



# Using Collaborative Language to Improve HR's Technical Prowess

September 27, 2017

KNOWLEDGE | RESOURCES | ADVOCACY | CONNECTIONS

# cupa·hr™ Webinar

## Presenters



**Sheraine D. Gilliam-Holmes, PHR**  
University Director, HR Systems and Operations  
The City University of New York



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Deputy to the Senior University Director of HR Operations  
The City University of New York

KNOWLEDGE | RESOURCES | ADVOCACY | CONNECTIONS

## LEARNING OBJECTIVES

- Understand the changing business landscape and HR's evolving role in implementing technology.
- Appreciate IT's perspective to help develop lasting strategic partnerships.
- Learn how to articulate your needs in a way that makes sense to IT.
- Learn vital “tech terms” and basics on creating technical documentation.

# THE CHANGING LANDSCAPE





## POLLING QUESTION #1

Who is the driver of technology at your institution?

- a) Human Resources (HR)
- b) Information Technology (IT)
- c) Both
- d) Neither

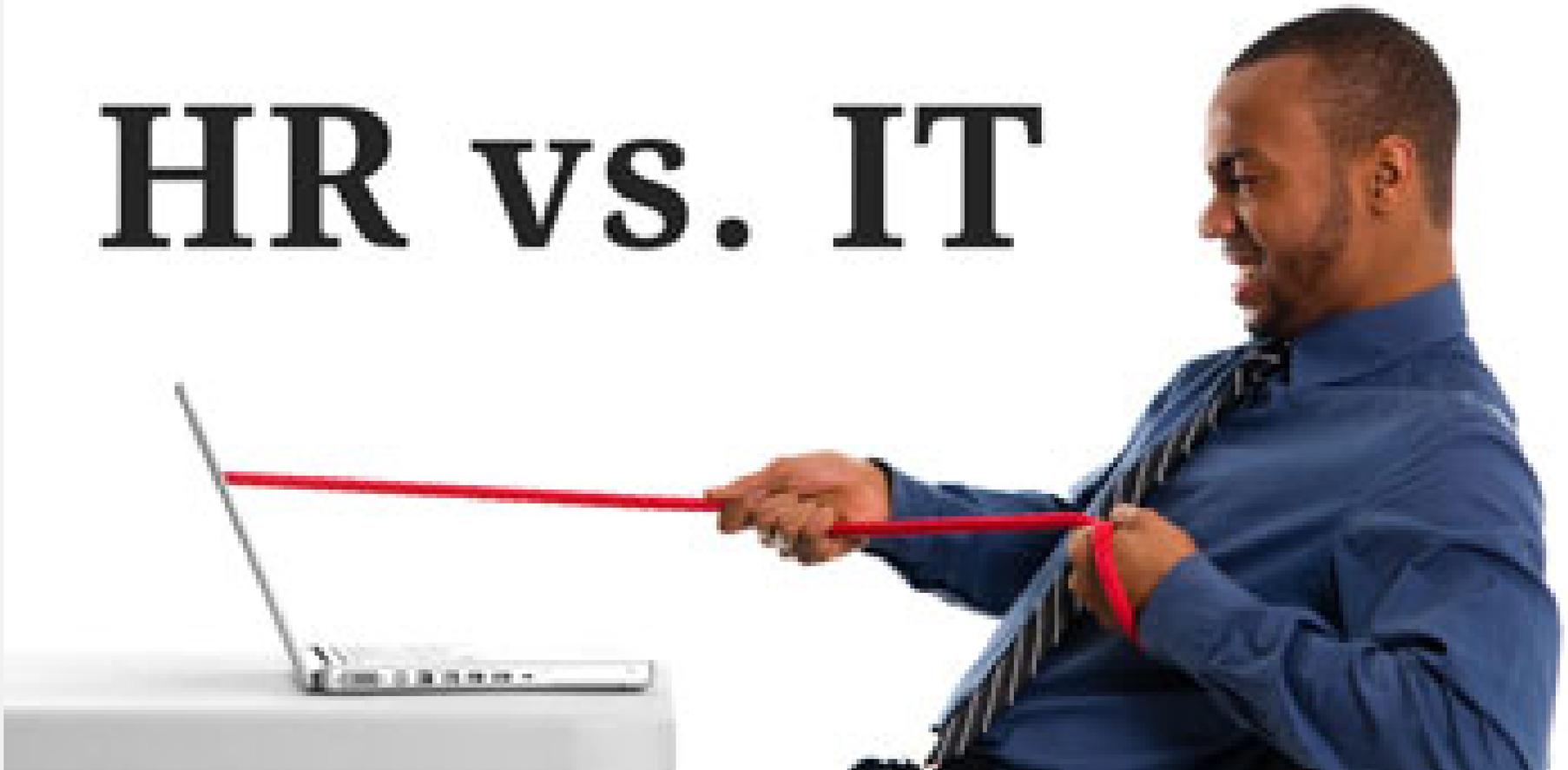
~~ADDITIONAL~~

THE NEW ROLE:  
HR INFORMATION TECHNOLOGY SME

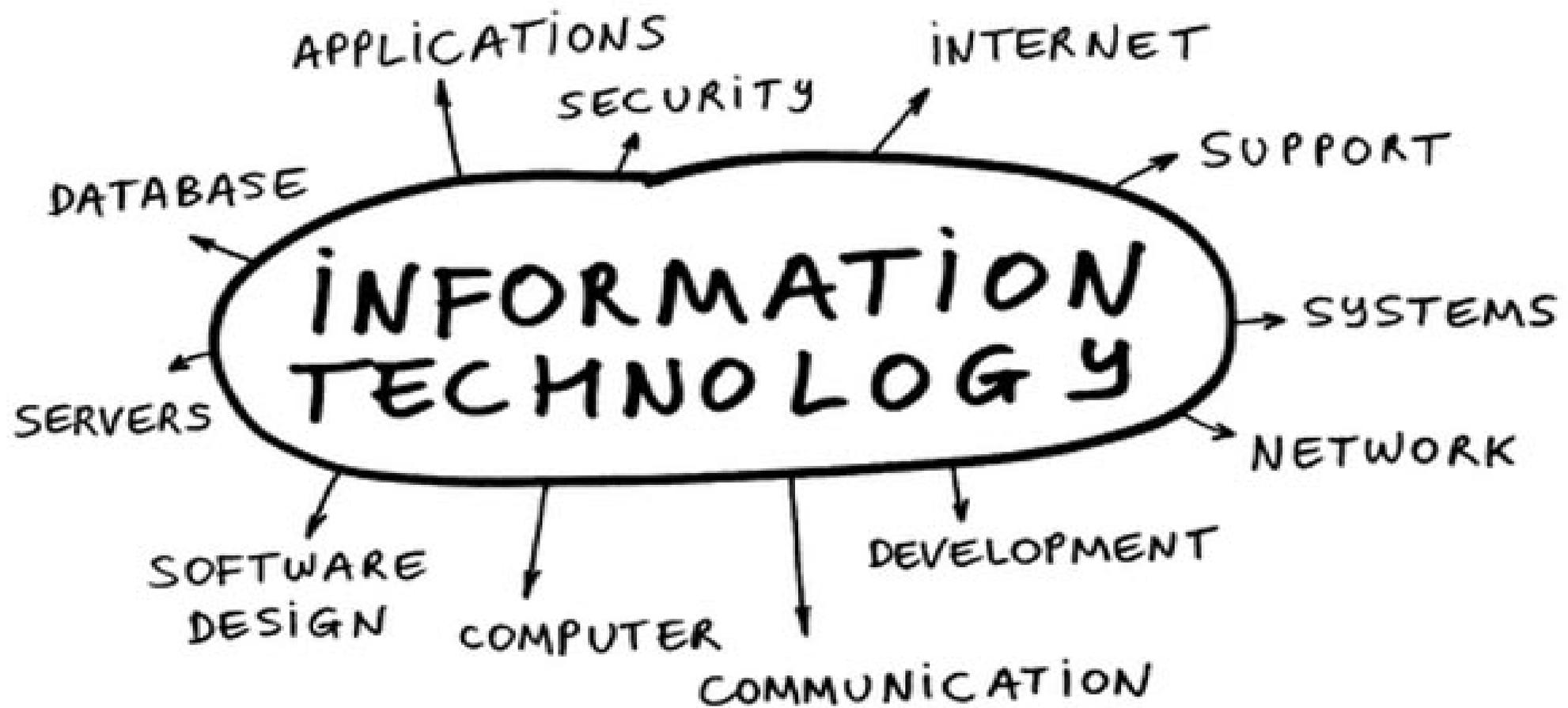
## INCREASING EXPECTATIONS

- Do more with less
- Increase automation, efficiency, and productivity
- Use technology to leverage HR functions
- Replace aging systems
- Rebalance talent within HR
- Additional Responsibilities: HR Technology SME
- Strategic Partnership with IT

# HR vs. IT



IMPROVING COMMUNICATION WITH IT





**Joanna Wisniewski**

Assistant Director of Communications  
Guttman Community College

**Question:**

**What are some of the biggest myths about working with IT?**

VIDEO - IT MYTHS



**Gerlando Termini**

Web Developer

The City University of New York

## Question:

**Identify challenges you face when working with clients during IT projects?**

“**Lack of communication** and miscommunications can often destroy an entire project. Web developers don't have a crystal ball to read their clients' minds: the importance of their **feedback and involvement** at each step of the project is vital.

Sometimes we don't realize that we speak “**different languages**”, and technical terms can lead to confusion on what is being delivered. Making sure that everyone **understands project goals and roles** is vital to the success of a project.” - Gerlando



**Youngren Ponnuraj**

Assistant Director of Application Development

Computing and Information Services (CIS)

The City University of New York

## **Question:**

### **Identify hurdles faced during the life cycle of an application or solution?**

“The application development team faces many hurdles during the life cycle of an application or solution such as **gaps and changes** in requirements, **misinterpretation** of business processes, limitations of the product, **resistance** to a modified graphical user interface and process flow, and at times **impractical expectations**.”

