



Project Polaris HR and Pay Workshop Session

Government of Canada | September 21st, 2018

Government of Canada Introductions



EY Introductions





EY's Team



Kirsten Tisdale
Engagement Partner



Paul Tucker
*HR Technology Payroll
Process SMA*



Warren Tomlin
*User Experience
Digital SMA*



Atir Syed
*HR Technology Payroll
Process SMA*



Tracey De Angelis
*HR Technology Payroll
Process SMA
Australia*



Julie Barac
Senior Consultant



Brittany Smith
Senior Consultant



Andrea Roberts
Public Sector SMA



Today's Objectives



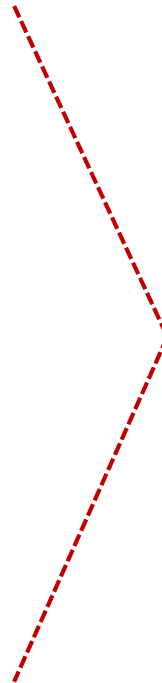
Discover and understand world-class digital employee experiences



Validate GC purpose statement and guiding principles



Validate key HR/Pay stakeholders (personas)



DEFINE FUTURE HR/PAY SOLUTION(S) REQUIREMENTS THROUGH A SHARED UNDERSTANDING OF USER EXPERIENCES.

Project Polaris HR and Pay Workshop Session

Government of Canada

Agenda – September 21st



Arrival and Refreshments

8:30-9:00

1

Opening Remarks

9:00-9:05 | Carolina Giliberti

2

Introduction / Session Objectives

9:05-9:15 | Kirsten Tisdale

3

GC Purpose and Guiding Principles

9:15-9:30 | Warren Tomlin + Paul Tucker

4

HR/Pay Overview and Trends

9:30-10:00 | Paul Tucker



Break (20 minutes): Refreshments to be provided

5

Activity #1 and #2: Key Pain Processes and Opportunities

10:20-11:30 | Paul Tucker + Atir Syed + Tracey De Angelis



Lunch (45 minutes): Lunch to be provided

6

Activity #3: Key Pain Processes and Opportunities

12:15-1:00 | Paul Tucker + Atir Syed + Tracey De Angelis

7

Conclusion

1:00-1:15 | Kirsten Tisdale



Learning from Experience

1

Avoid replicating old processes with new technology

2

Future state design should incorporate feedback from user community and end-user employee experience

3

Focus on an integrated HR/Pay solution(s) that enables seamless end to end operations

4

Big bang is not recommended. Test in parallel with a phased roll-out, that supports iterative design and development

5

Users make it work - never de-scope change management and training

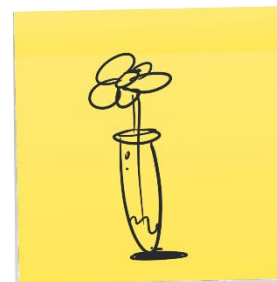
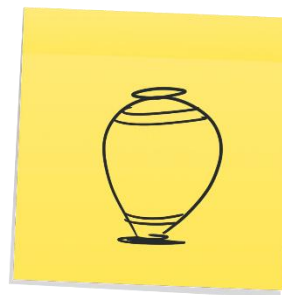
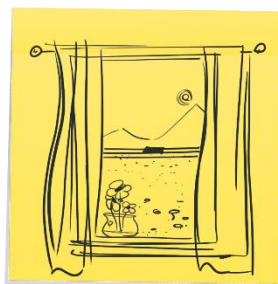
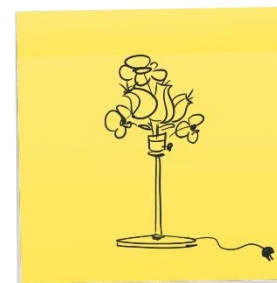
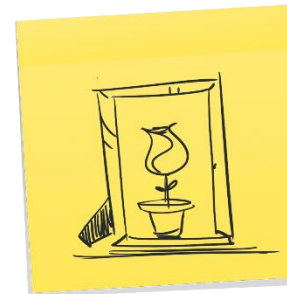
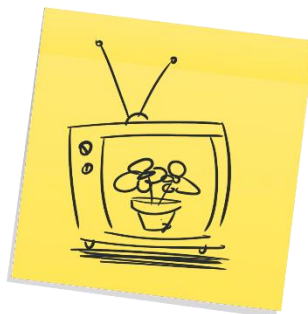
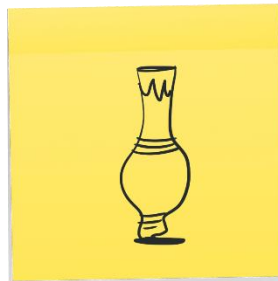


