**Chief Information Officer Council (CIOC) February 25th, 2019**

**Speaking points**

**INTRO**

Since our last presentation to CIOC on September 17th, the team has made significant progress in its mandate to identify options for a new HR and Pay solution.

**INDUSTRY DAY**

* On September 19th held an Industry Day announcing the NextGen Agile Procurement Process
* The event included in-person participation from over 120 members of industry and 60 members of the GC community, as well as online participation
* The purpose of Industry Day was to:
	+ provide an overview of the next generation HR and pay initiative and its expected outcomes;
	+ seek feedback from industry on the approach NextGen has taken; and,
	+ assess the level of interest and the capacity of industry to deliver a solution.

**PROCUREMENT PROCESS**

* The Agile Procurement Process is a three gated approach that assesses key requirements from vendors in an effort to find options for a next generation HR and pay solution
* To date, two of the three gates have been completed and progress continues through iterative conversations with industry and stakeholders
* By adopting an agile approach, the NextGen Team is able to work in smaller, faster sprints, offering the flexibility to adapt as vendors show us what is available and possible, allowing for course corrections as needed, and a better end-product designed by users. This approach is flexible, iterative and allows us to work directly with industry before a solution is procured.

**GATE ONE**

* Gate One launched October 1st and closed November 14th
* In this gate, vendors were asked to “show us” that their solutions aligned with GC Digital Standard such as cloud and business capabilities and ownership of intellectual property
* Gate 1 resulted in five successful bidders that were eligible to participate in the Gate 2 Invitation to Qualify (ITQ).

**GATE TWO**

* Gate Two launched November 23rd and closed February 4th
* In this gate, vendors were asked to let us perform hands-on sessions with users, unions, and subject matter experts to prove their solution against 13 requirements; including GC business capabilities and outcomes and architecture outcomes
* 200 users from across Canada conducted simple tasks using the vendor’s solutions and reported their results to the NextGen Evaluation Team
* Vendors then presented their solutions to the NextGen Evaluation Team where 30 Subject Matter Experts challenged the vendors on their solutions with complex scenarios
* Gate 2 resulted in three successful bidders that are now eligible to participate in the Gate 3 Invitation to Qualify (ITQ).

**GATE THREE**

* Details for Gate 3 are currently being developed and are expected in the coming weeks
* Examples of criteria that may be included:
	+ Potential deployment models and roadmap
	+ Data cleansing, migration and governance approach
	+ Pay Load testing
	+ Solution, Pilot, Enterprise Implementation and ongoing maintenance costing
	+ Contract terms and conditions
	+ Change Management Capacity and Strategy
	+ Service Level Agreement

**ENGAGEMENT**

* In parallel, the NextGen Team has been engaging with users, including employees, HR specialists, and managers to place the user at the heart of this process and develop business outcomes
* To date, a number of initial engagement sessions, as well as a User Day and User Expos, have helped identify and validate HR business requirements and understand user needs.

**ENGAGMENT WORKSHOPS/USER DAY**

* Between September 14th and October 12th, a series of workshops were held in Ottawa, Halifax, and Vancouver to obtain initial feedback from a wide variety of participants on the scope, functionality, current pain points and user personas;
* These sessions were complemented by a User Day held November 20th in Gatineau that helped further validate business requirements to support the NextGen’s agile procurement process
* Public servants from various departments and communities participated, including managers, compensation advisors, HR practitioners, financial practitioners and employees.
* User Day was similar to Industry Day in that it kicked off the first of several open discussions with the general user-base

**USER EXPOS**

* In an effort to create awareness around the NextGen Initiative and offer opportunities for hands-on engagement, held 15 User Expos in seven cities, including Ottawa, Gatineau, Montreal, Dartmouth, Victoria, Edmonton and Winnipeg.
* What we’ve heard to date from public servants is:
	+ Overall, employees want a system that works and pays people on time.
	+ A new system must be simple and user friendly with easy to understand paystubs
	+ Access to their pay information from anywhere, digital and paperless
	+ Empathy and human interaction

**CONCLUSION**

* The Next Generation HR and Pay team is committed to understanding the lessons learned from Phoenix, will continue engaging with users and vendors, and working in an iterative and agile way that will inform future recommendations for a HR and pay alternative.
* By March, the NextGen Team will have identified viable market options, engaged with users and vendors and begun assessing the degree of HR transformation required to be in a position to present recommendations by spring 2019 on a way forward.