

WOLFIEONE: EMPLOYEE SELF SERVICE (ESS)

Changing the Employee Experience

AGENDA



What is WolfieONE?

What does it look like?

What is HCM?

Who uses HCM?

What's changing in:

- HR forms/requests
- Getting Assistance from HR
- Employee Learning & Development
- Performance Management
- Recruiting Talent

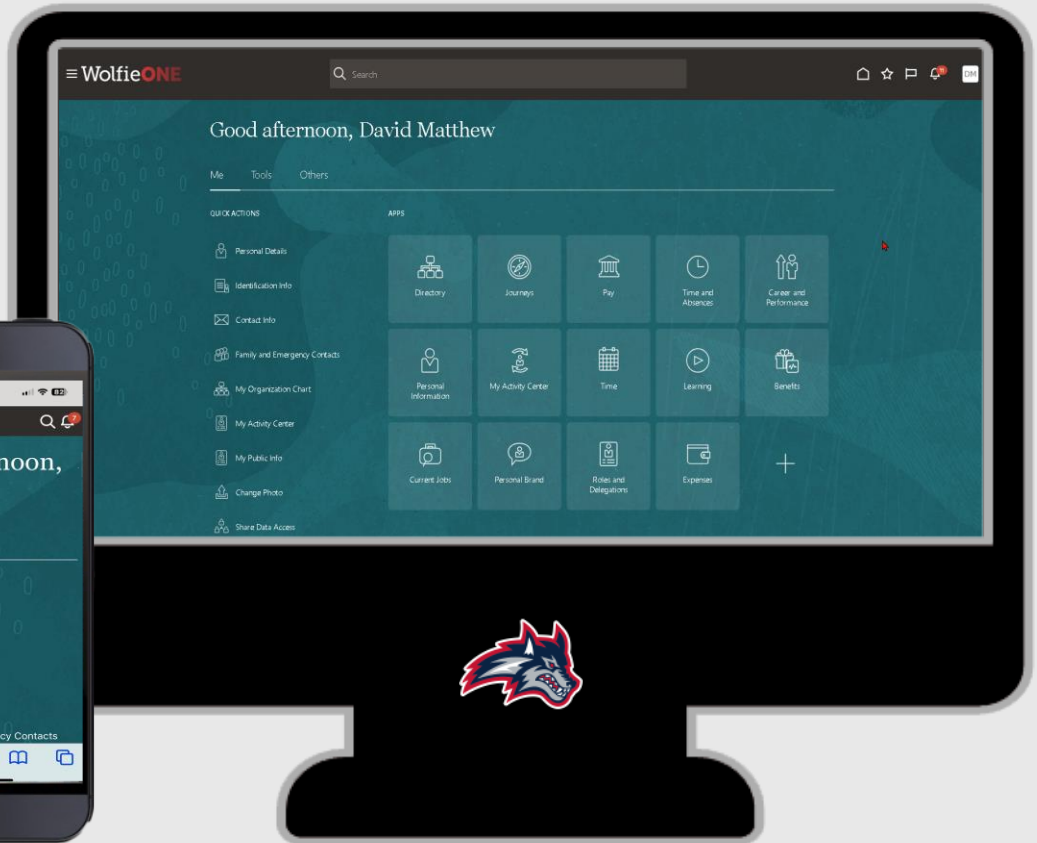
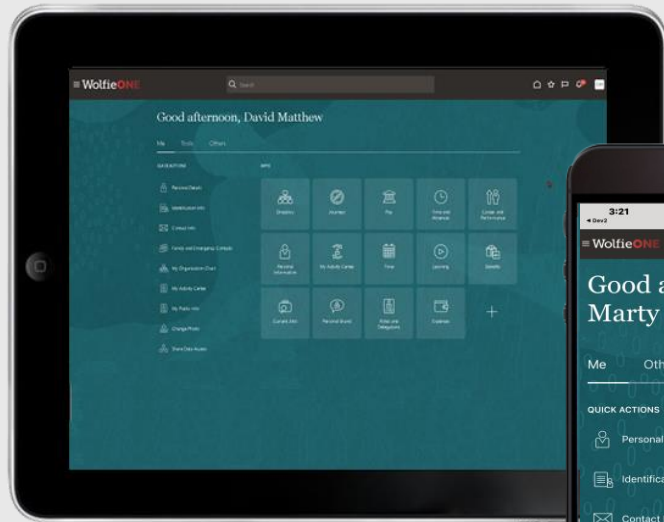
WHAT IS WOLFIEONE?

