

Next Generation Human Resources and Pay

Frequently Asked Questions (FAQ)

November 2021

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The Next Generation Human Resources and Pay (NextGen HR and Pay) initiative is moving forward while also taking the necessary time and resources to deliver an effective solution that meets the needs of federal employees.

Q1. What is the NextGen HR and Pay initiative?

A1. NextGen HR and Pay will be a user-centric, accessible, and flexible cloud-based solution. It will work on an enterprise scale and meet the complex needs of the Government of Canada and the diverse needs of federal employees throughout Canada, now and into the future.

The current mandate for NextGen HR and Pay is to: test the proposed solution against the complexities of the Government of Canada's HR and pay requirements; prove there is a viable solution to solve the defined business problem; seek clarity of business process redesign, change management activities and training required to adopt a new solution; and test viable working relationships with vendor(s).

Q2. Why is the NextGen HR and Pay initiative under Shared Services Canada (SSC)?

A2. The NextGen HR and Pay team was transferred from the Treasury Board of Canada Secretariat (TBS) to Shared Services Canada (SSC) on April 1, 2020.

SSC is well positioned to deliver on this important initiative as the department is responsible for providing modern, secure and reliable IT services that enable digital programs and services for public servants and Canadians.

Q3. How will NextGen HR and Pay replace the current HR and pay systems?

A3. The current pay system is stabilizing, which is good news. It is important that federal public service workers are paid accurately and on time.

SSC is currently testing HR and pay systems to replace 34 HR systems across government and the current pay system. This high-profile initiative will produce options and recommendations for a future enterprise-wide NextGen HR and Pay system for the Government of Canada.

The NextGen HR and Pay team remains committed to building on lessons learned from the rollout of the current pay system. Collaboration is key and the team continues to engage with users, including public service employees, leaders, HR and pay advisors and technical specialists, and bargaining agents.

Q4. Who are the NextGen HR and Pay partners?

A4. Partners under the NextGen HR and Pay initiative include the Office of the Chief Human Resources Officer (OCHRO) at TBS, Public Services and Procurement, as well as bargaining agents and partner pilot departments.

The NextGen HR and Pay initiative continues to work with Canadian Heritage as the first pilot department. In July 2021, the Government announced that the NextGen HR and Pay initiative pilot would be expanded for testing to the Department of Fisheries and Oceans and the Canadian Coast Guard, and Canada Economic Development for Quebec Regions.



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Q5. Why is NextGen HR and Pay now working with a different vendor?

A5: An agile procurement process was used to identify three qualified potential vendors for NextGen HR and Pay: SAP, Workday and Ceridian. Having access to multiple pre-qualified vendors means that we aren't locked in with one vendor or one system as we work toward a recommendation for a viable solution. In early 2020, the Government of Canada competitively awarded the contract to SAP for Exploratory Phase testing.

A contract amendment with Ceridian, to deliver services to support the Design and Experimentation Phase, was signed on September 14, 2021, and posted to [Buyandsell.gc.ca](https://buyandsell.gc.ca) on September 21, 2021.

All three vendors remain qualified to work with the government in the future for HR and pay solutions. This means maximum flexibility for the government which is critical to our approach on the NextGen HR and Pay initiative.

Q6. What is the current status of the NextGen HR and Pay initiative?

A6: Following the successful completion of the Exploratory Phase with Canadian Heritage in April 2021 and the [July 27, 2021 announcement](#) (expanding testing beyond Canadian Heritage to include the Department of Fisheries and Oceans and the Canadian Coast Guard, and Canada Economic Development for Quebec Regions), preparatory work is underway to begin the next phase, Design and Experimentation.

To date, more than 1,000 employees across 20 federal organizations have participated in a wide variety of forums, such as presentations, information sessions, 38 workshops and 90 working sessions.

Q7. How will HR and pay data be impacted under the NextGen HR and Pay initiative?

A7: Testing will take place in a controlled environment that is completely separate from the current pay system. Employees will continue to be paid through the current pay system while testing takes place and all testing has been designed to ensure the protection of privacy and personal information.

Q8. What are the next steps after the Design and Experimentation Phase?

A8: At the end of this initiative, a software program and funding recommendation will be presented to TBS that will include a path forward to replace existing HR and pay systems within the current operating context of the Government of Canada.

Thank you for your collaboration.

We will continue to keep you informed.

