

Welcome to the Kronos Project Early Adopters Meeting

TIME & ATTENDANCE

SCHEDULING

ABSENCE MANAGEMENT

HR & PAYROLL

HIRING

LABOR ANALYTICS



January 12, 2012

Agenda

- Introductions and Welcome to the Project
- Kronos Solution Overview
- Implementation Overview
 - Momentum
 - Project Milestones
 - Project Team Roles and Responsibilities
- Communication Plan
- Implementation Strategy
- Education Services and Training Overview
- Department Costs and Billing Strategy
- Next Steps
- UNM Timeline
- Questions and Answers



Introductions

UNM Project Team

Helen Gonzales	Executive Sponsor
Michael Duran	Customer Management Sponsor
Duane Arruti	IT Management Sponsor
Jinnie Welliver	UNM Project Management
Joyce Mccarthy	Human Resources Functional Lead
Josie Ruybal Abeyta	Payroll Functional Lead
Jeff O'Keefe	Technical Lead
John Reindorp	Advisor
Mike Schwantes	Finance Liaison
Julian Sandoval	Finance Liaison

UNM Project Team

Gabe Pacheco	HR Team
Magdalena Vigil	HR Team
Trish Heaton	HR Team
Antoinette Willis	HR Team & Support Team
Veronica Gonzales	Payroll Team
Carla Garcia	Payroll Team
Margaret Tafoya	Payroll Team
Maxine Padilla	Payroll Team
Linda Johansen	IT Team
Jeff Gassaway	IT Team
John Fifield	IT Team
Jim Garcia	IT Team
Ray Sykes	Communications Team
Jane McGuire	Communications Team
Andrea Rodgers	Support Team
Lorrie Black	Support Team

Early Adopter Departments

Athletics

Bookstore

Dental Services

Enrollment Management

Finance Systems Management

Gallup Campus

Human Resources

Information Technologies

Internal Audit

OB/GYN

Office of University Counsel

Parking and Transportation

Payroll

Pediatrics

Physical Plant

Radiology

Student Health & Counseling

Student Life

UNM Cancer Center

University Libraries

University Press

University Services

Introductions

- Kronos Team
 - Project Manager - Charlene Zimmerman
 - Application Consultant
 - Solutions Consultant
 - Technical Consultant

- Additional Kronos Resources
 - Engagement Principle - Anders Timberg
 - Education Consultant



Kronos Solution Overview



Kronos Solution Overview

Products Purchased

Product Description
Workforce Timekeeper 6.2
Workforce Timekeeper 6.2 Employee
Workforce Timekeeper 6.2 Manager
Workforce Timekeeper Accruals 6.2
Workforce Integration Manager 6.2
Workforce Absence Management 6.2
Kronos Time and Leave Reporting Terminals
Workforce Record Manager
Multiple Jobs
Change Management

Kronos Solution Overview

Professional Services Purchased

Services	Estimated Hrs
Project Management	422 hours
Application Consulting	6 mo. plus 200 hours
Technology Consulting	88 hours
Solution Consulting	1 mo. Plus 390 hours
Solution Services Consulting	200 hours

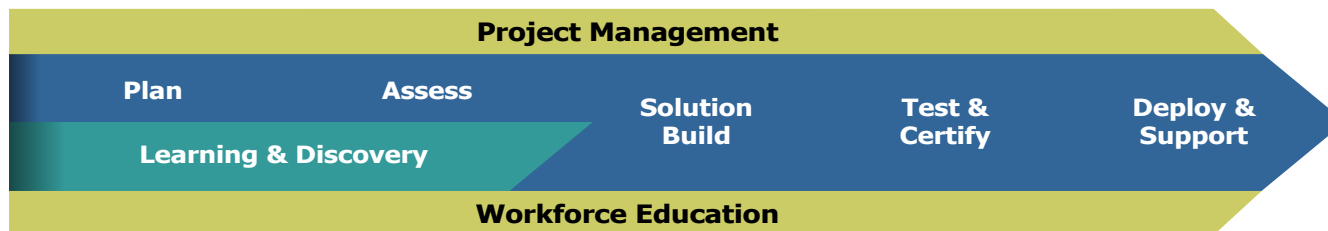
Educational Services Purchased

Courses	Points (value)	Delivery
Bill as you go training	32130	Virtual and Traditional
WTK End User Training Package- Mentored	19450	Remote
Train the Trainer	6000	On site
KnowledgePass Education Subscription	N/A	On Demand

