



STATEWIDE PERSONNEL
— S Y S T E M —

SPS Benefits Implementation

Monthly Status Meeting

February 22, 2018

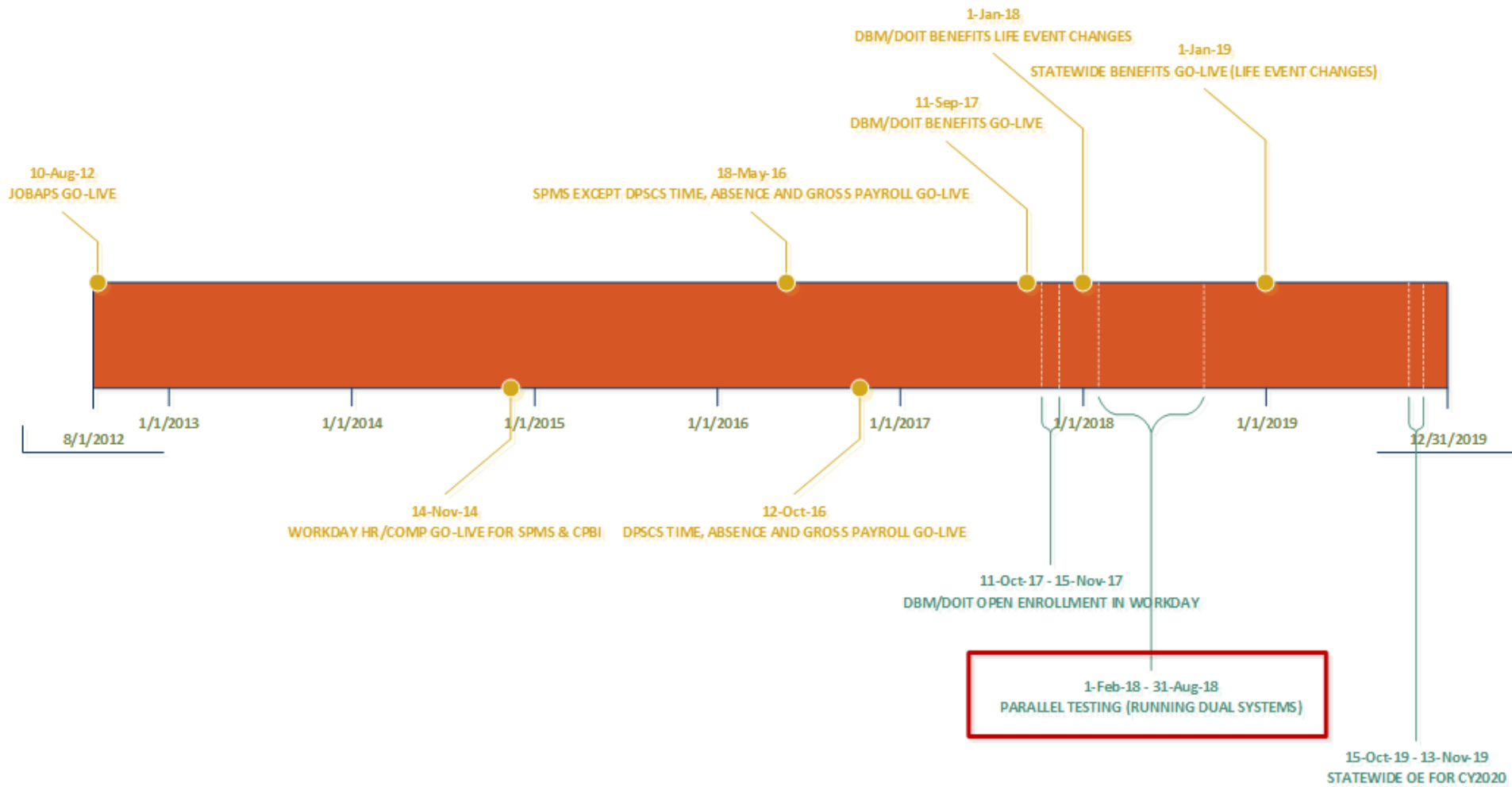


Agenda

- **Introduction** – Cindy
- **SPS Project Status** – Gagan/Leslie
- **Parallel Testing Overview** – Lisa
- **Data Conversion Issues** – Lisa/Kelly
- **Shell Record Processing** – Lisa
- **Agency Scorecards** – Gagan/Leslie
- **HR and Benefit Issues** – Leslie/Kelly
- **Training Overview** – Veronica
- **Employee Campaign** – Veronica



SPS Project Status



Parallel Testing Overview – DBM/DoIT

- DBM & DoIT Employees began SPS Benefits Self-Service on 1/1/18
 - *Employees completed Open Enrollment in SPS Benefits*
 - Employee Life Events
 - Employee will initiate Benefit Life Events in SPS Benefits Self-Service
 - Employee Receives Benefit Events Based on HCM or Leave Events
 - Hires
 - FTE% Changes
 - Contractual Conversions
 - Start/End Additional Job
 - Leaves>Returns from Leaves
 - EBD will review events in SPS Benefits
 - EBD will update BAS with the SPS Benefit events



