



Project Polaris HR and Pay Workshop Session

Government of Canada | October 12th 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*



Brittany Smith
Senior Consultant



Julie Barac
Senior Consultant



Today's Objectives



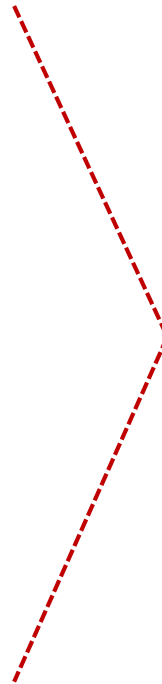
Discover and understand world-class digital employee experiences



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 – October 12th



Arrival and Refreshments

7:30-8:00

1

Opening Remarks

8:00-8:10 | Dominic Rochon

2

Introduction / Session Objectives

8:10-8:30 | Kirsten Tisdale

3

GC Purpose and Guiding Principles

8:30-9:15 | Warren Tomlin + Paul Tucker

4

HR / Pay Overview and Trends

9:15-9:45 | Paul Tucker



Break (15 minutes): Refreshments to be provided

5

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

10:00-11:00 | Paul Tucker + Warren Tomlin + Kirsten Tisdale



Lunch (45 minutes): Lunch to be provided

6

Activity #3: Key Pain Processes and Opportunities

11:45-12:15 | Paul Tucker + Warren Tomlin + Kirsten Tisdale

7

Conclusion / Next Steps

12:15-12:30 | 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

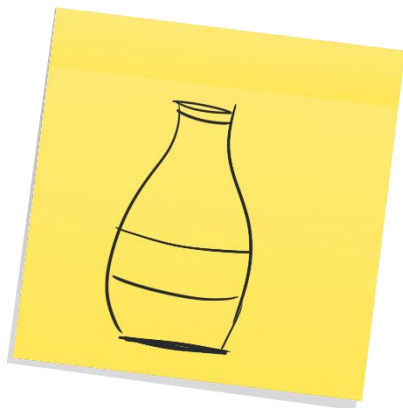
Users make it work - never de-scope change management and training

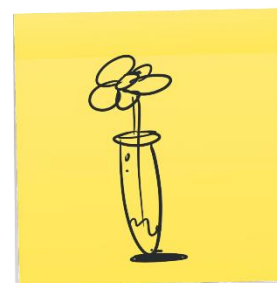
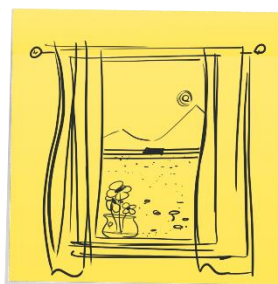
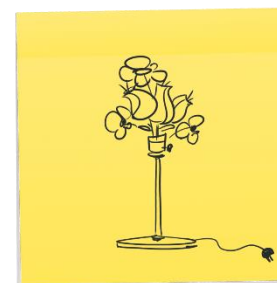
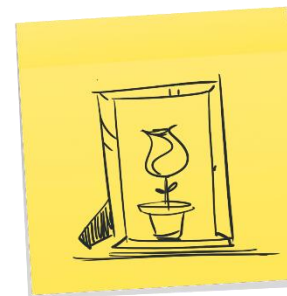
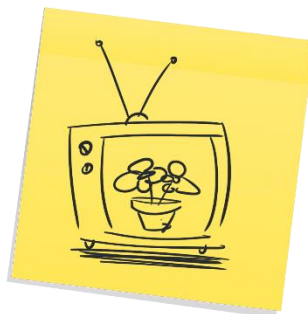
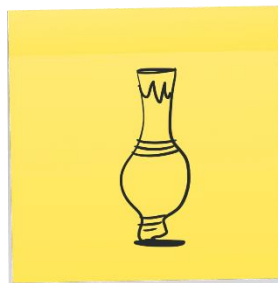


DRAW A VASE



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



Purpose





Purpose Statement:











An adaptive HR solution(s) that will put the user at the centre and will enable the delivery of a modern service experience to potential, current and former public servants.

To ensure the delivery of exceptional service to Canadians, the end-to-end HR capability will enable the Government of Canada people strategy, and support attracting, developing and retaining talent.