Implementation Overview



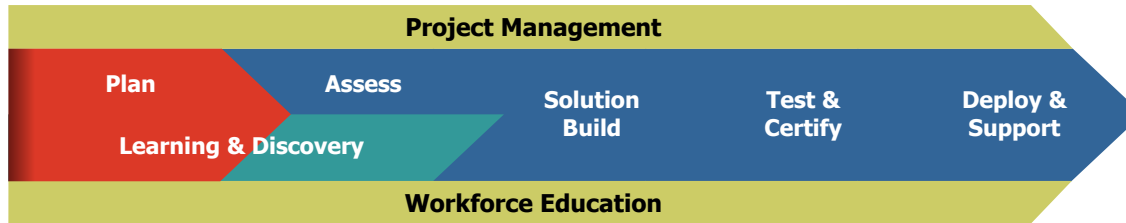
Implementation Overview



There are 5 core phases in the Kronos Implementation Methodology:

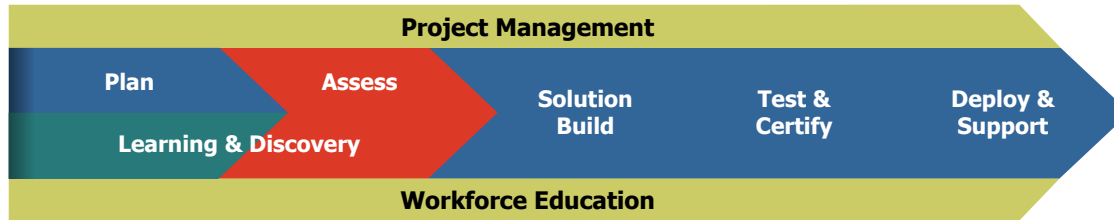
Phase 1	Plan	Introduce the members of both the Kronos and UNM Project Teams; Validate the project scope and project success criteria, including the desired UNM business outcomes and benefits to be realized; Establish project management procedures based upon recommended practices to ensure a successful Kronos implementation; Prepare the UNM and Kronos project teams for the upcoming Assessment Phase of the project.
Phase 2	Assess	Collaboration to understand UNM's needs and to design a consistent and consolidated solution to maximize employee efficiency, application performance and overall business benefit. Information will be documented and signed off by UNM to ensure the planned solution will meet the business requirements
Phase 3	Solution Build	The building of the solution according to documented Solution Design from the Plan & Assess phases. This phase includes installation and configuration of the application, managing data migration, implementing connectivity, customizing any required product extensions and performing unit testing to verify the solution build
Phase 4	Test & Certify	The UNM Project Team in coordination with a department validates the unit testing and also performs operational and integration testing of the solution with Kronos support. End user training is initiated and the system is deemed ready for deployment
Phase 5	Deploy & Support	Transitioning UNM from a project oriented, pre-production environment to a successful and live production operation supported by Kronos Global Support

