Vision

Transforming Education through Leadership, Service, and Advocacy

Goals

Improve student equity and access to high quality education

Provide support to districts, communities, schools, and students

Be a premier employer

Improve organizational effectiveness and efficiency

Values

Students First	Collaboration
Innovation	Service

Goal 3: Be a premier employer

Goal 4: Improve organizational effectiveness and efficiency



II. Group Project Goals

“Please set up the new hire with a computer, email, etc.”

Simplify Administrative process

Accurate data to all stakeholders

Collaborate Organization-Wide



Simplify Administrative Process



EMPLOYEE NEW HIRE

Please fill out this form and then click the "Submit" button at the bottom. It will be sent to HR, ISC, Communication Services, Facilities and Organizational Development.
 (* Indicates a required field.)

ABOUT NEW EMPLOYEE

Name of New Employee

New to SCCOE Transferring into new position at SCCOE

CATEGORY:

Leadership Team? Yes No

Title:

Department & Site:

Mail Code:

Direct Supervisor:

Submitted by **Cynthia Romero** on the behalf of: Ext.:

Expected Start Date:

New Position Replacing

If commonly used first name is different from above, what should be used for email & directory? (Example: Joe for Joseph, or Cyndi for Cynthia)

ACCESS SETUP

Computer Setup Yes No

Phone Setup Yes No

New Phone Existing extension

Email Setup Yes No

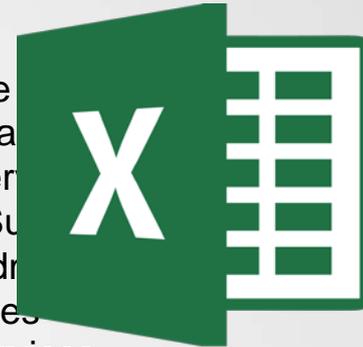
Email Distribution List(s):

AccessPoint Setup: Yes No

WebIEP access required? Yes No

Additional Comments:

- Office of the
- Talent Mana
- Network Ser
- Technical Su
- Systems Adm
- Web Services
- General Services



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](#)

Accurate Data to all Stakeholders

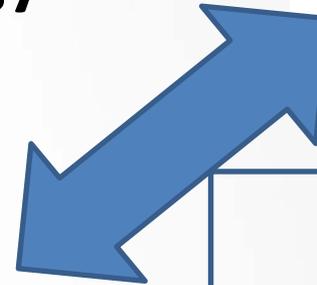
Human Resources



Administration



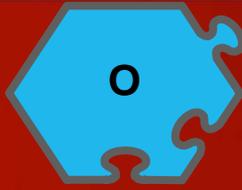
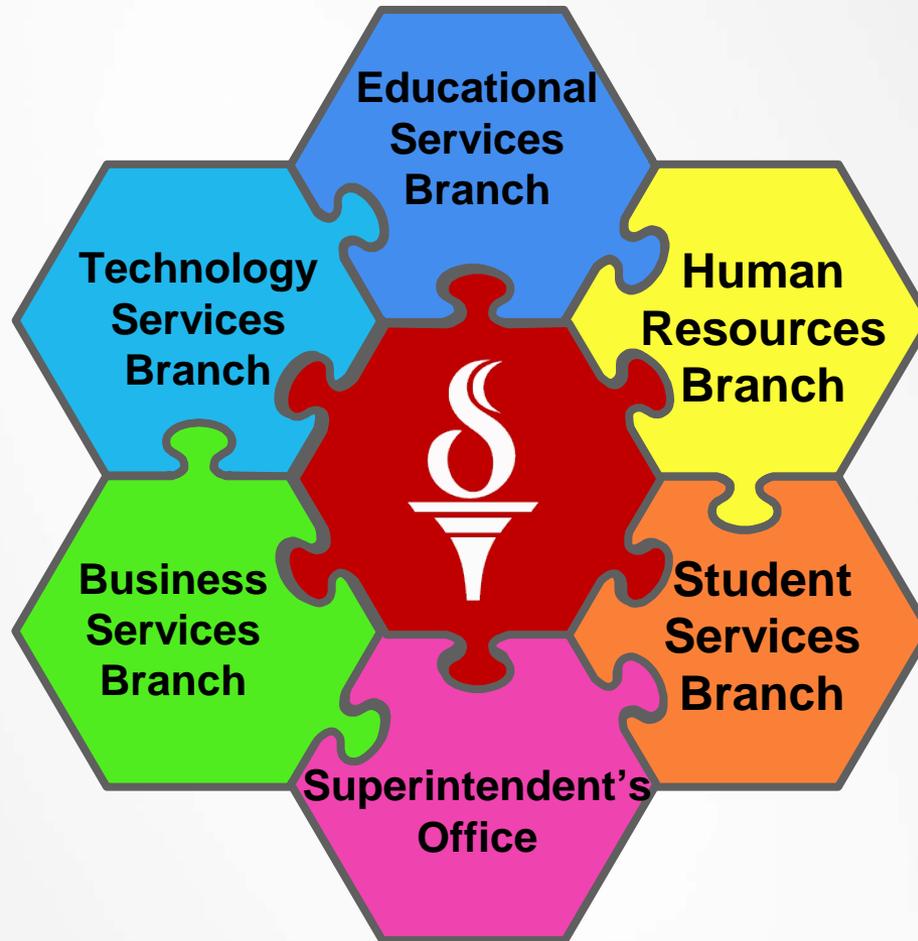
Technology Services



