

CPI Tracking and Outcome Report – New Hire and Termination Notification Process

Project Summary Information

Department	Human Resources Information Technology	Date Launched	3/24/14	Project Status	Completed/Control (Highlight One)	Open
Project Description	Review the new hire and termination process and improve how notification is provided by the hiring department to other departments and how termination information is provided to other departments.					
Problem Statement	<ul style="list-style-type: none"> • New employees have to check online multiple times so see if their SGR accounts are set up so they can complete the NEO Pre-Work. • Accounts are confusing because they are not set up with their preferred name, rather with their legal name, which may or may not match what they go by or email. • There is no single place for any stakeholders to look for the status of the data required or used in the process so they can provide new employees and each other with status information. • When termination notification isn't timely, the terminated employees have access to city email, systems and data that could be compromised. 					
Customers	HR, IT, Finance, CMO, Hiring Managers					
Stakeholders	Fire,					

Phase Updates DMAIC - (Define, Measure, Analyze, Improve, Control)

Define

Date	Action/Outcome	Comments	Action Item/ Outcome
3/14/14	Develop NEO Notification As-Is Process Map	<ul style="list-style-type: none"> • Break down points identified • SGR must be updated before proceeding • Police Cadets and Recreation Seasonal employees going PT cause problems-not caught 	<p>Discuss as department teams ways to solve issues</p> <p>Brainstorm who is keeper of knowledge, how and when to inform others.</p>

Measure

Date	Action/Outcome	Comments	Action Item /Outcome
	Reported incidents when notification was not received to establish where the breakdown occurred.		Develop ideas to resolve

Analyze

Date	Action/Outcome	Comments	Action Item/ Outcome
	Develop NEO Notification To-Be Process Map	Identify who need what and by when	Gather input from each stakeholder group
	Review SGR structure and set up and modify to meet needs going forward Modify NEO back to courses from curriculum	Align information with organization more thoroughly Difficult to track completion	Expand Departments Add in email for all EE's Assign each course separately

Improve/Implementation

Date	Action/Outcome	Comments	Action Item/ Outcome
3/24/14	Establish temporary solution to test ideas <ul style="list-style-type: none"> Develop a report format all can use Send report bi-weekly for hires and terms Update report to reflect NEO/SGR completion 	Get started with ideas and modify as need Nick names cerate issues	Develop draft report Develop ideas to resolve
	Monitor process and track success	Still issues with employees contacting Jon - no SGR account Issues with inconsistent notification to Kelly or Sally on hires and terminations	Supervisors not completing the IT New Hire form on COBWEB- Standardize manager's role and timing for completion. Late notification by hiring managers of HR for hires and terms. - Standardize manager's role and timing for completion.

6/4/14	Standardized the agreement at Director's meeting on completion of New Hire form Standardized agreement for timing of completion of termination PFD		All Directors will inform their managers of the agreement
7/14/14	Monitor process and track success	<ul style="list-style-type: none"> • Notification too late for new hires based on 2 week reports. • Termination reports work well, timing not as critical. • Still gaps in new hire notifications getting to stakeholders 	<ul style="list-style-type: none"> • IT to send copy of New Hire form to stakeholders • Critical terminations handled by email from IT to stakeholders • ID Problem departments and begin to focus on their cooperation

Cost Mitigation

Area for Cost Savings	Staff time, new employees, hiring managers and all stakeholders reacting to emails and requests	Estimated Annual Cost Savings	
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Completion