Plan Phase – Responsibilities



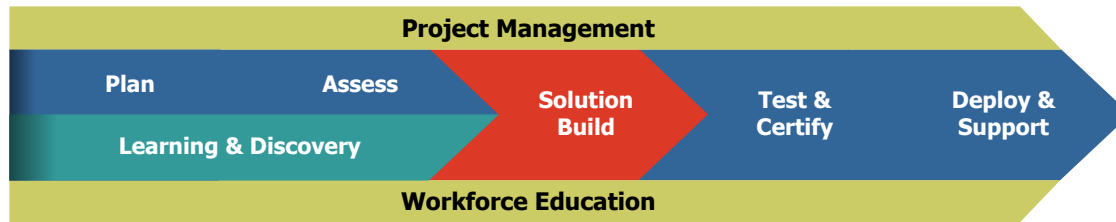
Kronos Responsibilities	UNM Responsibilities
<ul style="list-style-type: none"> ▪ Communicate to the UNM Executive Sponsor, Project Manager and Project Team ▪ Ensure appropriate Kronos resources are staffed on the project ▪ Facilitate introductory meetings, the Project Kick-Off and Solution Overview, General and Technical Assessment Readiness meetings and provide Pre-Assessment Learning ▪ Throughout the phase, highlight issues and risks to UNM Project Manager in a timely manner ▪ Monitor the project scope, quality and budget through the preparation of a Project Plan ▪ Identify and facilitate additional planning workshops (as required) 	<ul style="list-style-type: none"> ▪ Communicate with the Kronos Project Manager, and internally discuss and communicate the goals and success criteria of the Kronos solution ▪ Ensure sufficient and appropriate resources participate in the project ▪ Manage internal change control, issues and risks ▪ Monitor project budget and forecast expenditures ▪ Register all project team members in KnowledgePass and verify access ▪ Complete KnowledgePass virtual tour to identify opportunities for use during and after the implementation lifecycle ▪ Attend required meetings, workshops and training, and complete the assigned deliverables including the worksheets started during Project Team Fundamentals

Assess Phase – Responsibilities



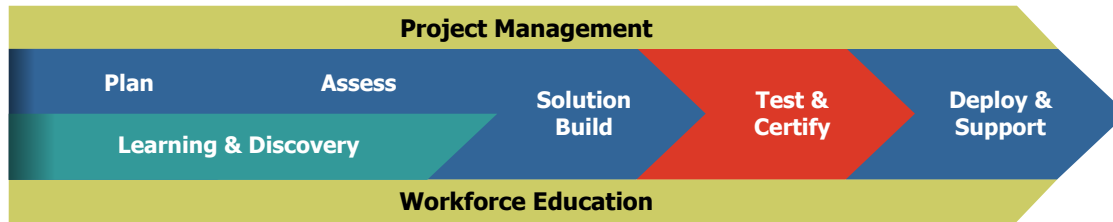
Kronos Responsibilities	UNM Responsibilities
<ul style="list-style-type: none"> ▪ Facilitate Technical, Product, Interface and Custom Development Design activities ▪ Document the outcomes of the Design activities ▪ Conduct a Testing Requirements Workshop ▪ Facilitate the Testing and Educational Requirements activities ▪ Document a Testing Strategy specific to UNM's needs ▪ Document an Education Strategy as an outcome of Education Deployment planning ▪ Facilitate a Solution Design Acceptance Review ▪ Continue to monitor the project scope, quality and budget 	<ul style="list-style-type: none"> ▪ Attend required meetings, trainings, and complete the assigned action items ▪ Internally discuss and agree any impacts of the Kronos Solution as a result of Design activities ▪ Develop Test Cases/Scenarios ▪ Meet with the Kronos Project Team to review and sign-off each component of the Solution Design

