

People First News

Issue 4, April 2003

What is *People First*? New tools and services that will give all state employees greater access and more effective means to manage their human resource information



Governor Jeb Bush

Staffing Services Ready for Implementation

On May 1st, 2003, the new *People First* staffing services will go live, capping off months of analysis, process design and system development. This initial milestone in the implementation process is significant for a few reasons. Not only will it provide the first real-time access to the *People First*

system for managers and applicants, but it also will create new staffing efficiencies for the state. Applicants will have greater flexibility in the way they search for occupations of

interest, and state hiring managers will have world-class staffing tools and services at their fingertips to select candidates. The result? Less time spent on administrative tasks, and an increased focus on matching applicants and making strategic hiring decisions.

“For several months now, *People First* has been just a vision for state employees,” said Fran Brooks, project director for *People First*. “When the new staffing services go live, managers will begin to see *People First* offer

real, tangible improvements and new functionality. We are very close, and this is just the beginning of the implementation process.”

To ensure that the new staffing services will meet the needs of the state, the *People First* team has been running a series of user acceptance tests to address the need for last-minute improvements or system updates. These tests focus on many factors that are critical to user acceptance, such as functionality,

business requirements, ease of use and content quality. Once the user acceptance tests are completed prior to May 1st, the new staffing services will be ready to implement.

The *People First* team also understands the importance of continuously improving the system following the May 1st go live date. In fact, the formal user acceptance tests are just a prelude to the feedback that will be sought from employees throughout the state. “Although we have worked closely with Agency subject matter experts to get the system ready, we know that this is a work in progress,” said Fran Brooks. “Starting May 1st, state managers and applicants will have a chance to interact with the system and offer a fresh perspective. Employee input will be vital to the ongoing improvement of the system.” ■

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A Flexible Learning Program, With the Option to Choose

Starting on April 1st, all managers and human resource professionals began attending specially tailored learning sessions to help them prepare for the changes ahead. For all

other employees, sessions will be held from April 22nd through May 30th in convenient locations throughout the

state. But classroom learning sessions are not the only way to learn more about *People First* and prepare to utilize the new services and tools. Based on feedback from employees around the state, the *People First* team has added a variety of learning alternatives— *and the option for employees to choose the materials that best meet their needs.*

“The classroom learning sessions are still the core of our learning program, and the optimum

schedules, needs and interests. Employees are welcome to attend the learning sessions *and* access additional learning alternatives. Finally, more detailed information about the *People First* system will be provided through a system user guide, which will be made available in phases to coincide with go live dates. For example, on May 1st, the staffing section of the user guide will be made available to employees on the *People First* website. And on June 1st, the time and

Learning Alternatives	How to Access	Availability
Copies of learning session presentations	Posted on the <i>People First</i> website	Currently available for viewing
Webcast of manager presentation	Link on the <i>People First</i> website	On-demand availability starting 4/18
Webcast of employee presentation	Link on the <i>People First</i> website	On-demand availability starting 4/22
Live satellite broadcast of manager presentation	Broadcast in select Agencies with satellite capabilities *	One time event scheduled for 4/23 in select Agencies with satellite capabilities *
Live online system demonstration	To be determined **	Pre-scheduled demonstrations – two per day on 4/23 and 4/24, one per day on 4/25, 4/28, 4/29, 4/30 – times to be determined **
Webcast for staffing special users	Link on the <i>People First</i> website	On-demand availability no later than 4/28
Webcast for time and attendance special users	Link on the <i>People First</i> website	On-demand availability no later than 5/28
Webcast for payroll accounting special users	Link on the <i>People First</i> website	On-demand availability not later than 5/28

* Agencies with satellite capabilities will be communicating additional information to managers as needed
 ** Access method and times for live online system demonstration will be communicated prior to events

To view the *People First* website, go to MyFlorida.com under Hot Topics

method to provide training on the new services and tools,” said Fran Brooks, project director for *People First*. “But we have introduced a number of alternatives, which will help to meet the varying needs, schedules and preferences of state employees.”

A list of learning alternatives, which will convey the same content for the state’s workforce as the learning sessions, but through different formats is provided in the accompanying table.

The learning alternatives listed in the table give employees various options based on their

attendance and payroll preparation sections of the user guide will be available.

“We recognize that employees have different needs and preferences with regards to learning,” said Fran Brooks. “First we introduced the learning sessions, which receive consistently positive feedback. But we also wanted to be responsive to unique needs and schedules. Providing one option just wasn’t enough in this dynamic environment, so we have made the learning program much more flexible, and employees can access information in the way that best suits their individual learning styles.”