Presentation Date		Completion Date	7/14/14	Celebration Date		On Going Project	Yes
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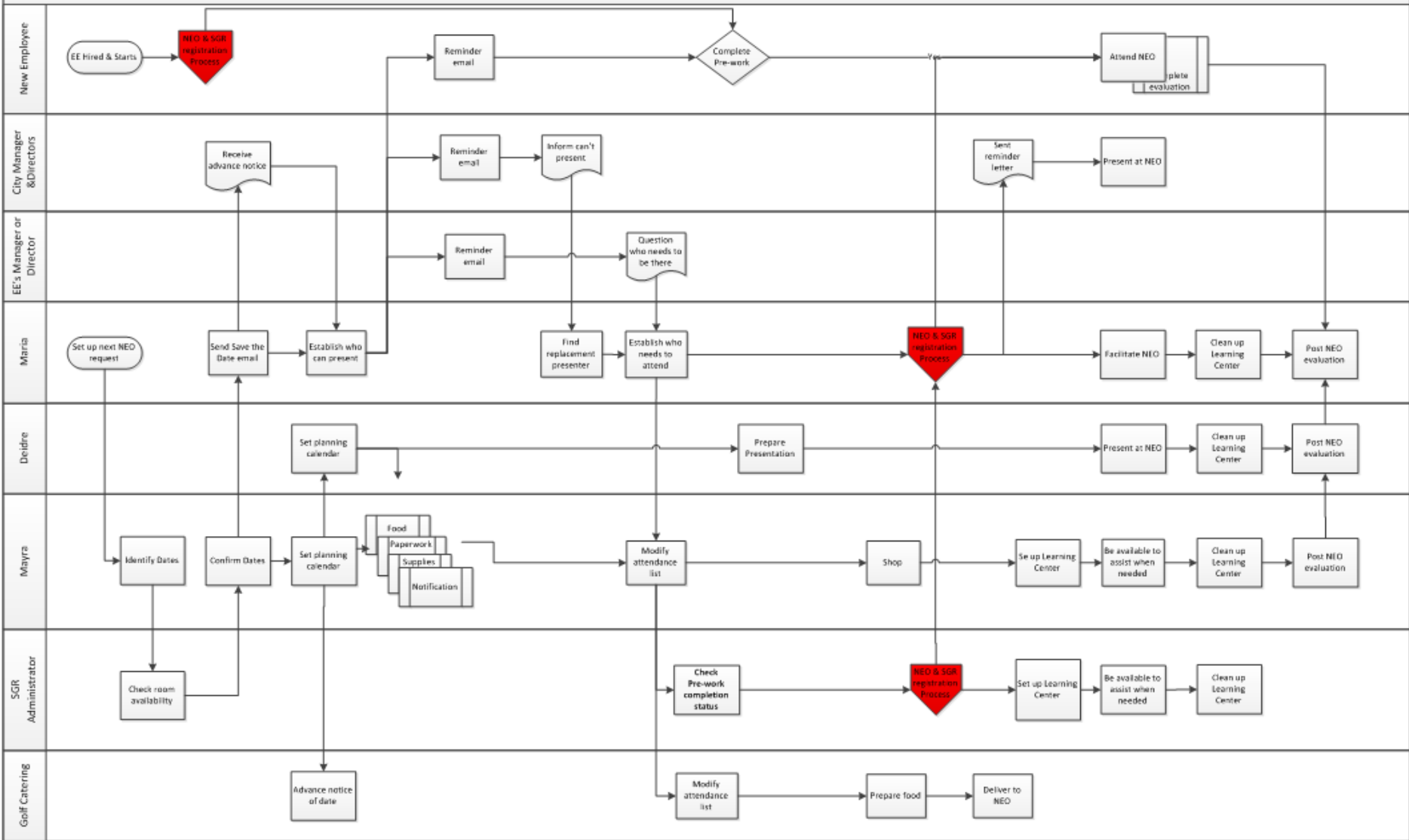
Control

Date	Action/Outcome	Comments	Action Item /Outcome
Fall 2012	Talk with Peter and David about need to complete forms. Talk with hiring manager about need to complete the forms.	Ongoing basis	Get commitment to have staff complete IT form before hire date
Spring 2015	Monitor and track progress	IT not sending forms to stakeholders, finding out about new hires from managers wanting SGR accounts set up	Follow up with IT to see why and remind them of the process