WolfieONE is Stony Brook University's new Oracle Enterprise Resource Planning (**ERP**) system that will provide a more unified, transparent, and user-friendly platform for

- **Managing finances & business operations**
- **Human resources**
- **Budgeting & Planning**

[WolfieONE: Systems and Scope](#)

WHAT DOES IT LOOK LIKE?



WHAT IS HCM?

HUMAN CAPITAL MANAGEMENT (HCM) IS A SUITE OF ORACLE MODULES WE WILL USE TO DELIVER DAY TO DAY HUMAN RESOURCE ACTIVITIES, REPORTS, AND REQUESTS:

- Core HR
- Payroll
- Compensation
- Time & Labor
- Reporting
- Absence Management
- Performance & Goals
- Learning
- Recruiting
- Journeys
- HR Helpdesk



WHO USES HCM?



EMPLOYEES

What do I do?

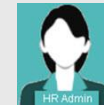
- View employment and update personal information
- Complete training
- Review benefit options
- Review Performance Programs and evaluations
- University employees submit time



MANAGERS

What do I do?

- Manage a team
- Onboarding support
- Generate reports
- Evaluate performance
- Review and Approve requests



HR & DIVISION APPROVERS

What do I do?

- Review/Approve Transactions
- Track HCM trends and analytics
- Generate reports

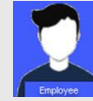
WHAT'S CHANGING?

REQUESTS TO HR ARE CHANGING...

- ✓ Employees are **empowered to initiate multistep requests** through task lists called Journeys.
- ✓ **Journeys** are multiple tasks that complete a goal.

*Not all requests will be Journeys, some will be transactions within the system.

Completing HR Forms for Changes or Requests to Employee Records



Current State:

HR change requests are made via HRS forms (PDFs)

Forms are emailed or delivered in-person.

Supporting documentation is emailed or delivered in-person.

Employees can find forms on the website or by asking HR.

Examples of requests:

- Leaves, FMLA, PFL
- Retirement, Resignation
- Legal name changes



Enhanced Process for Improved Employee Experience

Future State:

All [HR forms](#) are being looked at to **digitize** for a better employee experience.

A Journey is a type of digitization for requests that will include all tasks to complete a goal.

- (e.g. Legal name change + upload of supporting documents).

Some changes are simple and will be a transaction not a journey.

Journeys can be assigned to employees (e.g. onboarding tasks for a new employee).

Employees receive a **notification** and see a list of “Things to Finish” in WolfieONE.



Current State Requests as PDFs *Demonstration*

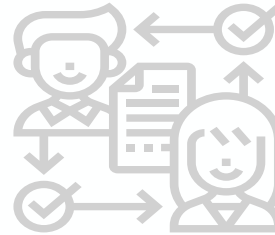


Employee fills out a PDF or Paper-based request form after they find or request the right form.

e.g. Legal Name change, Benefits, Leaves

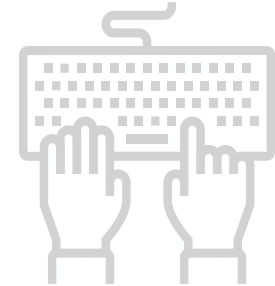


PDF is emailed or delivered to HR for the change.



From a group email it goes through a non-transparent approval process.

If filled out incorrectly, it may go back to the initiator.



Information/change is manually entered in a system like PeopleSoft or Oracle EBS by HR team.

Future State

Some requests are simple changes that will not be a journey.

Example:

address or phone number change

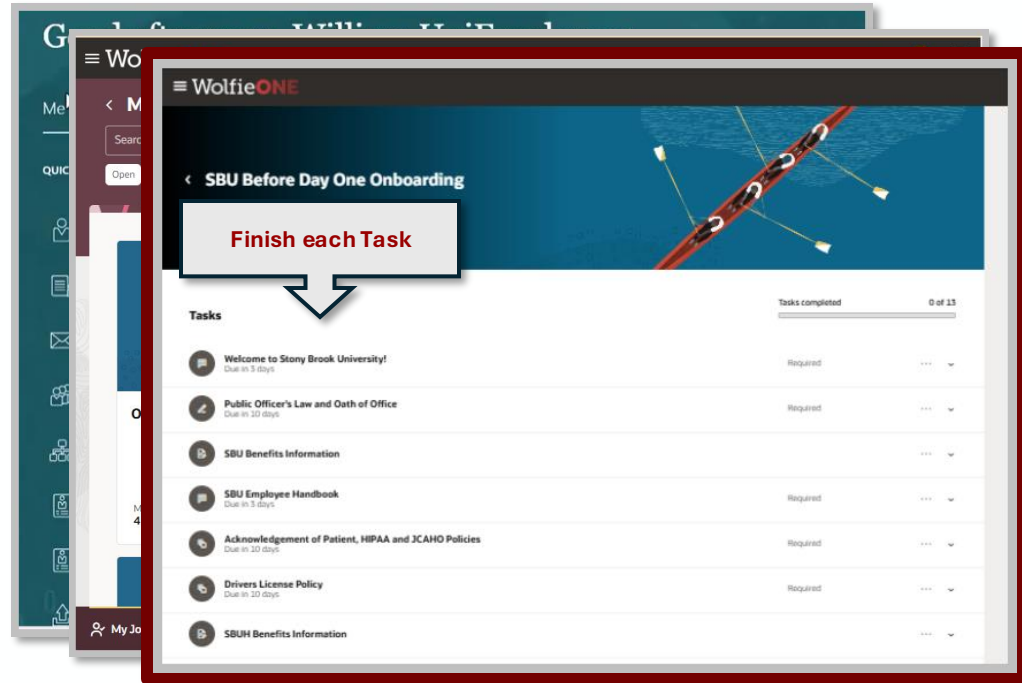
Some are **Journeys**.

These are multi-steps tasks.

1. A legal name change will require
 - Spelling of new name
 - Uploading supporting documents
2. New Hire Onboarding will require additional tasks.
 - Welcome
 - Policies
 - Benefit Information
 - More...

Demonstration Requests as Journeys

Click to view screenshots of an Onboarding Journey:





Start

Login to WolfieONE and begin a journey for many requests.

Check WolfieONE for

- Alerts
- Things to finish



Stop

Stop using paper-based forms for requests.

Stop sending emails to make or check on requests.



Continue

Continue working as before and meet with HR about your request as needed.

GETTING ASSISTANCE FROM HR

HR HELPDESK



Getting assistance from HR



Current State:

Phone call or Email for HR Assistance.

Seek information on the website.



Improved **issue tracking** for HR requests

Future State:

Create a **ticket for assistance** in WolfieONE.

Current and past requests are available in WolfieONE.

Suggested help articles appear during ticket creation.

Tickets are escalated to correct groups within HR.

Tickets are **tracked** for completion rates; analyzed for **trending cases**.

Supports **data security** and **privacy**.



Request assistance through the HR Helpdesk.

Check for updates in HR Helpdesk.

Search Knowledge articles in the HR Helpdesk.



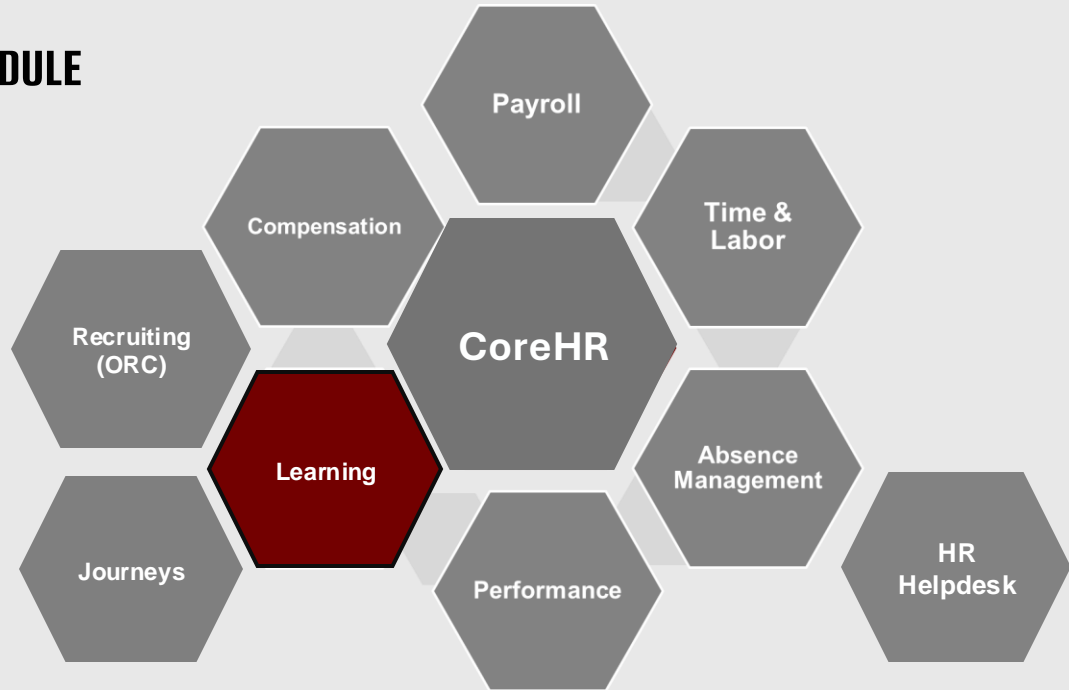
Stop sending emails for assistance.