DRAW A VASE



DRAW A BETTER
WAY TO VIEW
FLOWERS







Design Thinking Lessons Learned

1

Empathy of the user



2

Design with the users, not for the users



3

Redefining the problem can lead to dramatically different outcomes





Importance of Design Thinking

BETTER PERFORMANCE

“ **5%** increase in **employee engagement** correlates to **0.7%** increase in operating margin ”

“ **94%** of the worlds most admired organizations said that engaged employees is a source of competitive advantage ”

MORE INNOVATIVE

“ **87%** less likely to leave if you're engaged ”

“ **4x less** Sick days a year taken by an engaged person compared to the disengaged ”



“ **3x more** The likelihood of employees staying in a purpose driven organisation. ”

They are also **1.4x** more engaged ”

ADVOCATES

“ **87%** less likely to leave if you're engaged ”
“ **67%** of Engaged employees advocate their organization compared to those who are disengaged ”

“ **74%** of **Generation Z** agree that business has a responsibility to create a **better world** ”

WANT TO STAY



Consequences of a Negative Experience

- ▶ Candidate navigates a slow and confusing process
- ▶ Creates a poor first impression
- ▶ High candidate drop out rates
- ▶ Poor first day sets out a negative tone

- ▶ Lasting negative impression of organization; likely to tell others
- ▶ Sense “too little, too late”



- ▶ No joy in working life; disengages employees
- ▶ With better tech at home; organization feels frugal
- ▶ Lower productivity

- ▶ Perceived lack of fairness in compensation adjustments
- ▶ Higher turnover rates

- ▶ Performance management feels subjective; impacts trust
- ▶ Reward mechanisms poorly targeted
- ▶ Interventions lack relevance; disengages employee

Purpose





Purpose Statement:

*To ensure the delivery of **exceptional service** to Canadians, the HR and Pay technology solution will enable the Government of Canada people strategy and support **attracting, developing and retaining talent**.*

*Any solution will put the **user at the center** and will enable the delivery of a **government wide service experience** to current and former public servants.*