Solution Build Phase – Responsibilities



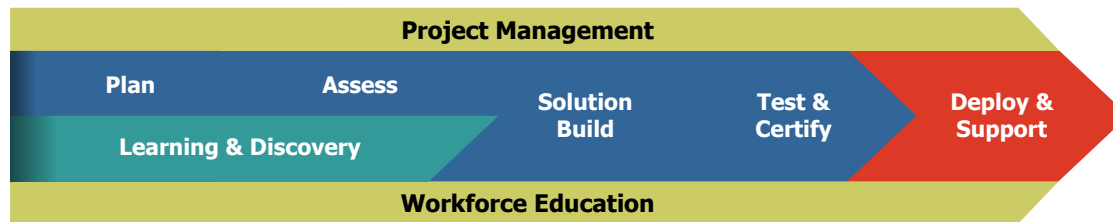
Kronos Responsibilities	UNM Responsibilities
<ul style="list-style-type: none"> ▪ Configure Kronos Products in accordance with the agreed Solution Design ▪ Complete product specific data import activities ▪ Install Kronos software following the preparation of the technical infrastructure, and document the completion in an Installation Report ▪ Perform Kronos Unit Testing and document outcomes ▪ Provide Testing Team Training ▪ Continue to monitor the project scope, quality and budget 	<ul style="list-style-type: none"> ▪ Prepare the technical infrastructure for the Kronos software installation, and document the completion in a Technical Readiness Report ▪ Provide product specific data for import ▪ Install Kronos Timekeeper Terminals ▪ Implement a Disaster Recovery program ▪ Continue to ensure sufficient and appropriate resources are available to assist the Kronos project team ▪ Undertake necessary training of key testing personnel to ensure a successful Test & Certify Phase ▪ Ensure testing personnel are registered in KnowledgePass and know how to identify content that reinforces skills learned in training

Test & Certify Phase – Responsibilities



Kronos Responsibilities	UNM Responsibilities
<ul style="list-style-type: none"> ▪ Support UNM in User Acceptance Testing ▪ Investigate and resolve issues identified during UNM testing ▪ Assist UNM to undertake a Technical Review to ensure the adequacy of the pre-production environment ▪ Continue to monitor the project scope, quality and budget 	<ul style="list-style-type: none"> ▪ Undertake User Acceptance Testing as defined in the Testing Strategy through application of specified Test Cases ▪ Document testing outcomes and change requests ▪ Discuss issues with the Kronos Project Team ▪ Undertake re-testing following any agreed configuration changes ▪ Certify that the Solution is in accordance with the Solution Design requirements

Deploy & Support Phase – Responsibilities



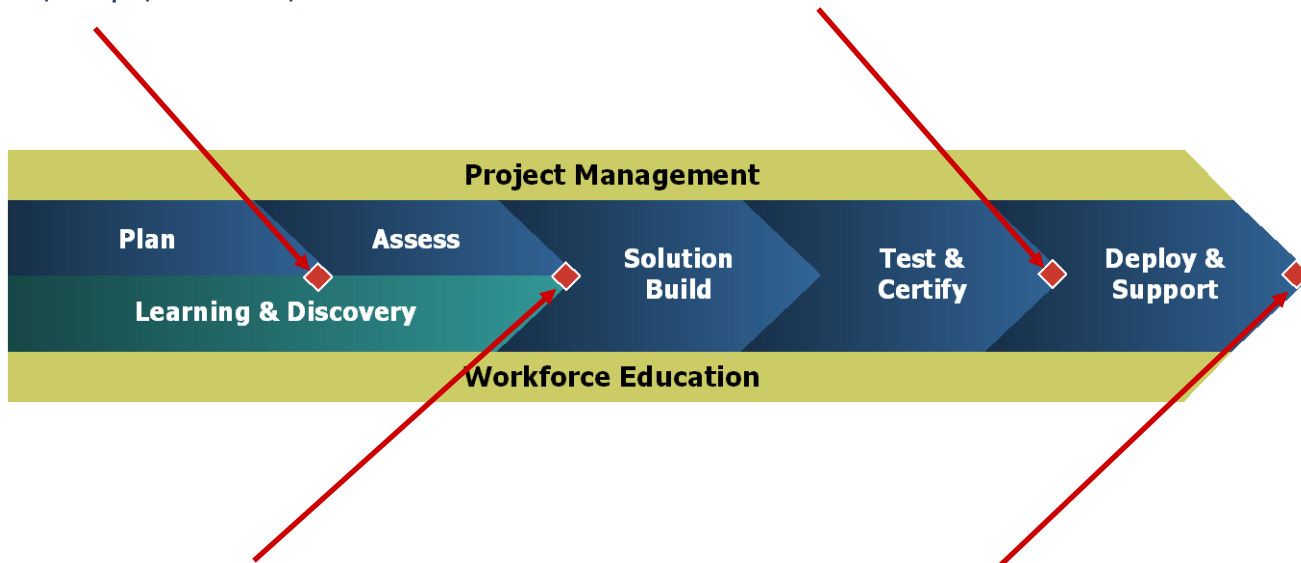
Kronos Responsibilities	UNM Responsibilities
<ul style="list-style-type: none"> ▪ Provide training for end-users ▪ Assist UNM to deploy the Solution into a production environment ▪ Support UNM through deployment validation ▪ Support UNM through production runs ▪ Handover to Kronos Post-Implementation Support / Helpdesk ▪ Facilitate the Project Close and Production Reviews 	<ul style="list-style-type: none"> ▪ Register and assign learning paths for all end-users in KnowledgePass ▪ Undertake end-user training ▪ Determine and document System Deployment Readiness ▪ Validate System Deployment Readiness through deployment validation and production runs ▪ Sign-off and Accept the Live system is in accordance with the Solution Design ▪ Participate in the Project Close and Production Reviews