Parallel Testing Overview – All other Agencies

- SPS Benefit Parallel Testing Includes:
 - SPMS Agencies
 - CPBI Agencies
 - Judiciary, MDOT, General Assembly and all 13 Universities
 - Retirees
- Converted Judiciary, MDOT, General Assembly and University Employees into SPS from Shell Records
- Converted Benefit Elections for all Employees and Retirees into SPS
- SPS Benefits and BAS will be kept in-sync (incremental load)
- Will compare CPB and Provider Integrations to make sure they match



Parallel Testing Overview – All other Agencies

- SPS Benefits Will Trigger Events Based on HCM or Leave Events
 - Hires
 - Terminations/Add Retiree Status
 - FTE% Changes
 - Contractual Conversions
 - Start/End Additional Job
 - Leaves/Returns from Leaves
- SPS Team Will Monitor System Triggered Benefit Events
- EBD Will Match Submitted Paper Forms to SPS Benefit Events and Enter the Elections into SPS Benefits
 - Starting May 1, 2018, EBD will not key in BAS if it does not match Workday

Parallel Testing Overview – All other Agencies

- Parallel Testing Allows Us to Validate:
 - SPS Benefits is Triggering Accurate Events Based on HCM and Leave Events
 - SPS Benefits Self-Service
 - SPS Benefits Integrations
 - SPS Benefits Reports
- Dual Entry Process:
 - 90% of the dual data entry will be automated using EIB and SQL server
 - 10% of the dual data entry will be manually entered by EBD
 - EBD will rotate different SPMS, CPBI, Non-SPMS and Retiree groups each month (as shown on the next slide)



Parallel Testing – Manual Data Entry Schedule

JANUARY 2018	FEBRUARY 2018	MARCH 2018	APRIL 2018
SPMS: CPBI: NON-SPMS: RETIREEES:	SPMS: <ul style="list-style-type: none"> 28xxxx: DGS 410101: MSP 410102: State Fire Marshall CPBI: <ul style="list-style-type: none"> 230103: Maryland Stadium Authority 232800: Canal Place NON-SPMS: <ul style="list-style-type: none"> 290201: MDOT RETIREEES: <ul style="list-style-type: none"> ORP Retirees Special Circumstance Retirees & Beneficiaries 	SPMS: <ul style="list-style-type: none"> 30xxxx: DNR 31xxxx: MDA CPBI: <ul style="list-style-type: none"> 231400: Maryland Food Center Authority 370201: Maryland African American Museum NON-SPMS: <ul style="list-style-type: none"> 2201xx: Judiciary 21xxxx: Maryland General Assembly RETIREEES: <ul style="list-style-type: none"> ORP Retirees - Medicare Special Circumstance Retirees & Beneficiaries 	SPMS: <ul style="list-style-type: none"> 3701xx: DHCD 3605xx: Maryland School for the Deaf CPBI: <ul style="list-style-type: none"> 230201: Historic St. Mary's Commission 360400: St. Mary's College NON-SPMS: <ul style="list-style-type: none"> 360221: University of MD - Baltimore 360223: Bowie State RETIREEES: <ul style="list-style-type: none"> State Pension Retirees Special Circumstance Retirees & Beneficiaries
MAY 2018	JUNE 2018	JULY 2018	AUGUST 2018
SPMS: <ul style="list-style-type: none"> 32xxxx: MDH 230801: Military (All CDC's Except 10) CPBI: <ul style="list-style-type: none"> 360300: BCCC NON-SPMS: <ul style="list-style-type: none"> 360222: University of MD - College Park RETIREEES: <ul style="list-style-type: none"> State Pension Retirees - Medicare Special Circumstance Retirees & Beneficiaries 	SPMS: <ul style="list-style-type: none"> 2301xx; 360700: Governor's Office 2401xx; 2305xx Except 230503: Office of the Comp 220300: OAG CPBI: <ul style="list-style-type: none"> 360300: Morgan State NON-SPMS: <ul style="list-style-type: none"> 360224: Towson University 360231: University of MD - Baltimore County RETIREEES: <ul style="list-style-type: none"> State Pension Beneficiaries Special Circumstance Retirees & Beneficiaries 	SPMS: <ul style="list-style-type: none"> 35xxxx: DPSCS CPBI: <ul style="list-style-type: none"> 5002xx: Register of Wills NON-SPMS: <ul style="list-style-type: none"> 360225: University of MD - Eastern Shore 360229: Salisbury RETIREEES: <ul style="list-style-type: none"> State Pension Beneficiaries - Medicare Special Circumstance Retirees & Beneficiaries 	SPMS: <ul style="list-style-type: none"> 40xxxx: DJJ CPBI: NON-SPMS: <ul style="list-style-type: none"> 360227: Coppin State 360228: University of Baltimore RETIREEES: <ul style="list-style-type: none"> Special Circumstance Retirees & Beneficiaries
SEPTEMBER 2018	OCTOBER 2018	NOVEMBER 2018	DECEMBER 2018
SPMS: <ul style="list-style-type: none"> 33xxxx: DHS (if required) CPBI: NON-SPMS: <ul style="list-style-type: none"> 360230: University of MD - University College RETIREEES: <ul style="list-style-type: none"> Special Circumstance Retirees & Beneficiaries 	SPMS: CPBI: NON-SPMS: RETIREEES: <ul style="list-style-type: none"> Special Circumstance Retirees & Beneficiaries 	SPMS: CPBI: NON-SPMS: RETIREEES: <ul style="list-style-type: none"> Special Circumstance Retirees & Beneficiaries 	SPMS: CPBI: NON-SPMS: RETIREEES: <ul style="list-style-type: none"> Special Circumstance Retirees & Beneficiaries