Guiding Principles

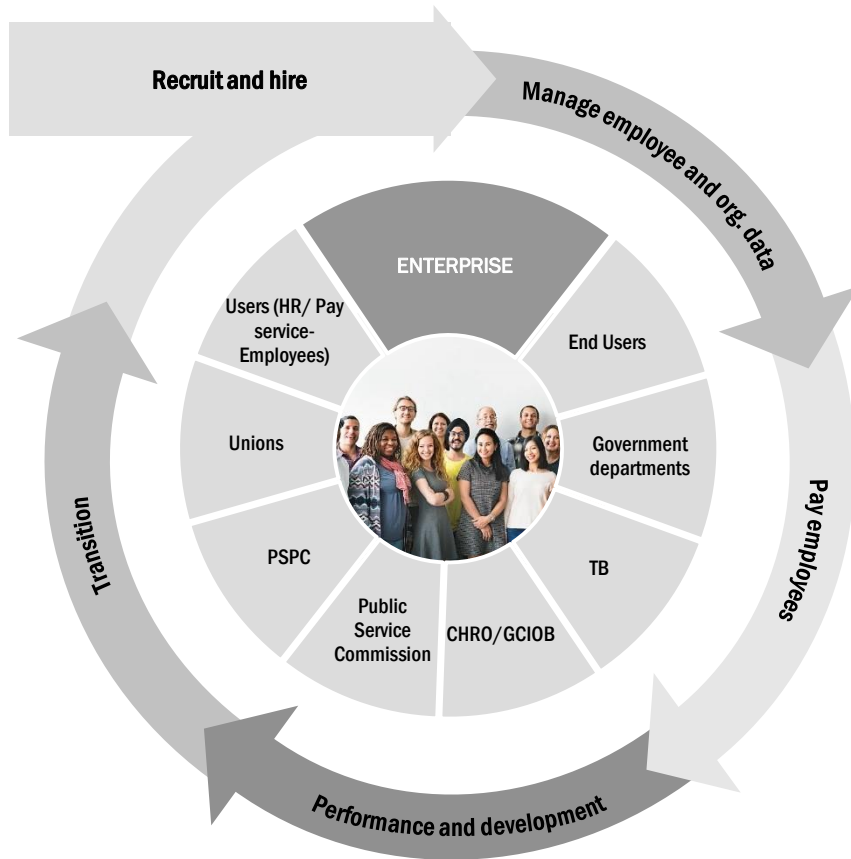
	User-centric
	Integrated solution that enables seamless operations
	Single source of record
	Accessible to all end users regardless of language or location
	Simple, self-service that provides 24/7 access
	Enables standardized business processes
	Supports our future way of working
	Meets digital, security, and architecture standards

HR Process and Technology Overview





Employee Lifecycle Management



RECRUIT AND HIRE

- ▶ Manage recruitment
- ▶ Manage hire, onboarding, and integration

MANAGE EMPLOYEE AND ORGANIZATIONAL DATA

- ▶ Perform employee data administration
- ▶ Manage organization and positions
- ▶ Manage workforce planning
- ▶ Compensation and benefits
- ▶ Classification

PAY EMPLOYEES

- ▶ Manage compensation
- ▶ Manage payroll
- ▶ Manage time

PERFORMANCE AND DEVELOPMENT

- ▶ Manage employee development and training
- ▶ Manage performance
- ▶ Manage competency
- ▶ Manage career and succession planning