Over the years, we have successfully deployed several solutions to address HR's needs. The key common factor in all our successes has been the **collaboration** between our team and the HR community.” - Youngren



**Joanna Wisniewski**  
Assistant Director of Communications  
Guttman Community College

**Question:**

**Final thoughts on what can clients do to make your jobs easier?**

VIDEO - FINAL THOUGHTS

## REMOVING THE FIREWALL

- Respect
- Cross-education
- Common Vocabulary
- Goal Alignment
- Shared Documentation
- Sustained conversations
- Defined roles

# TAKING THE LEAD ROLE

## HR TAKES THE LEAD

- SME in HR business processes
- HR Task – Learn technical language to gain credibility
- Lead the effort on:
  - Business process improvement and documentation
  - Type of software solution needed
  - Completing internal assessment
  - Assembling internal/external team

## POLLING QUESTION #2

What is your level of comfort in writing a BRD or technical document for IT?

- a) Very comfortable
- b) Somewhat comfortable
- c) Not comfortable
- d) What the heck is a BRD?
- e) C and D

# COMPLETE INTERNAL ASSESSMENT

- Objectives = What are you trying to accomplish?
- Identify Requirements
- Other items to assess: Key users, timeline, budget, staffing (inside/outside of HR) and complete process documentation.
- Team up with IT
- Can you build internally versus buy?
- Vendor/Product research

# REQUIREMENTS GATHERING BASICS

- **Poorly defined software and system requirements = failure**
- **BRD/BRS** (Business Requirement Document/ Business Requirement Specification Document)
  - Needs and goals, required processes, key operational factors
- **FRD/FRS/FDD** (Functional Requirement Document/Functional Requirement Specification Document/Functional Design Document)
  - Describes what the system/software must do

## BRD/BRS OVERVIEW

- **Executive Summary** – High-level Overview
- **Scope** – Constraints, business process affected, and impact on stakeholders
- **Business Case**
- **Risk Analysis/CSF** (Critical Success Factors)
- **Current Process** (include flowcharts)
- **Future-State Process** (include flowcharts)
- **Timeline and Budget**
- **Terms, Acronyms, Abbreviations and Definitions**
- **Functional Requirements/Specifications** (can be included or separate)
- **Approver and team information**

## FRD/FRS/FDD OVERVIEW

- Where business truly aligns with IT
- Documents the operations and activities (functions) that a system/software must be able to perform to solve requirements presented.
  - “System shall” statements
  - System appearance and behavior
  - Use Cases/User Stories
- Detailed descriptions should include:
  - Type of data to be entered
  - Identify where data is located in your HR Information System (HRIS)

## BUILD VERSUS BUY

- Share requirements and get input from IT
- Considerations – existing systems, capabilities, costs, security
- Build versus buy **terms to know**:
  - **Bolt-On/Plug-and-play/Add-on** –software easily integrated into larger system
  - **Interface** –where two independent systems meet and enable communication
  - **Cloud** – type of internet-based computing
  - **SSO (Single Sign-On)** – users enter one set of credentials

## Human Resource Management


## Workforce Management


## Recruitment and Staffing


## About HR Tech

Embracing HR Tech is one key to success in organizations that want to attract and retain talent. With growing emphasis on topics like employer branding, predictive analytics, community management, cloud, mobile and social, comprehensive solutions are required to manage it all. The rocket-fueled intelligence of HRIS, HRMS and HCM solutions in today's innovative landscape allow HR leaders to create custom programs that measure employee performance and deliver tracking, reporting and insights that can translate to solid business value.

- Meghan M. Biro, TalentCulture

## Learning Management


## Talent Management


## VENDOR CONSIDERATIONS

- Research vendor in the marketplace
- Data and Security Access
- Compatibility
- **Service-Level Agreement (SLA)**
- **Statement of Work (SOW)**
- Accessibility Requirements and System Access
- Reporting and Customizations
- **Application Security Testing (AST)**

## WEB DESIGN TERMS TO KNOW

- **Content Management System (CMS)** – controls content on website (Examples: WordPress, Drupal)
- **Site Map** – layout of pages and content within a website
- **Information Architecture (IA)** – design and organization of content
- **Coding (CSS, HTML, JavaScript)**
- **Responsive design** – End-user view changes with device used
- **ALT Attribute** – Alternate text for overall accessibility
- **Uniform Resource Locator (URL)** – web address
- **301 redirect** – Directs you to a new website/webpage
- **Site analytics** – analysis of web data to optimize usage

# CUNY Relocation Resources

## NYC RESOURCES

[The Official Website of the City of New York](#)

[Office of the Mayor of New York City](#)

[NYC's Official Apps for Android and iOS](#)

[NYC Resources by Category](#)

[The Official Guide to Everything NYC](#)

[Best of Yelp: New York City](#)



### CUNY RELOCATION MADE EASY

Welcome to The City University of New York! The decision to move to New York City can be a complex process that can be both personally and professionally. For those who are making the big move to New York City, find information here about family resources for finding housing, choosing a school for your child and more.

We look forward to meeting and working with you!

*These pages and links are provided for your convenience only and CUNY accepts no responsibility for their content. This pages and links does not imply University endorsement of the sites' content, products or services or, unless expressly dis sponsorship or affiliation with the sites' owner or operator.*

[CUNY Colleges And Schools Map](#)

[Dual-Career Couples](#)

[Choosing A School For Your Child - Elementary And Middle Schools](#)

[Choosing A School For Your Child - NYC Public And Private High Schools](#)

[Choosing A School For Your Child - Parochial And Religiously Affiliated School Options](#)

[Securing Child Care Services](#)

[Elder/Adult Dependent Care](#)

[Securing A Drivers License, State Identification Or Social Security Number And Card](#)



A CUNY Work/Life Program specialist can assist you with many different types of relocation challenges.