Guiding Principles

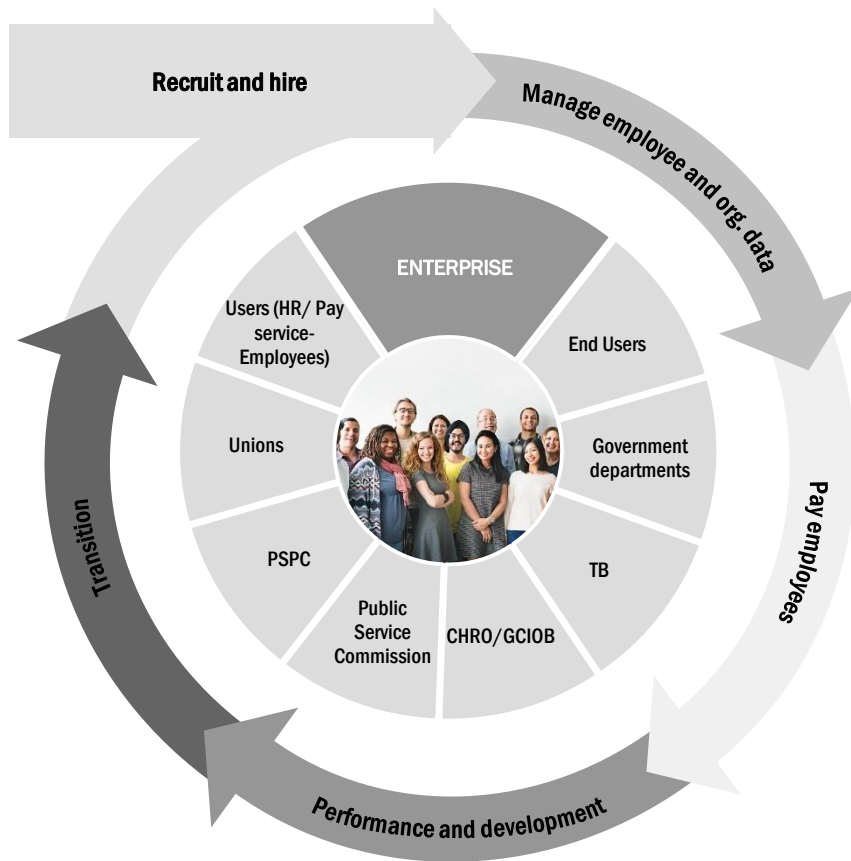
	User-centric
	Integrated solution that enables seamless operations
	Master system of record
	Accessible to all end users regardless of language, location, or ability
	Simple, self-service that provides 24/7 access
	Enables the optimization of business processes
	Supports our future way of working
	Meets digital, security, privacy and architecture standards
	Supports a strong employee culture
	Adaptive and flexible

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
- ▶ Manage acting and movements

PAY EMPLOYEES

- ▶ Manage compensation
- ▶ Manage payroll
- ▶ Manage time and leave
- ▶ Pension administration

PERFORMANCE AND DEVELOPMENT

- ▶ Manage employee development and training
- ▶ Manage performance
- ▶ Manage competencies
- ▶ 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