Project Milestones



Customer Assessment Readiness indicates UNM's team has completed all readiness items as identified, and they understand and accept the project criteria, scope, schedule, and guidelines.

Solution Acceptance indicates the Kronos product(s) has been installed and configured in compliance with the Solution Design documents.



Solution Design indicates UNM's Project team has completed the Assess Phase and is satisfied that the Solution Design accurately represents the requirements as defined during the phase

Production indicates the Kronos product(s) have been successfully implemented and are working according to the Solution Design. The implementation project for the applicable product(s) is considered complete.

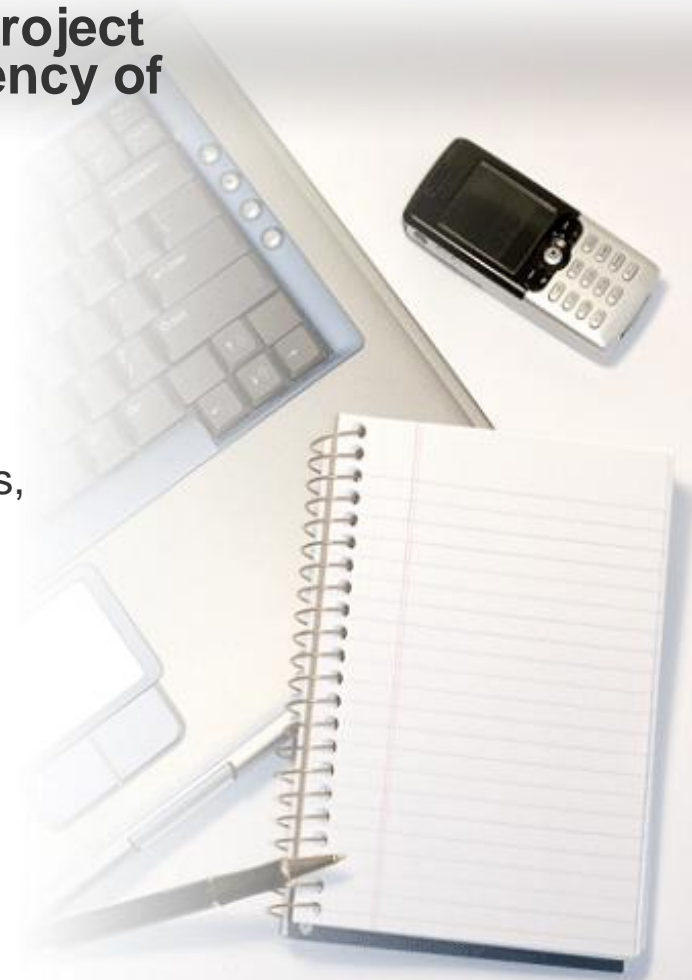
Quality review checkpoints built into milestones assuring Kronos is meeting or exceeding UNM's expectations