Data Conversion Issues

- Inaccurate Employee Home Address in SPS
 - This can prevent conversion of some coverage
- No Current Contract with a Duration > 90 Days in SPS
 - This prevents conversion of all coverage for Contractual Employees
 - Contract information is required for Temporary Employees if they're eligible for Benefits
- Inconsistent Hire Date between BAS and Shell Record
 - This prevents coverage start dates from matching between BAS and Workday
- Incorrect FTE Percentage
 - This can prevent conversion of all coverage
- Data discrepancies between BAS and Workday
 - Reports provided to Agencies for review (Name, DOB, Address)
 - Updates to be made in source HR and sent via the Shell Record (Benefits Only Agencies)



Shell Record Processing – Benefits Only Agencies

- To Date, Loaded Full-File and 3 Delta Files
 - Errors sent to Agencies from John Sittther
 - Expectation that errors are shared with HR and Benefit staff to assist in resolution
 - SSN/Name mismatch errors will require Agencies affected to communicate and resolve data discrepancy
 - Still have 4-5 employees from Full-File load not resolved
- Effective Dates restricted to prior 60 days
 - Hires more than 60 days in the past affect employee benefit enrollment
 - Terminations more than 60 days in the past extend employee coverage
 - Will discuss more with Best Practices



Agency Scorecards

- Overview
- Change Internal Processes
- Benefit Readiness Data Correction
- Shell Record Errors:

Error Type	1/05/18	1/14/18	1/31/18	Total
Benefit Transaction is older than 90 Days			147	147
Contract End Date should be Future Date	379	388	375	1,142
Invalid Original Contract Number or Invalid Contract Date			197	197
Employee Does Not Exist		344	149	493
Invalid Check Distribution Code			102	102
Invalid Estimated Return From Leave Date	10	5	1	16
Invalid FTE Percentage		50	1	51
Invalid Value – SPSID		574	57	631

- April Scorecards will be sent to Agency heads



HR and Benefits Issues

- Best Practices Memo
- HR Issues:
 - Contracts, Date gaps between end and new start dates
 - FTE, must be correct
 - Temporary Employees, new procedure for 90+ days
 - Unpaid Leave of Absence, all agencies must reports these
 - Transfers and Additional Job Coordination
 - Secondary Employment Coordination
 - Timely terminations
- Benefits Issues:
 - New process for updating addresses
 - Continue to send enrollment forms, supporting documentation, notice of terms, etc.



ABC Training High-Level Timeline

Registration for
Instructor-Led training
(late Aug through early Sep)

Statewide
Go-Live
1/1/19



April 2018	May 2019	June 2018	July 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019
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Introduction
to SPS Benefits
web-based training

Instructor-Led
training for
Agency Benefits
Coordinators



Training Mediums

Medium	Components	Audience
Web-Based Training (WBT)	<ul style="list-style-type: none"> • 30 – 60 minute (or less) training used to deploy prerequisites • Uses knowledge checks, demonstration of transactional steps • Access training on The HUB 	<ul style="list-style-type: none"> • Agency Benefits Coordinators
Instructor-Led Training (ILT)	<ul style="list-style-type: none"> • Facilitated session with Instructor • Hands-on exercises • Use to train on how to assist employees with viewing benefits and initiating life events • Tracking of training completion on The HUB 	<ul style="list-style-type: none"> • Agency Benefits Coordinators
Job Aids / Quick Reference Guides (QRGs)	<ul style="list-style-type: none"> • Short instructions of a specific task • Used to support primary training or as reinforcement of training • Includes minimal screenshots 	<ul style="list-style-type: none"> • Agency Benefits Coordinators • Employees
Video Tutorials (Video Vignettes)	<ul style="list-style-type: none"> • 1-5 minute tutorials housed on the HUB or SPS public website • Demonstrates Workday tasks with audio 	<ul style="list-style-type: none"> • Agency Benefits Coordinators • Employees

Employee Campaign

- **Information on the following topics will be communicated:**
 - How to log in to Workday (how to find W number and enter initial password)
 - How to change initial password
 - Perform basic navigation in Workday
 - How to view benefits
 - How to initiate a life event (e.g., divorce, birth of child, etc.)

- **Use of Learning Management Systems (LMS)**
 - We will use the DBM LMS for ABC On-Line Training and Registration
 - Use of Agency/Institution LMS or website for employee on-line training

- **Security support provided by each individual Agency/Institution**
 - Training will be provided
 - Only password resets and logon issues