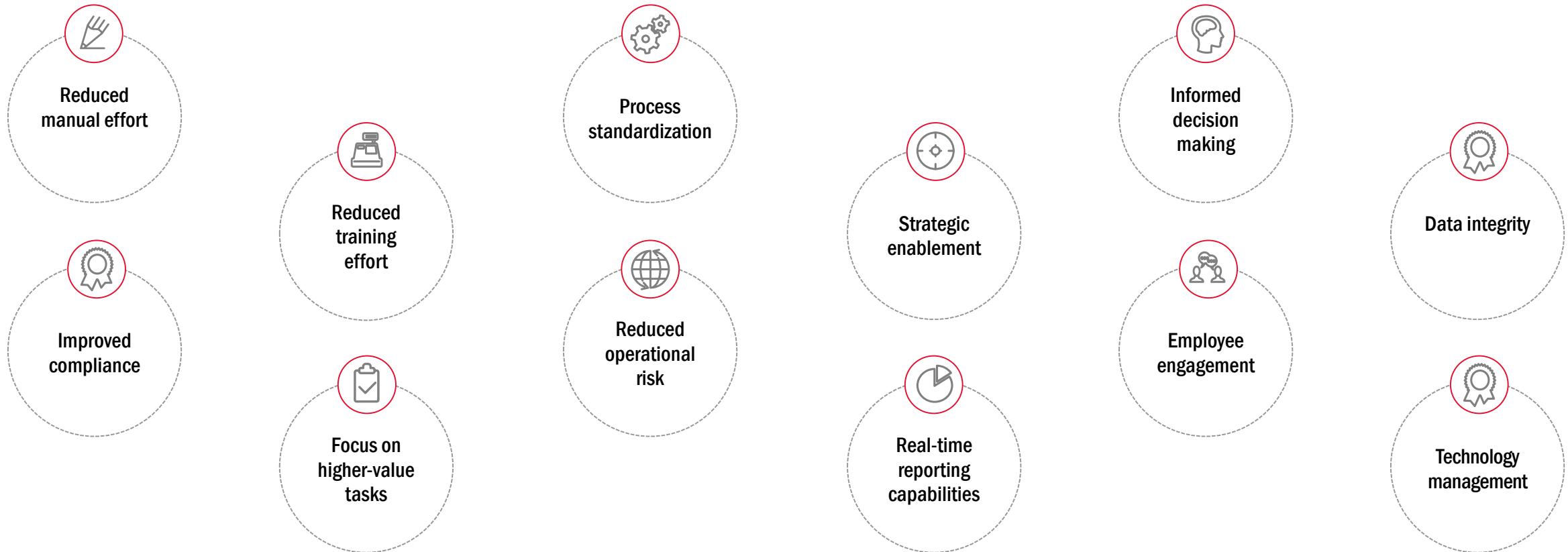
TRANSITION

- ▶ Manage employee separation
- ▶ Workforce adjustments



Value of a Modern Human Resources Management Solution

The right strategy can result in a variety of benefits

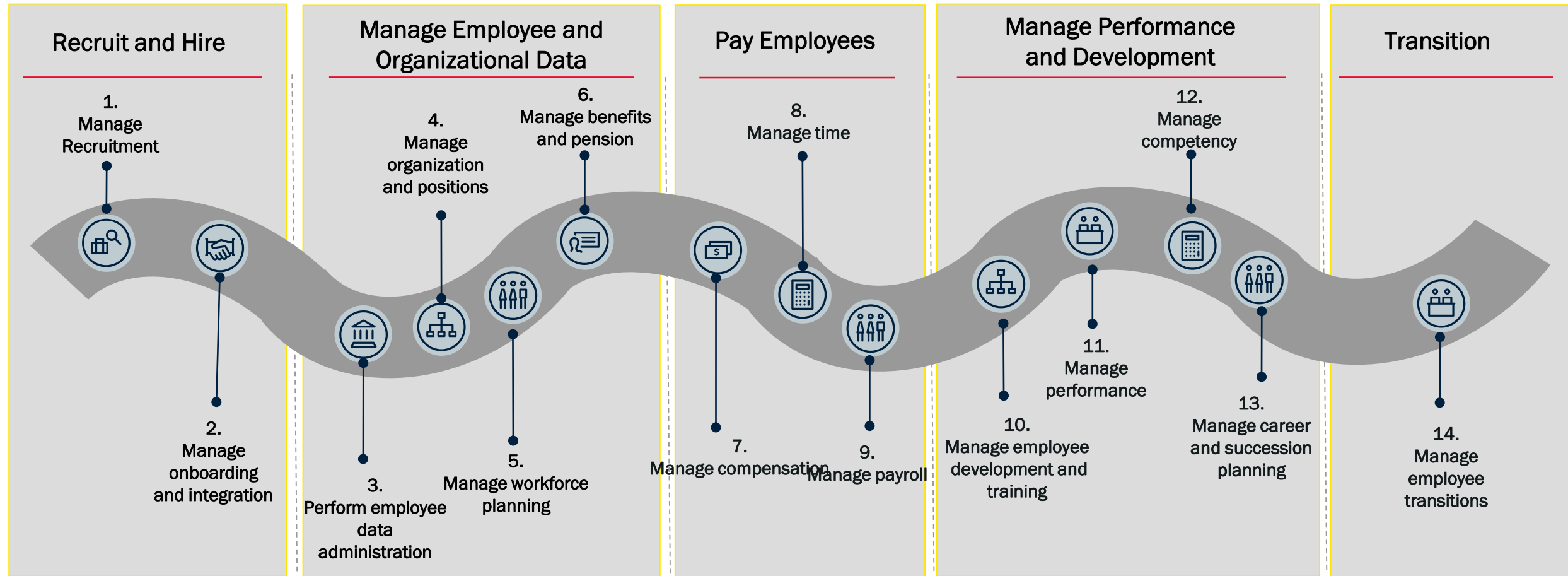


HR / Pay Overview and Trends



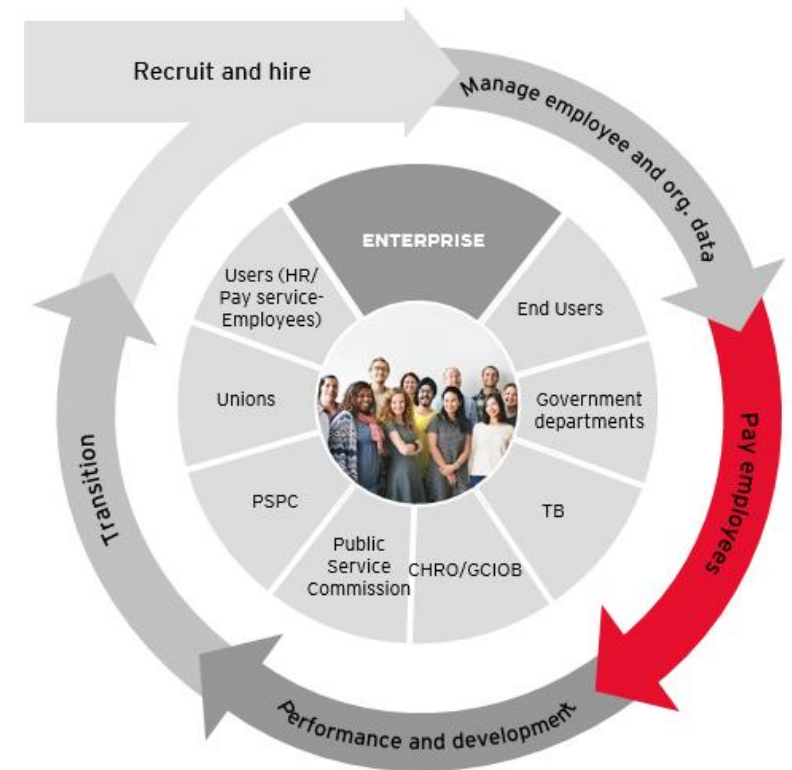


HR / Pay Journey



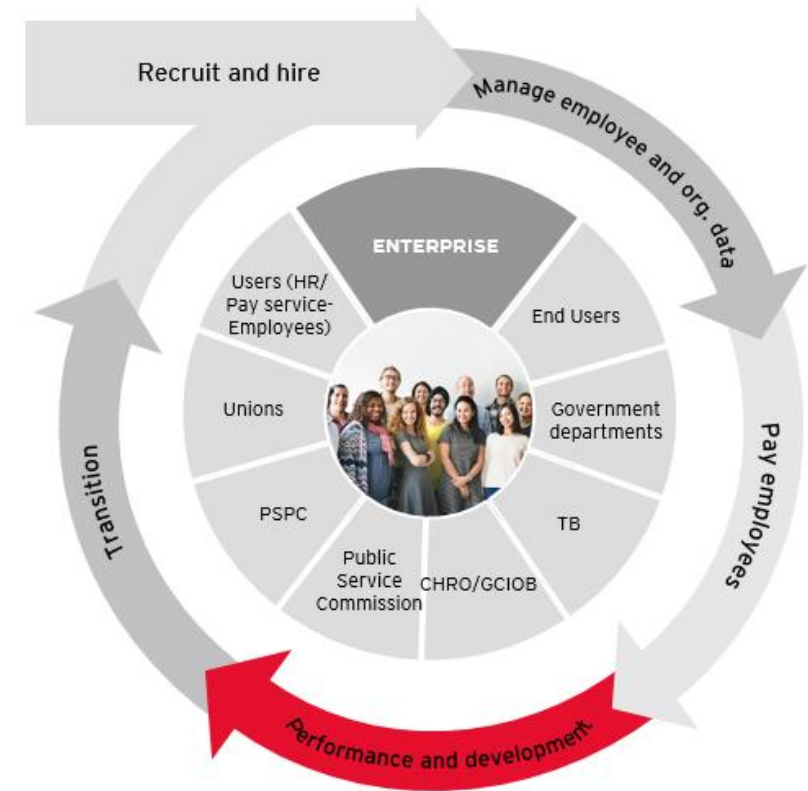


Leading Trends: Pay Employees





Leading Trends: Performance and Development





Leading Trends: Transition





Project Polaris

Personas: Getting to Know Our Users