Communication Plan



Kronos Communication

- **Communications planning determines what information needs to be given to which project stakeholders, and the method and frequency of disseminating that information**
- **Status Monitoring and Reporting**
 - **Internal Project Review(s)**
 - Monitor project progress
 - Measure and respond to project health
 - **Project Status Meetings**
 - Review project schedule, budget, critical issues, and potential risks
 - Complete status of administrative activities
 - Confirm next steps
 - **Phase Reviews**
 - Validate deliverables
 - Secure customer acceptance
 - **Site Visits**
 - Deliver implementation services
 - Conduct project reviews
 - Provide customer relations



Kronos Communication

- **Expectations**

- Project Sponsor involvement
- Collaborative efforts (status meetings, maintenance of Project Workbook, meeting minutes)
- Verbal discussions should be followed up by e-mail to team
- End of day updates (professional service reports)
 - Project Schedule
 - Issues
 - Changes

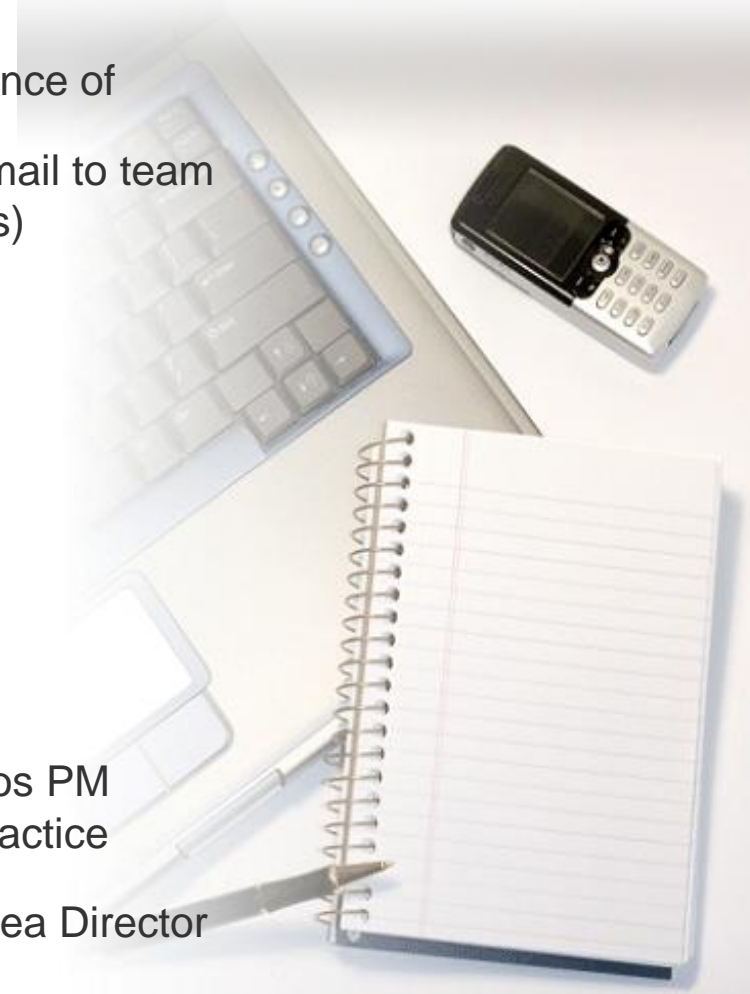
- **Response Time**

- Voice – within 8 hr of receipt
(during normal business hrs 8 to 5, Mon – Fri)
- Email – within 24 hr of receipt
(during normal business hrs 8 to 5 Mon – Fri)

- **Escalations**

- Core Team escalate to UNM Project Manager
- UNM Project Manager will coordinate with Kronos PM
- Kronos Project Manager escalates to Kronos Practice Director and Customer Project Sponsor
- Kronos Practice Director escalates to Kronos Area Director