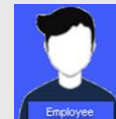
Continue seeking guidance from HR.

EMPLOYEE LEARNING & DEVELOPMENT

LEARNING MODULE



Training Opportunities for Employees



Current State:

Various training sites for Professional Development.

Training materials are distributed across multiple platforms and are not housed in one location.

Registration is managed through various platforms or systems.

Data collection, completion rates, and certificates of completion are sometimes manually processed.

Notices of training via email can be missed.



Comprehensive training is available in WolfieONE to improve Employee Experience.

Future State:

Learners Can

Access Training offered in WolfieONE.

Access **certificates of completion** in WolfieONE.

Receive various training **notifications** within WolfieONE.



Browse and **self-enroll** into courses.

Request cancellations and this will automatically open seats for other learners.

Request to be **waitlisted** for a full course.



Browsing Learning for available courses in WolfieONE.

Viewing Course materials and dates in WolfieONE.

Accessing Certificates of Completion in WolfieONE.



(There is no equivalent to a unified learning management system in the current state.)



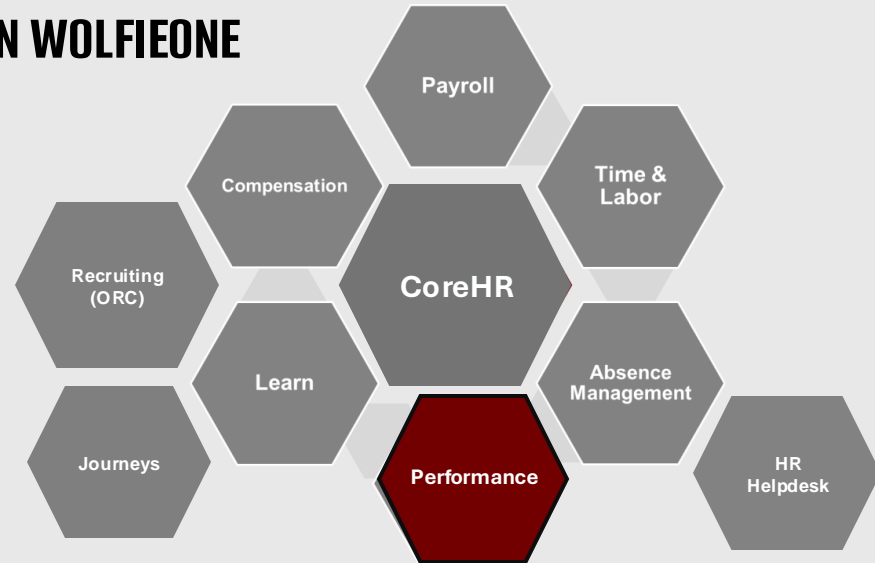
Continue completing required training courses.

Continue taking trainings in Salute, Veoci, Citi training system and Healthstream.

Continue to use Brightspace for School of Health Professionals.

ACCESSING YOUR DUTIES AND PERFORMANCE

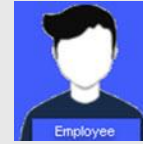
PERFORMANCE AND GOALS IN WOLFIEONE



Performance Management Improvement

Current State:

- Performance evaluations and programs are PDFs, separate from any system.
- Employees can ask HR for evaluations and programs or save them to their own drives.
- Performance evaluation is a manual process.
- Programs and evaluations are not automated.



Future State:

Employees can:

- View and engage with digitized performance programs and evaluations anytime directly in WolfieONE.
- Access the latest Program and Evaluation upon WolfieONE Go Live and all subsequent evaluations and programs thereafter.
- Receive yearly evaluations on a schedule with automatic notifications.





Start checking WolfieONE for alerts on upcoming Evaluations. (Evaluations will be Journeys that appear during the evaluation period.)

Start logging into WolfieONE to review program and evaluations.



Stop completing paper forms.

Stop saving and storing programs and evaluations on a separate drive.