Personas are characters which represent different groups of people, specifically employees, workforce segments, or user groups.

Personas are especially valuable as they can assist us in recognizing that different people have different needs and expectations. They help us to **understand these wants, experiences, behaviours and goals**. When creating personas, we identify unique needs and pain points.

- **HASSLES: a current state pain point**
- **DELIGHTS: a current state enjoyable moment**
- **IMAGINE IF: an art of the possible experience**



People Manager



Field Worker



HR Specialist



Payroll and Compensation Advisor

BREAK

(20 mins)



Activity





Employee Persona: Meet Christopher



Christopher

Community Health Nurse

Christopher is a Community Health Nurse for Indigenous Services Canada (ISC) where he works with partners to improve access to high quality services for First Nations, Inuit and Métis. ISC's vision is to support and empower Indigenous peoples to independently deliver services and address the socio-economic conditions in their communities.

Christopher has been in his role for three years, he often works autonomously delivering care out in the communities.

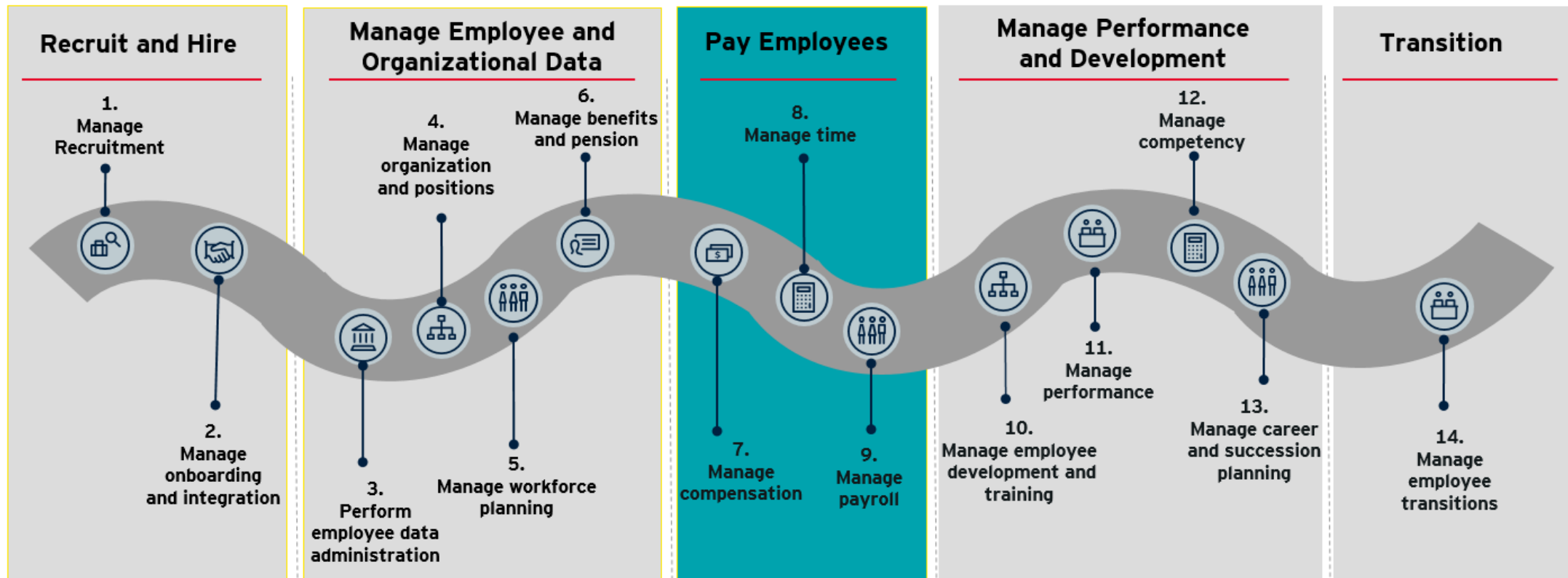
He has 2 children and is the primary caregiver for his elderly father.