- **Team Work Agreement**



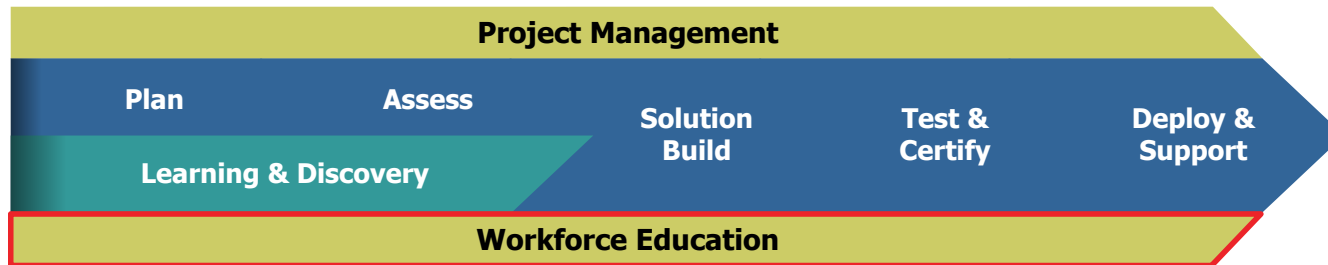
UNM Project Team Communication

- **Multiple Communication Channels**
- Check <http://kronos.unm.edu/> for more information
 - This site is updated regularly
 - List of upcoming events
- Listserv
 - An early adopters ListServ will be a primary communications tool
 - Add your eMail to sign up sheet to receive communications
- Optional Information Sessions
 - These sessions are intended to keep you informed, schedule trainings and answer questions.
 - Consistent time and location
 - February sessions held weekly
 - March – May sessions held bi-weekly

Education Services and Training Overview



Education Service and Training Overview

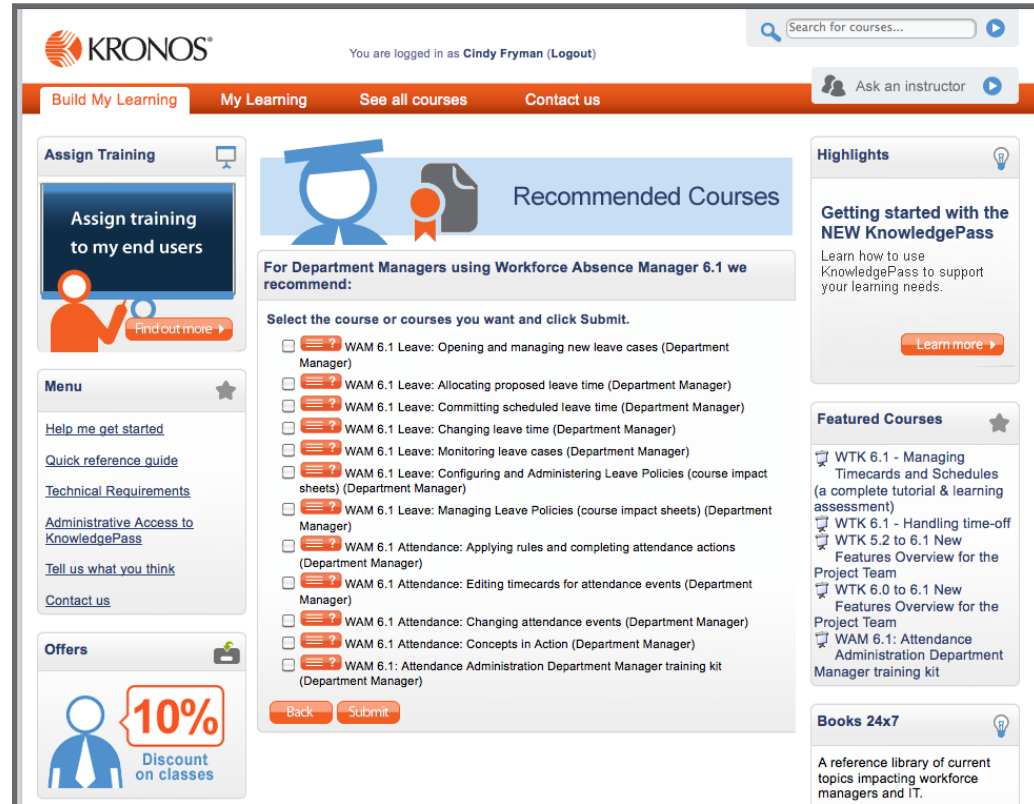


- How the project team and departments will get up to speed
- Education drives the message of management to employees
- The right education plan is critical to a successful Kronos Implementation
- Delivering trained project team members and end-users drives employee acceptance and leads to self reliance