Please visit the [CUNY Work/Life Program](#) website, login & password CUNY, or contact a specialist 24/7 toll-free at (888) 993-7650.

*Outline and corners: Folded Top + Bottom*



## Text Box Settings

General

Advanced Options

### Content

Add Media

**b i link b-quote del ins img ul ol li code more close tags**

Slider Revolution

## HTML Code

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<p style="text-align: left;"><a href="http://urauthoring02.cuny.edu/main/wp-content/uploads/sites/4/page-assets/about/administration/offices/hr/benefits/worklifeupdated05182015..jpg"></a></p>
<p style="text-align: left;">A CUNY Work/Life Program specialist can assist you with many different types of relocation challenges.</p>
<p style="text-align: left;">Please visit the <strong><a href="https://www.deeroakseap.com/member-login/">CUNY Work/Life Program </a></strong> website, login & password <strong>CUNY</strong>, or contact a specialist 24/7 toll-free at <strong>(888) 993-7650</strong>.</p>
```

HR AND IT COLLABORATION @ CUNY

# CUNY NEW EMPLOYEE ONBOARDING



Getting Started



Required Training



Your Benefits



# CUNY NEW EMPLOYEE ONBOARDING



[Home](#) » [Getting Started](#)



## [Step 1: Getting Started](#)

[Step 2: Required Training](#)

[Step 3: Your Benefits](#)

### Quick Links

[Campus HR Contacts](#)

[Additional New Employee FAQ's](#)

[Information and Instructions for CUNY New Employee Print and Sign Forms](#)

The employee new hire process has three steps. The first step happens here, online. Onboarding Step No. 1 will assist you with the employment forms that are required to get you started in your new job. New hire forms are based on your *category of staff* (please refer to your offer letter). Forms *must* be printed and signed and brought with you on or before your first day of work. Each form has instructions on how to complete it. At Onboarding Step No. 2, you'll be advised about CUNY HR policies and required employee training. Finally, at Onboarding Step No. 3 you'll be able to review information about your benefits options.

The next step of the onboarding process takes place on or before your first day of work. On that day, you'll report to your campus where you will meet with a member of the CUNY Human Resources team for a comprehensive orientation session. Note: you will need to bring the requisite forms of identification in order to be processed.

Following your orientation and benefits information session, you will be advised which benefits forms must be returned to the Office of Human Resources within 30 days of your start date. Graduate Assistants will submit their health insurance applications to NYSHIP Coordinator, Scott Voorhees.

Now let's get started!

[Classified Civil Service \(Full-Time\)](#) ▾

[Classified Civil Service \(Part-Time\) - Including College Assistants](#) ▾

[Classified Managerial](#) ▾

[Classified Civil Service Titles - Temporary](#) ▾

[Executive Compensation Plan \(ECP\)](#) ▾

# BUSINESS REQUIREMENTS DOCUMENT AND OVERVIEW

## CUNY ADMINISTRATIVE EXCELLENCE INITIATIVE

### PROJECT: NEW EMPLOYEE ONBOARDING

DATE: APRIL 2017

VERSION: 0.1

## DOCUMENT REVISIONS

Date	Version Number	Document Changes
04/19/2017	0.1	Initial Draft

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## Project Summary

This project intends to redesign CUNY's Onboarding process to eliminate paper, ensure compliance, and simplify the process by converting all new hire documents to workflow enabled eForms, including I-9, W-4, direct deposit, personal data, confidentiality agreements, employee acknowledgements, and more. With rule-driven workflow, approval routing, and direct updates to CUNYfirst, this will simplify and standardize process management.

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## Integrated New-Employee Onboarding Objectives

- Deliver an interactive portal-based solution that can be configured to automate CUNY's unique processes and requirements for new hires, house multi-media and interface with CUNYfirst.