Activity #1

Objective: Identify key areas of opportunity, moments-that-matter, and technology enablers across the recruit and hire process area, specific to the assigned persona.

Instructions: Congregate into groups around the persona posters around the boardroom. Leveraging Chris's story and focusing on your assigned persona, capture the hassles, delights, enablers, and art-of-the possible elements for the pay employee process area. Use the sticky notes provided to record your answers on the poster swim lanes and process flows.

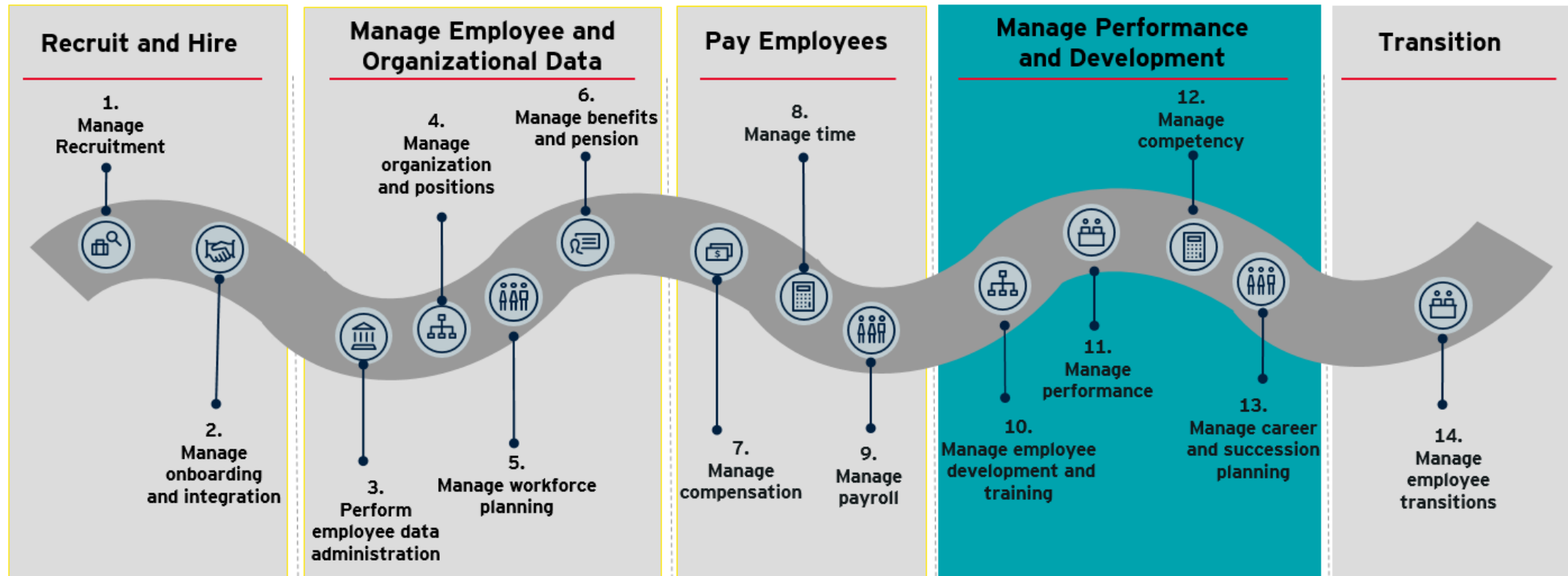




Activity #2

Objective: Identify key areas of opportunity, moments-that-matter, and technology enablers across the manage employee and organizational data area, specific to the assigned persona.