Reduced manual effort



Process optimization



Informed decision making




Data integrity



Improved compliance



Reduced training effort



Strategic enablement



Employee engagement



Reduced operational risk



Real-time reporting capabilities



Technology management



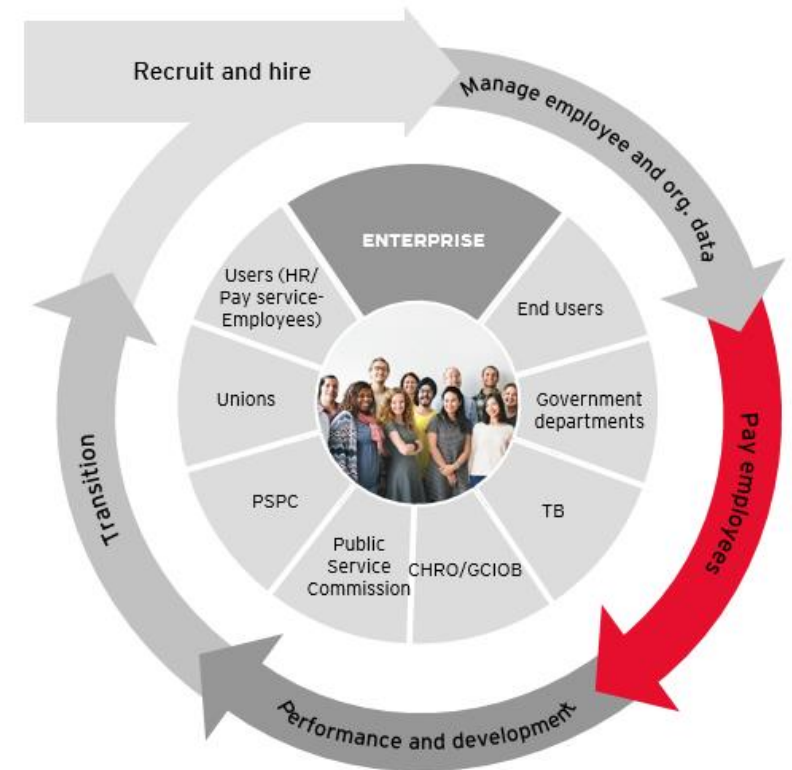
Focus on higher-value tasks

HR / Pay Overview and Trends