**New Hire
Form**



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



Administration



Technology Services



Premier Employee

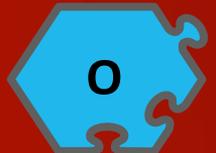


Why the new Process Works

- 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



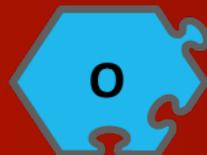
IV. Live Demo



Review

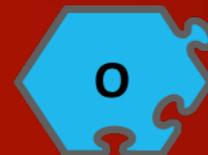
Major Objectives

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



Methodology

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



Design Philosophy

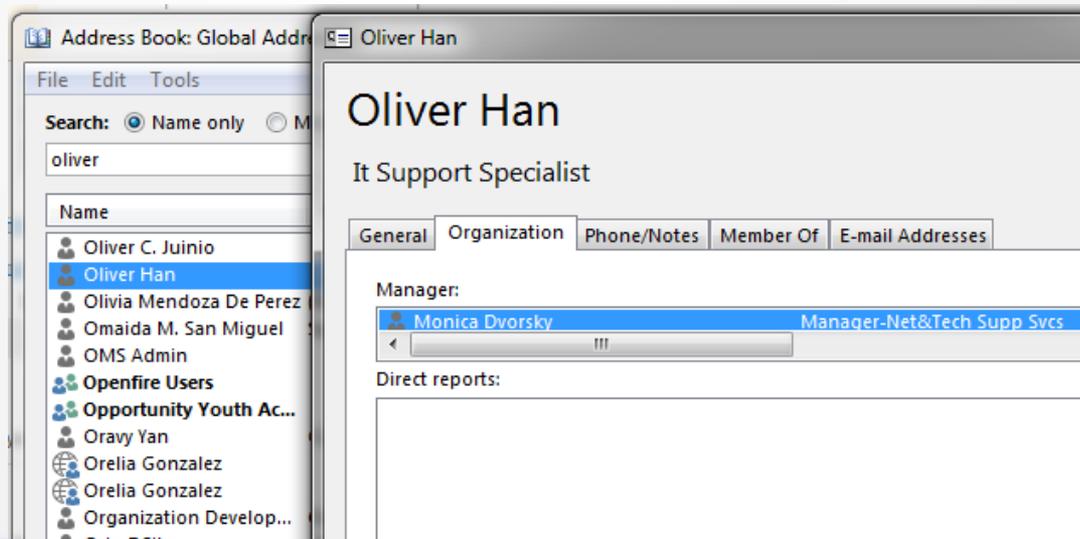
Project goals

- 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