Instructions: Congregate into groups around the persona posters around the boardroom. Leveraging Chris's story and focusing on your assigned persona, capture the hassles, delights, enablers, and art-of-the possible elements for the manage employee data area. Use the sticky notes provided to record your answers on the poster swim lanes and process flows.



LUNCH

(45 minutes)





“Customers will never love an organization until its employees

love it first.”

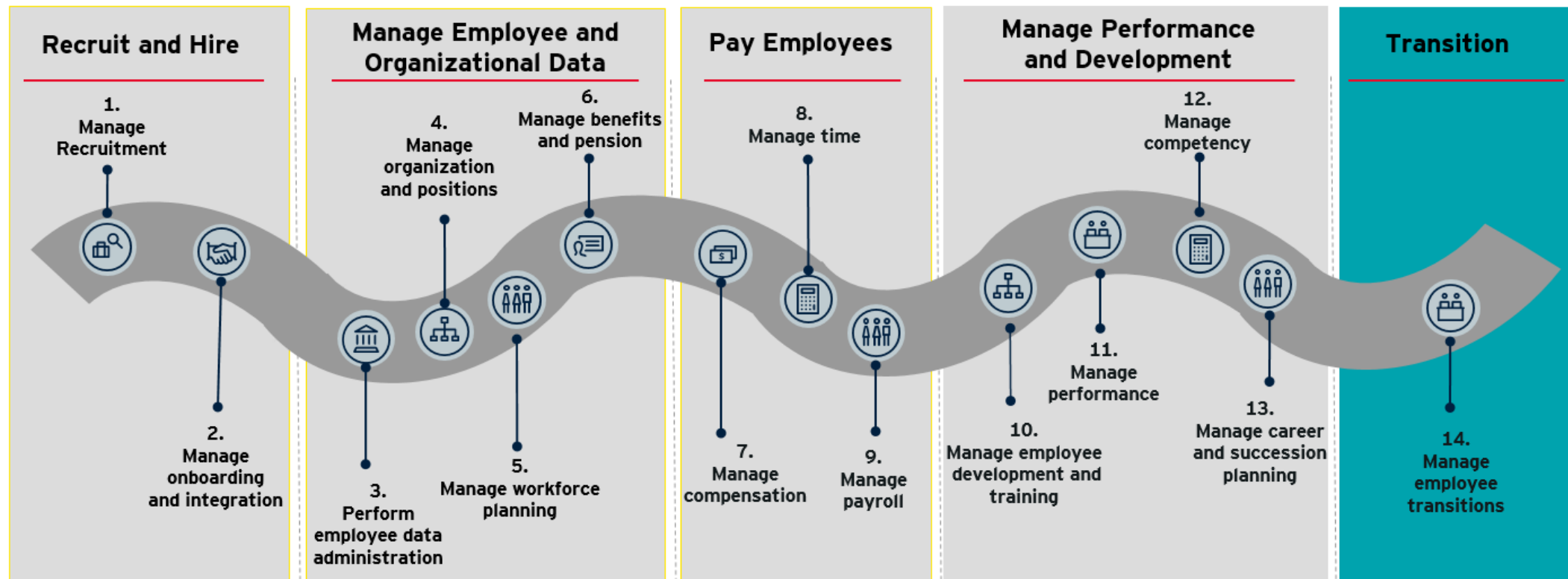
SIMON SINEK



Activity #3

Objective: Identify key areas of opportunity, moments-that-matter, and technology enablers across the accurate payment of employees area, specific to the assigned persona.

Instructions: Congregate into groups around the persona posters around the boardroom. Leveraging Chris's story and focusing on your assigned persona, capture the hassles, delights, enablers, and art-of-the possible elements for the transition process area. Use the sticky notes provided to record your answers on the poster swim lanes and process flows.



Thank You