- Configure conditional onboarding requirements based on business unit, department, job, or other attributes.
- Easy navigation between forms, automatically saving work- in-progress and configure rules to enforce prerequisite tasks are completed before others can begin.
- Enable hires to enter form data once, eliminating redundant data entry and reducing errors with direct updates to CUNYfirst.
- Simplify maintenance and minimize coding with seamless integration into delivered CUNYfirst components.
- Provide single point of entry for provisioning

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## Key Business Drivers

- Standardize the new-hire onboarding process across the University
- Improve administrative service levels
- Reduce Costs
- Ensure Compliance Requirements
- Improve New Hire's Time-to-Productivity

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## Critical Success Factors (CSF)

CSF's that are especially relevant to the success of the Onboarding enhancement project are:

- Availability of knowledgeable business functional SMEs during all phases
- Clear objectives, requirements, and deliverables
- Rapid issue resolution
- Clear and appropriately-distributed communications
- Tight change management and control processes
- Complete, accurate testing and data validation
- Develop a standard pre-implementation checklist
- CUNY-wide acceptance and adoption of new onboarding forms and procedures
- Successful socialization of all process changes encompassed inside and outside of CUNYfirst
- Successful training and full acceptance of enhancements related to TAM as well as the onboarding solution implemented

## New-Employee Onboarding Overview

### Current Business Process

After acceptance of a job offer, HR sends new hires a link to the “[New Employee Resource Center](#)” (NERC) website to complete new hire paperwork in preparation for orientation with HR. The NERC provides role-based navigation based on the new hire's category of staff.

New hires begin by watching a welcome video from Vice Chancellor Waters and follow a three-step process to complete required new-hire paperwork, training, and learn about all CUNY benefit options. New hires then complete, print and sign all required paperwork for orientation with Human Resources. After orientation is complete, HR staff inputs relevant employee information into CUNYfirst and completes the hiring process manually.



### Proposed Business Process

An interactive portal-based solution that is configurable to automate CUNY's unique processes and requirements for new hires, house multi-media, and interface with CUNYfirst.

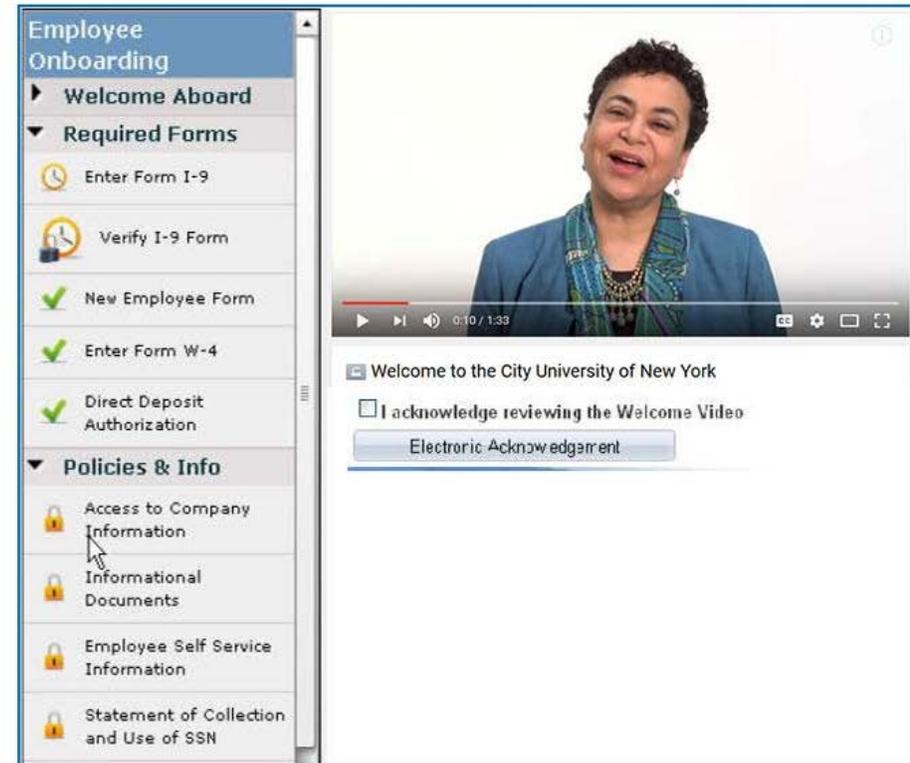
*HR Process Change:* After acceptance of a job offer, HR will send new hires a link with credentials and login instructions to the New-Employee Portal. Once the candidate logs-on the New-Employee Portal, the candidate will view a welcome video and see an onboarding checklist to complete. It will list the various forms by name, provide forms descriptions and instructions (where appropriate), and indicate form disposition. eForms will be based on category of staff and grouped into one of two categories. They are:

- (1) eForms: Completed and submitted online with streamlined CUNYfirst data integration
- (2) Printed New-Hire Forms: Submitted with two forms of valid ID during orientation with CUNY HR

New hires will experience easy navigation between forms, automatically saving work- in-progress using configured rules to enforce prerequisite tasks are completed before others can begin.

### Proposed Business Process Visuals:

**Welcome Video and Portal View:** The welcome video must have an electronic acknowledgement that the employee reviewed the video.



## Onboarding Forms Inventory

### Required Forms:

- Personal Data Form
- Direct Deposit
- W-4
- IT-2104
- I-9 – Employment Eligibility
- Statement of Citizenship
- Emergency Evacuation Assistance
- Emergency Contact Information
- Amended Constitutional Oath
- Veteran Status
- Certification prior Public Service / Pension – Classified Titles Only
- License / Professional Registration Verification – Classified Titles Only