Leading Trends: Pay Employees



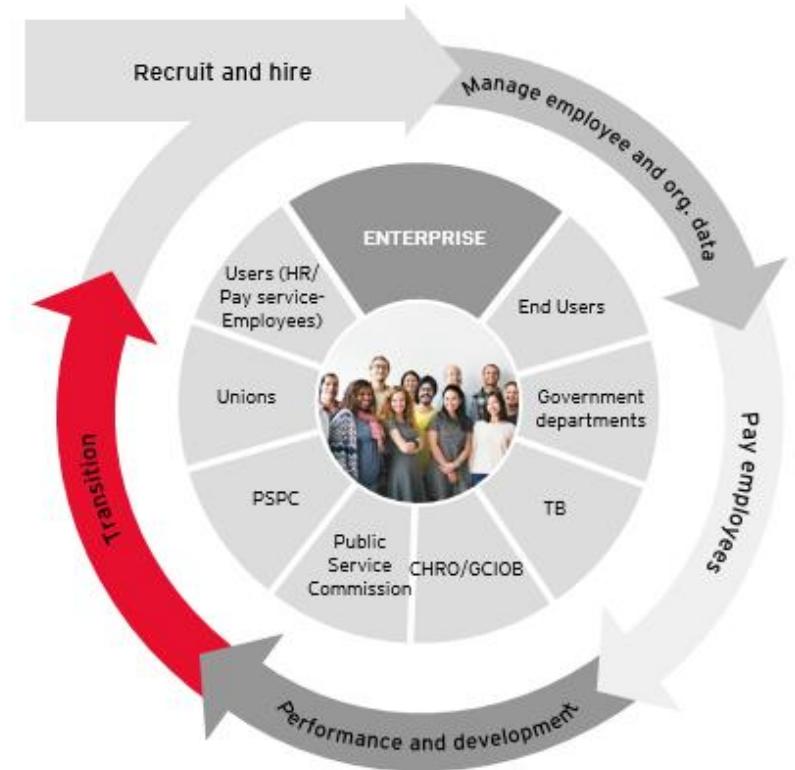


Leading Trends: Performance and Development





Leading Trends: Transitions



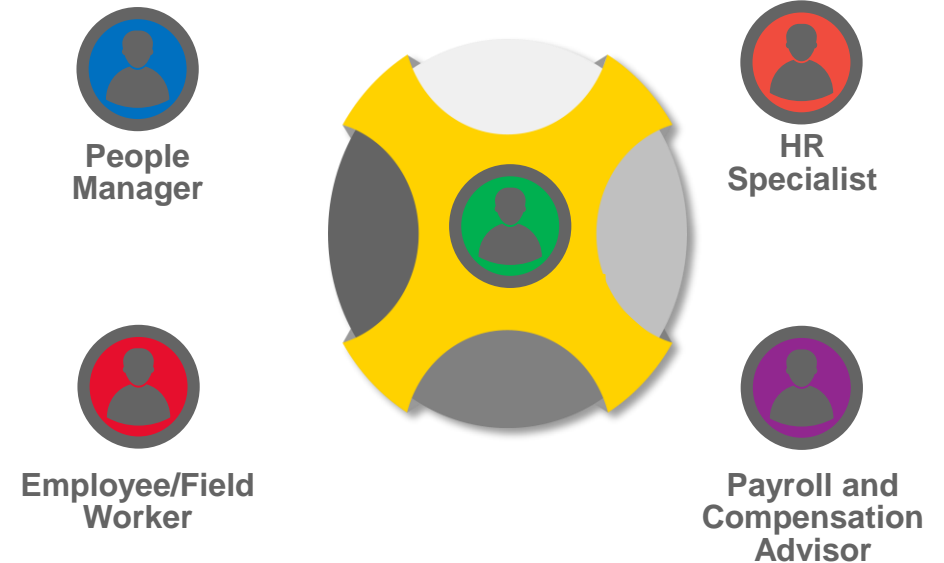


Project Polaris

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**

Activity

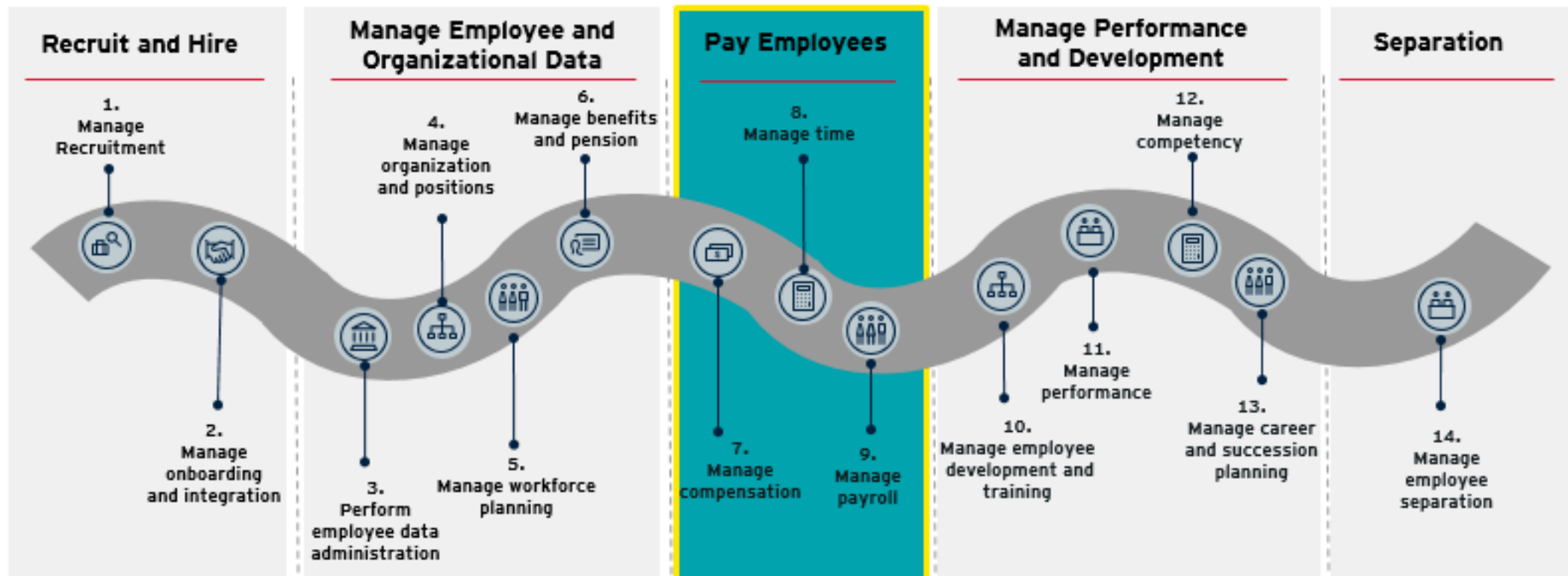




Activity #1

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.