Kronos Responsibilities	UNM Responsibilities
<ul style="list-style-type: none"> ▪ Identify training needs and times ▪ Deliver standard education materials ▪ Conduct Project Team training courses ▪ Determine end user (supervisors/managers) training plan 	<ul style="list-style-type: none"> ▪ Complete all training pre-requisites and attend courses ▪ Determine and complete end user (supervisors/managers) training plan ▪ Register all users in KnowledgePass and ensure they know how to access it. Assign learning paths to end-users.

Kronos KnowledgePass™

- **Education subscription**
 - Comprehensive eLearning portal for pre-training, post training, and skills reinforcement
- **Offerings include**
 - Hands-on simulations
 - Job aids
 - Documentation
 - Tutorials
- **Start using now!**



The screenshot displays the Kronos KnowledgePass user interface. At the top, it shows the user is logged in as Cindy Fryman. The navigation bar includes options like 'Build My Learning', 'My Learning', 'See all courses', and 'Contact us'. The main content area is titled 'Recommended Courses' and features a list of courses for Department Managers using Workforce Absence Manager 6.1. The courses include various topics related to leave management and attendance. There are 'Back' and 'Submit' buttons at the bottom of the course list. The left sidebar contains a 'Menu' with links such as 'Help me get started', 'Quick reference guide', 'Technical Requirements', 'Administrative Access to KnowledgePass', 'Tell us what you think', and 'Contact us'. Below the menu is an 'Offers' section with a '10% Discount on classes' badge. The right sidebar has 'Highlights' and 'Featured Courses' sections.

Kronos Support Solution

- During Implementation Support
 - Kronos Project Team will provide to UNM

- Post Implementation Support of UNM Technical Team
 - Kronos Global Support (KGS) – transition timing based on product
 - Customer Portal
 - Kronos Communities – local user groups

UNM Department Costs and Billing Approach

- FTE sheet has been provided in your packet
- Billing will be done annually and will be based on a true-up of the maximum number of licenses that your hiring organization requires in a fiscal year
- Quick Help Calculator
 - <http://kronos.unm.edu/cost.html>
 - Click on hyperlink Kronos Quick Link Calculator
- Funding arrangements can be made based on your budget – ASK!

Next Steps



Next Steps

Project Management

- Finalize Team Work Agreement
- Schedule and Conduct Applicable Project Management Workshops
 - Change Management Planning Workshop
 - Risk Management Workshop
 - Strategic Implementation Planning Workshop
- Complete Project Schedule
- Schedule Assessment Readiness Workshops
- Schedule Testing Requirements Workshop
- Schedule Educational Assessment

Assessment Preparation

- Complete General Assessment Readiness Workshop
 - Provide functionality overview
 - Review training pre-requisites prior to assessment
 - Identify information to gather
- Attend Project Team Fundamentals (PTF) and complete PTF worksheets
- Complete Technical Assessment Readiness Workshop
 - Review hardware recommendations
 - Review installation process

UNM Timeline

<i>Month 1 Feb 2012</i>	<i>Month 2 Mar 2012</i>	<i>Month 3 Apr 2012</i>	<i>Month 4 May 2012</i>	<i>Month 5 Jun 2012</i>	<i>Month 6 July 2012</i>	<i>Month 7 Aug 2012</i>
Fit Gap						
Installation						
	Phase 1	Phase 1	Phase 1			
	WTK/ Accruals/ WIM	WTK/ Accruals/ WIM	WTK/ Accruals/ WIM			
		Leave/ Attendance	Leave/ Attendance			
		Multiple Jobs	Multiple Jobs	Multiple Jobs		
			Record Manager			
				Phase 2	Phase 2	Phase 2

Questions and Answers