- Report on External Employment – Classified Titles Only

### Voluntary Forms:

- Voluntary Self-Identification Form for Employees
- Voluntary Self-Identification Form of Disability

### Policies and Information:

- Adjunct Fact Sheet – Adjunct Titles Only
- IT Security Information
- CUNY Employee Policy Checklist
- Code of Practice – Instructional ( Teaching and Non-Teaching) Only
- ECP Terms and Conditions- ECP Only
- Information Concerning Union Membership and Dies for PSC – Instructional (Teaching and Non-Teaching) Only

**Onboarding Checklist:** The checklist should provide status of forms and provide overdue notifications to the new employee.

The screenshot displays the CUNY onboarding portal for a user named Amy. The header includes the CUNY logo and the text "The City University of New York" and "Welcome, Amy!". The main content area is titled "Welcome to CUNY" and features a "Checklist" section. The checklist is highlighted with a red border and shows a progress bar at 100%. The checklist items are as follows:

Task	Status
Meet the sales team	2 days past due
Complete the I-9 form	Due in 2 days
Complete the W-4 form	Due in 3 days
Complete the parking form	Due in 4 days
Complete the benefits form	Complete
Meet with sales team lead and disc...	Complete
Go over protocol for sales	Complete
Participate in office safety	Complete
Read handbook and sign	Complete

Below the checklist, there is a section titled "Explore Los Angeles" with three video thumbnails: "Explore the City" (7:09), "Places to Eat" (6:14), and "Things to do in LA" (8:10). At the bottom, there is a section titled "Life at our Company" with a sub-header "Check out the everyday life of NEOGOV!" and several small images showing office environments.

**Task- Status Tracking:** During the onboarding process, measure key performance indicators (KPIs) on tasks for internal and external stakeholders to ensure important paperwork is completed and identify areas that may benefit from process improvement.

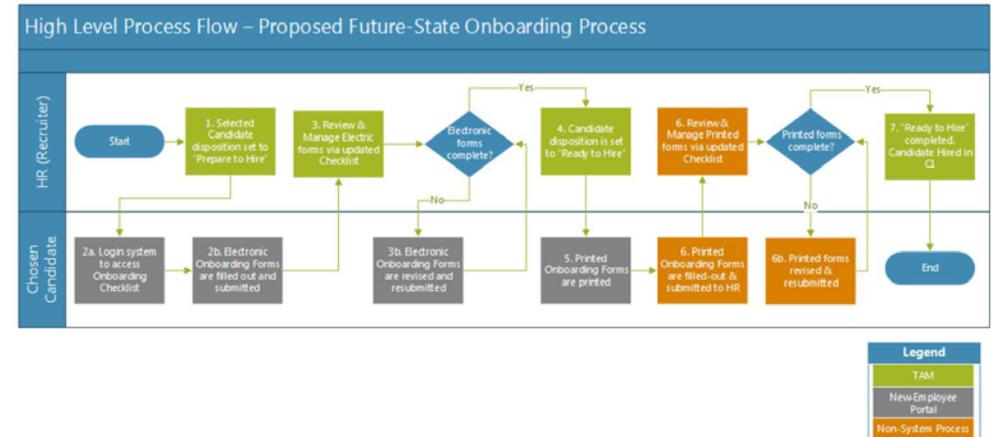
In Progress			
Full Name: First Last	Job Title	Progress Bar	Task Progress
<a href="#">Allen Mayfair</a>	Subject Matter Expert	<div style="width: 30%;"></div>	3/10
<a href="#">Annie Aldridge</a>	Service Agent	<div style="width: 20%;"></div>	1/5
<a href="#">Kim Censer</a>	Senior Sales Executive	<div style="width: 25%;"></div>	2/8
<a href="#">Colin Knight</a>	Senior Auditor, Quality Management	<div style="width: 25%;"></div>	2/8
<a href="#">Alice Johnson</a>	Sals Consultant	<div style="width: 10%;"></div>	1/10
<a href="#">Eric Schoettle</a>	Sales Executive	<div style="width: 45%;"></div>	5/11
<a href="#">Jeanmarie Scholle</a>	Sales Director	<div style="width: 30%;"></div>	3/10
<a href="#">Jeanmarie Scholle</a>	Sales Director	<div style="width: 14%;"></div>	1/7

[More Results...](#)

## High-level Proposed Future-State Overview

Below are the onboarding candidate to employee lifecycle summary steps.

- In TAM, HR sets applicant disposition to “Prepare to Hire” and sends candidate an email with login credentials to the New-Employee Portal.
- In the New-Employee Portal, the Candidate is directed to:
  - Watch Welcome video from Vice Chancellor Waters with electronic acknowledgement.
  - Complete all required forms, configured with prerequisite tasks.
  - Review and acknowledge all required policies and information.
  - HR receives workflow notification that candidate has completed tasks.
- In the Onboarding system, HR reviews the Onboarding Checklist to manage and track the submission of the candidate’s eForms.
  - If any of the eForms are incomplete or inaccurate, HR will set form(s) disposition back to “In-progress”, notify the candidate and request resubmission.
- After review and approval by HR, candidate disposition is set to “Ready to Hire”
- In the New-Employee Portal, the Candidate prints the ‘Printed Onboarding Forms’.
- Non-System Process:** During the New Hire orientation, the candidate fills-out the printed onboarding forms then submits them for HR for review.