Instructions for Accessing the People First System

As the *People First* implementation moves forward, new tools and services will be available to state employees, *but how will employees be able to access them?* The answer is through the *People First* system, which will serve as the primary vehicle for

handling employee transactions and inquiries. Once in the *People First* system, users will be able to access services and tools that are already implemented. For example, when the new staffing services go live on May 1st, the *People First* system will make the staffing

services available for use. As subsequent go live dates occur, the system will then make the corresponding services available – *in addition to the ongoing support of services that already have been implemented.*

To access the *People First* system electronically, state employees will have two options. The first option will be to go to the *People First* website, which can be found on MyFlorida.com under Hot Topics. Once employees have accessed the *People First* website, they will need to click on the *People First* system link, which will prompt them to enter their unique User IDs and passwords before granting them access. The second option will be to type the *People First* system address

– <https://peoplefirst.myflorida.com>

– into their web browsers. This option leads directly to the *People First* system where the new services are housed. Accessing the *People First* system for the purposes of searching for a position with the state will not require a User ID and password. When applying for a position, however, applicants will be prompted to create a unique User ID and password.

The *People First* team is in the process of distributing User IDs for managers and human resource professionals (the staffing services primarily will affect these groups). The User IDs will be given to each Agency's human resource organization, which will be responsible for distributing them to managers and human resource professionals prior to the

May 1st go live date. For all other state employees, User IDs will be distributed prior to the June go live date.

Although electronic access will be the primary means for state employees to access the *People First* system, employees will also be able to call into the *People First* Service Center to get their questions answered.

Employees can access the Service Center through a toll-free number (1-866-ONE-HRFL). When employees call the *People First* toll-free number, they will be prompted to enter their User IDs and passwords, at which point they will be able to choose from a menu of options, or speak with a live Service Center specialist. Service Center specialists will be equipped to answer

questions about services that already have been implemented. Employees can learn more about this by attending the learning sessions, or by accessing the learning alternatives mentioned previously in *People First* News.

For employees with disabilities, all of the *People First* system access points will be compliant with the Americans with Disabilities Act (ADA) for TDD (Telephone Device for the Deaf) machines and other assistance devices. And if employees wish to submit paper time sheets and manual forms due to an inability to access technology, the *People First* system will accommodate such submissions through the use of sophisticated character recognition technology. Please contact the *People First* project office for more information. ■

The People First team is in the process of distributing User IDs for managers and human resource professionals

What's Next for the People First Implementation?

Following the go live date for staffing services, the *People First* implementation will shift into high gear. In June, new services and tools will be available to address the outsourced human resource administration and payroll preparation tasks, affecting all state employees. But *how* will these changes affect state employees? And will the changes affect everyone the same way?

As with the new staffing services, the services that are introduced in June will improve the

way state employees manage their human resource information and transact human resource business activities – but the improvements will assist managers and employees differently. The human resource administration services, for example, will give all employees the ability to update their work contact information, home address, home phone number and emergency contact information using the *People First* system. In addition to updating their own human resource information, state managers will be able to go

To offer feedback directly to the *People First* team, email peoplefirst@myflorida.com

online to establish, change or delete positions, provided they are utilizing automated workflows in conjunction with their Agency's budget and human resource offices. Managers also will be able to make the appropriate online updates when the status of one of their employees changes (resulting from a promotion, reassignment, etc.).

"The new human resource administration services will help to decrease the paper-driven processes in each Agency, and the amount of time we all spend on administrative tasks," said Fran Brooks, project director for *People First*. "Having the ability to update contact and position information on the *People First* system will create a more accurate, comprehensive repository of employee information, which will help Agencies communicate and manage more effectively."

The new payroll preparation services will result in enhanced time reporting for state

employees. Once the services are implemented, all employees will have the ability to input their time or submit requests for leave using the *People First* system, minimizing the need to fill out paperwork and complete administrative tasks. The payroll preparation services also will give managers real-time, online access to their employees' time sheets and requests for leave, resulting in consolidated and accurate time and leave information, faster approval times and fewer administrative headaches.

"The new payroll preparation services will be a significant improvement for the state," said Fran Brooks. "Recording time and handling requests for leave can be tedious processes without the aid of a user-friendly system with real-time access. This system will minimize time-consuming, paper-intensive tasks, which will benefit every employee in the state."

Job Seekers Take Note!

Changes are coming to the way that people apply for positions with the state. JobsDirect, the state's current staffing tool (<http://jobsdirect.state.fl.us>), will stop accepting applications on May 1st – when the state's new staffing services go live. To ensure that state employees have an opportunity to retain their information from JobsDirect, files from the legacy system will be accessible on a read-only basis for 60 days after May 1st. If job seekers would like to be considered for positions with the state *after May 1st*, they will have to fill out an application on the *People First* system, matching their skills and abilities to the position attributes identified by the hiring manager. As mentioned previously in *People First News*, The *People First* system will be accessible through the *People First* website (on MyFlorida.com under Hot Topics), or by calling the People First Service Center (1-877-JOBSCTR).



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People First News

People First Mission

"Building world class people care and people development programs for excellence in public service"