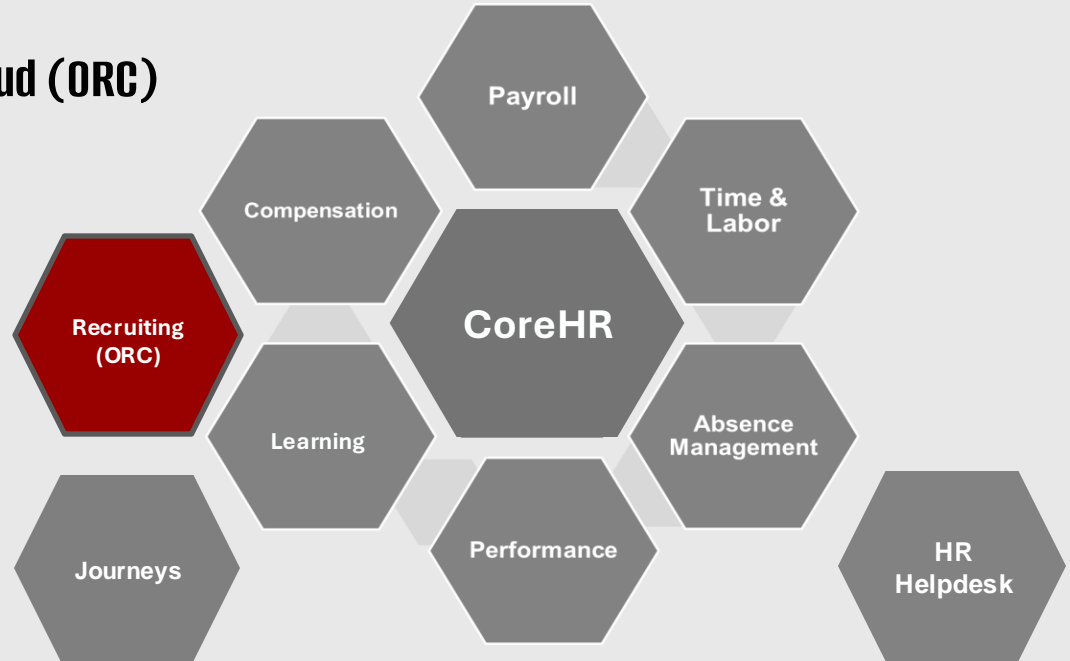
Continue following current program and fulfilling duties.

Continue fulfilling professional development goals.

Continue seeking feedback and having conversations with your manager throughout the year on performance and goals.

EXPLORE JOB OPPORTUNITIES AND UPDATE YOUR PROFILE

Recruiting – Oracle Recruiting Cloud (ORC)



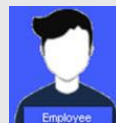
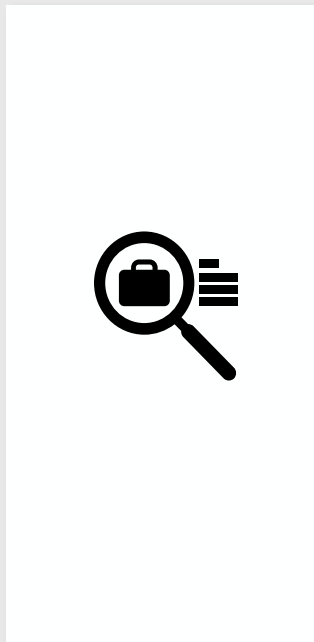
Explore Job Opportunities and Update Your Profile

Current State:

Taleo is used as the recruiting tool for staff.

Current staff access Jobs site on: stonybrook.edu/jobs

Communication with candidates is through email.



Future State:

Current employees access postings and apply for staff jobs within WolfieONE.

Current employees will have a **quicker application experience**.

Better filtering capabilities to find the right jobs, tailored search.

Managers and recruiters can **search internally for skill sets, better visibility**. Leveraging “best fit analysis”.

Communication is consolidated into WolfieONE so there is little chance of missing emails.





Seeking new opportunities within WolfieONE.

Updating your skills and experience in WolfieONE.

Leveraging WolfieONE's filters and search tools for more precise and organized job search results.



Stop using Taleo
(after WolfieONE Go Live).



Continue seeking growth and new opportunities within the campus community.

SUMMARY: WHAT'S CHANGING FOR EMPLOYEES?

1. HR forms – Journeys or Transactions
2. HR requests - HR ticketing system
3. Training and Professional development
4. Performance Programs and Evaluations – digitized
5. Improved Job Opportunity Searches

QUESTIONS?

QUESTIONS AND FEEDBACK

WolfieONE suggestions or feedback:

Please fill out a

survey

ocm@stonybrook.edu