  - After validating the Printed Onboarding Forms, HR updates disposition to ‘Complete’ or requests resubmission.
- In TAM, HR is now ready to complete the “Ready to Hire” process.



## Onboarding Technology Requirements

ID	Major Category	Minor Category	Requirements
1	HR Recruiting	Offer Process	Provides workflow for job offer approvals based on CUNY-defined processes with the ability to modify data within the approval process.
2	HR Recruiting	Offer Process	Ability for CUNY to completely customize Offer letters.
3	HR Recruiting	Offer Process	Ability for candidates to electronically accept an offer, using an electronic signature.
4	HR Recruiting	Offer Process	Ability for candidates to electronically complete pre-hire paperwork such as Background Authorization.
5	HR Recruiting	Offer Process	Ability to integrate with third-party screening services including criminal background check and drug testing.
6	HR Recruiting	Onboarding	Provides a system login for new hires when job offer is electronically accepted and approved with completed paperwork.
7	HR Recruiting	Onboarding	Ability for New Hire to complete all required paperwork online prior to first day.
8	HR Recruiting	Onboarding	Ability to track new hire progress with set disposition codes: Not Started, In-Progress, Submitted and Complete.
9	HR Recruiting	Onboarding	Ability to provide an interactive portal with wizard-based checklist of activities that employees need to perform to complete the Onboarding process (i.e. verify address, update EEO information, submit tax forms)
10	HR Recruiting	Onboarding	Ability for electronic signature and acknowledgement of CUNY Policies.
11	HR Recruiting	Onboarding	Ability to house multi-media.
12	HR Recruiting	Onboarding	Ability to enter new hire with a future start date.
13	HR Recruiting	Onboarding	Provides Onboarding workflows that will automatically notify required departments, such as IT and payroll, of pending new hires.
14	HR Recruiting	Onboarding	Provides ability to configure onboarding workflows based on employee type -Instructional (Teaching and Non-Teaching) (F/T and P/T), Subs/Interims/Acting, ECP, Classified Managerial, Classified Civil Service (F/T and P/T)
15	HR Recruiting	Onboarding	On hire date, candidate system security reflects active employee. (With a Welcome message)
16	HR Recruiting	New Hire Process	Integrated conversion of applicant details into New Hire employment record.
17	HR Recruiting	New Hire Process	Ability to process rehires through the recruitment application with the rehire record pre-populated with existing data.
18	HR Recruiting	New Hire Process	Ability to process internal promotions directly from the recruitment application.
19	HR Recruiting	New Hire Process	Provides ability to perform a mass hire from an excel spreadsheet.
20	HR Recruiting	Reporting	Provides robust ad-hoc reporting tool that includes all fields that exist in the database.
21	HR Recruiting	Reporting	Provides a built in Audit trail.

File Home Insert Page Layout Formulas Data Review View ACROBAT Tell me what you want to do... Sign in Share

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Normal Bad Good Neutral Calculation

Check Cell Explanatory ... Input Linked Cell Note

AutoSum Fill Clear Sort & Find & Filter Select

HR Recruiting

### Fit/Gap Analysis of Onboarding Technology Requirements

ID	Major Category	Minor Category	Requirements	Fit	Process Change	CEMLI	Complexity	Effort	Comments
1	HR Recruiting	Offer Process	Provides workflow for job offer approvals based on CUNY-defined processes with the ability to modify data within the approval process -			Y	Complex	88	This functionality is not available in activity guides, we need to create a regular workflow.
2	HR Recruiting	Onboarding	Provides a system login for new hires when job offer is electronically accepted and approved with completed paperwork		Y				This is a process change for OHRMS for a proposed new hire to have an EMPLID before completing all the paper work
3	HR Recruiting	Offer Process	Ability for CUNY to completely customize Offer letters -			Y	High	26	