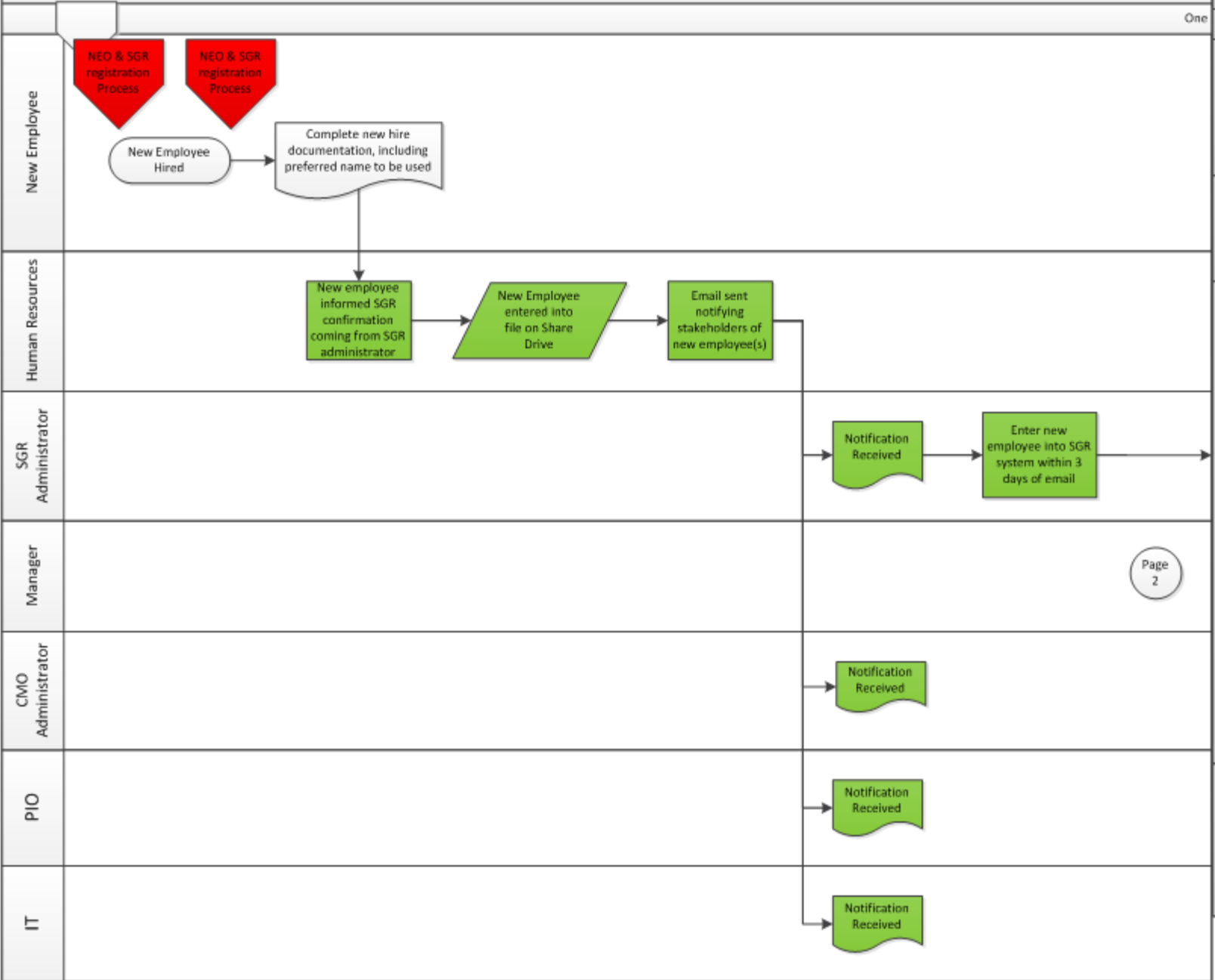
	Establish an online NEO a process and track completion within defined dates of all new hires		Hiring managers responsible for completion of check list
Fall 2015	Monitor and track progress Provide Mayra with SGR administrative rights to be able to track NEO completion	Nick names still an issue	Requested ability to sort email by last name to be able to establish if that is the same person as on termination and IT New Hire reports Completed