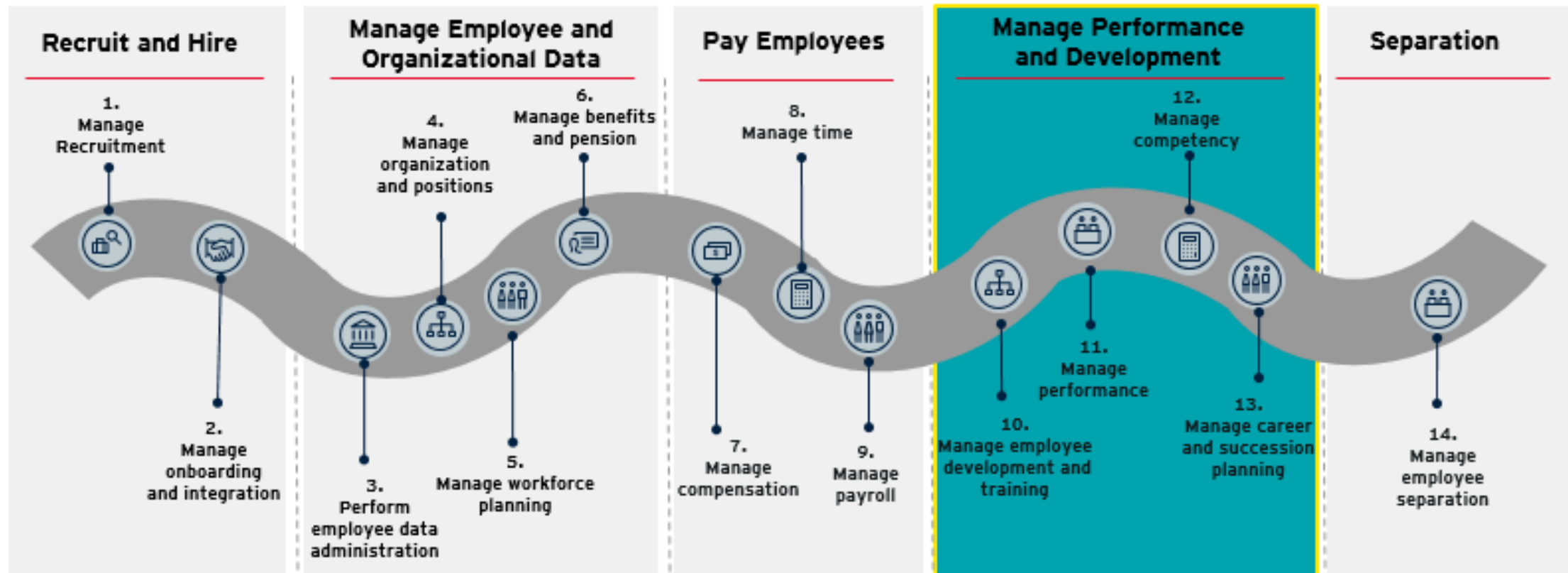




Activity #2

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.





“Customers will never love an organization until its employees

love it first.”

SIMON SINEK

LUNCH

(45 minutes)

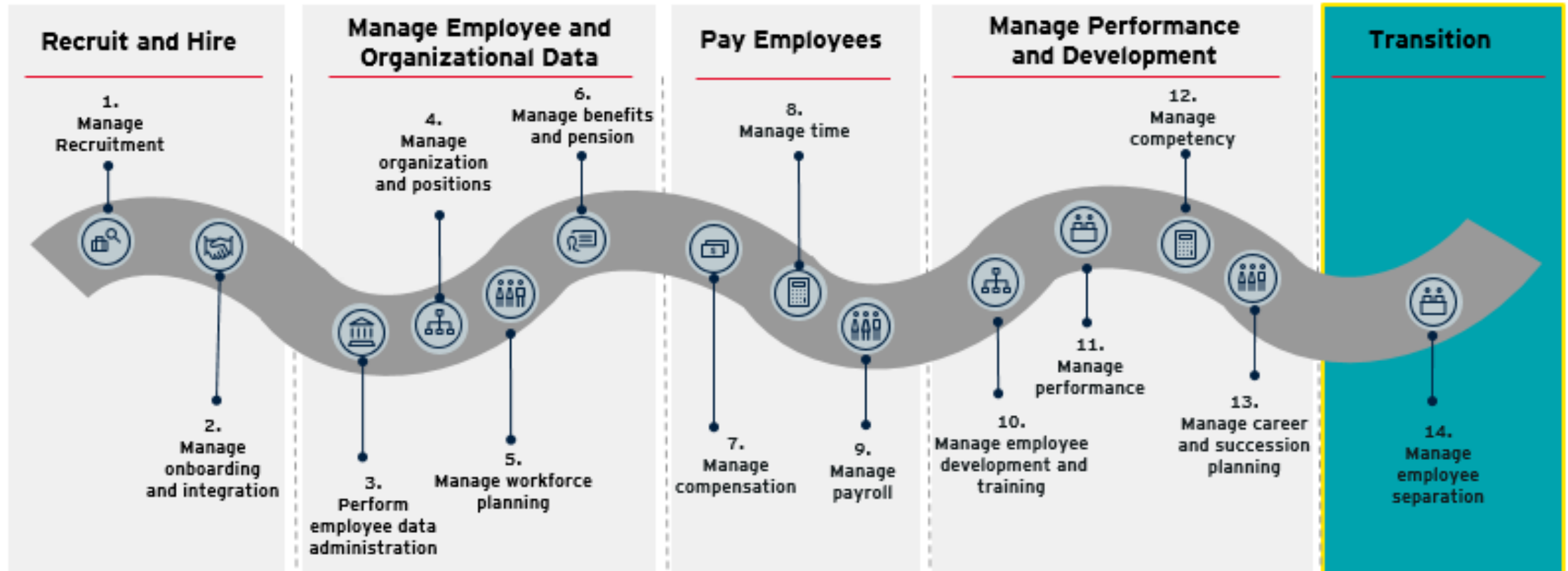




Activity #3

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