New Employee Orientation Process Map-As Is

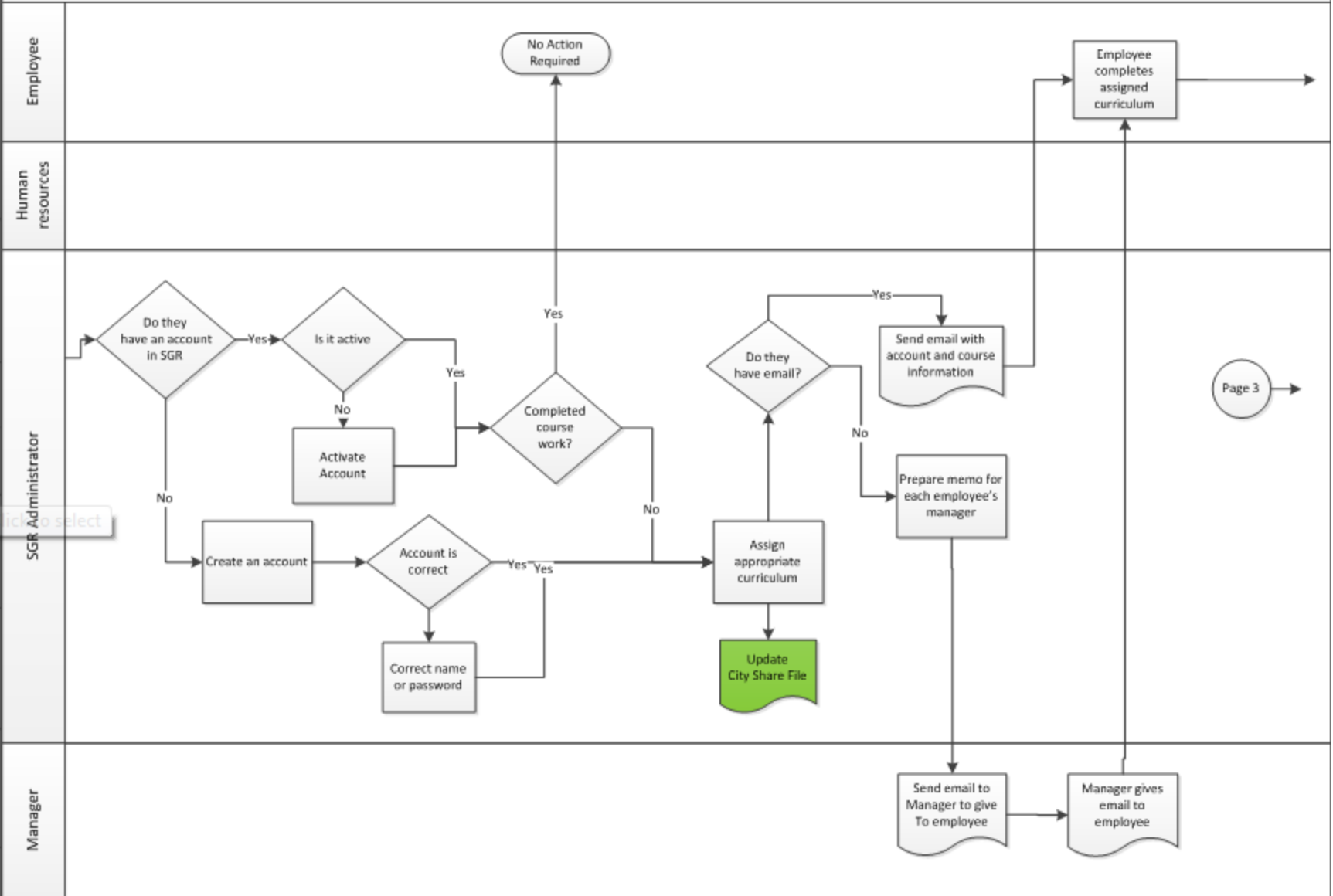
Phase



New Employee Orientation and SGR Enrollment Process - To Be Process Draft



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Three