4	HR Recruiting	Offer Process	Ability for candidates to electronically accept an offer, using an electronic signature.			Y	Moderate	17	
5	HR Recruiting	Offer Process	Ability for candidates to electronically complete pre-hire paperwork such as Background Authorization.			Y	Low	10	
6	HR Recruiting	Offer Process	Ability to integrate with third-party screening services including criminal background check and drug testing (			Y	Complex	68	We need to access external URLs for these action items. Involves integration with third party applications
7	HR Recruiting	Onboarding	Ability for New Hire to complete all required paperwork online prior to first day			Y			Item ID 9 (below) covers this
8	HR Recruiting	Onboarding	Ability to track new hire progress with set disposition codes: Not Started, In-Progress, Submitted and Complete	Yes through configuration			Low	3	
9	HR Recruiting	Onboarding	Ability to provide an interactive portal with wizard-based checklist of activities that employees need to perform to complete the Onboarding process (i.e. verify address, update EEO information, submit tax forms)	Yes through configuration for 6 pages/checklist items ( Personal data form, DD, W-4, I-9, Emergency Contact, Veteran Status) - these 6 pages can be considered as low hanging items and can be completed in 60 days roughly. See comments for remaining		y	Complex	174	Fit for certain checklist items, remaining need custom pages (14 items) - amended constitution oath, emergency evacuation assistance, IT-2104, voluntary forms (2), certification prior public service, Licence/Professional Registration verification, statement of citizenship, IT security information, code of practice, ECP terms and conditions, information concerning union membership, report on external employment, adjunct fact sheet
10	HR Recruiting	Onboarding	Ability for electronic signature and acknowledgement of CUNY Policies			Y	Low	10	
11	HR Recruiting	Onboarding	Ability to house multi-media			Y	High	26	
12	HR Recruiting	Onboarding	Ability to enter new hire with a future start date		Y				Question for OHRMS
13	HR Recruiting	Onboarding	Provides onboarding workflows that will automatically notify required departments, such as IT and payroll, of pending new hires			Y	High	26	
14	HR Recruiting	Onboarding	Provides ability to configure onboarding workflows based on employee type -Instructional (Teaching and Non-Teaching) (F/T and P/T), Subs/Interims/Acting, ECP, Classified Managerial, Classified Civil Service (F/T and P/T) -	Yes through configuration			Low	3	Activity guides/checklists are assigned to users or roles. We can assign certain checklists only to specific roles depending on the requirement
15	HR Recruiting	Onboarding	On-boarding data - candidate system security profile - interactive employee (With Welcome process)		Y	Y	Low	10	

# HR TECHNOLOGY SME CHEAT SHEET

- What do you want to accomplish?
- Complete internal assessment
- **Engage IT - Tell them what you're thinking about**
- Document requirements
- Create system wish list
- Vendor/product or internal research
- **Engage IT – Share information and get feedback**
- Flush out documentation – be as detailed as possible
- Take the lead role
- **Maintain communication with IT and be flexible**

## POLLING QUESTION #3

What is your level of comfort in writing a BRD or technical document for IT?

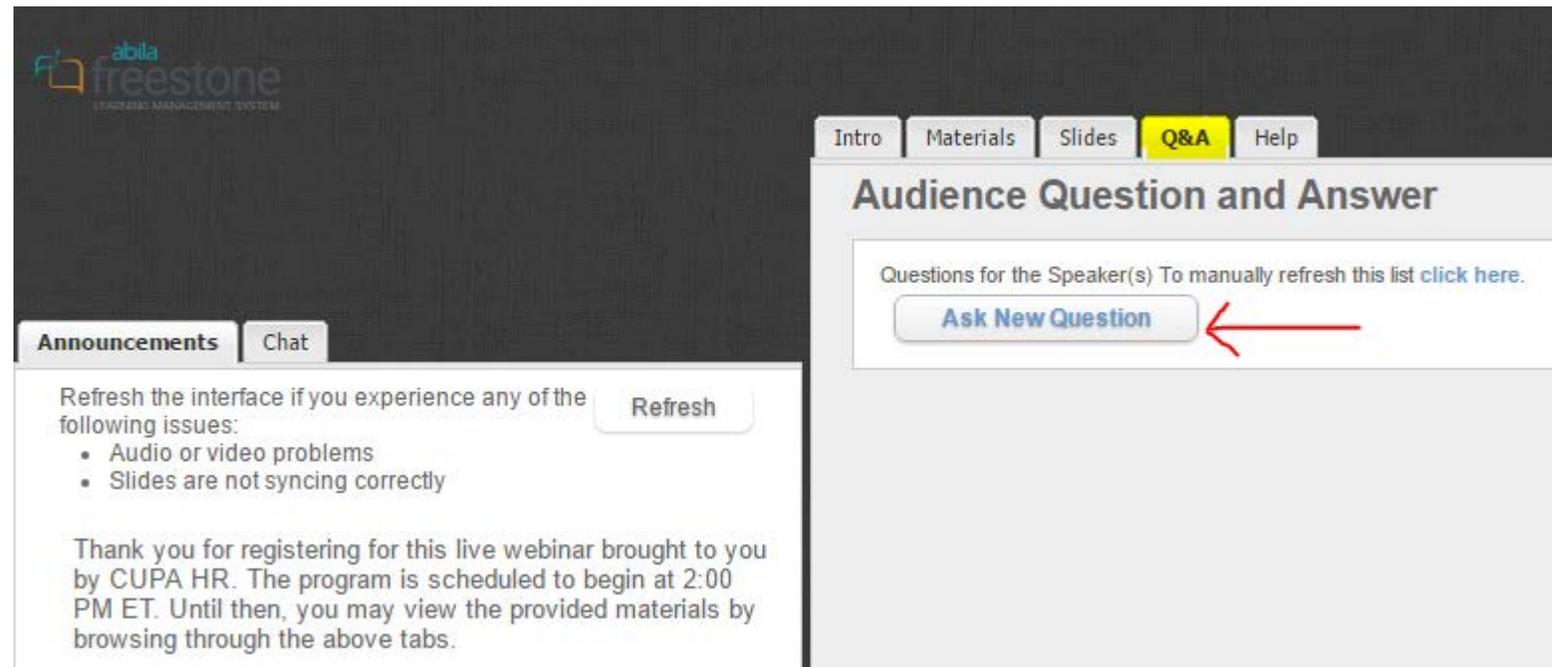
- a) Very comfortable
- b) Somewhat comfortable
- c) Not comfortable
- d) What the heck is a BRD?
- e) C and D

## Q & A

Don't forget to submit your questions to our presenters.

**How?** Click on the Q & A tab at the top of the presentation and select *Ask New Question*.

Thank you for joining us today!



The screenshot displays the webinar interface. At the top left, the 'abila freestone LEADERS MANAGEMENT SYSTEM' logo is visible. A navigation bar at the top contains tabs for 'Intro', 'Materials', 'Slides', 'Q&A' (highlighted in yellow), and 'Help'. Below this, the 'Audience Question and Answer' section is shown, featuring a text prompt: 'Questions for the Speaker(s) To manually refresh this list [click here](#).' A prominent 'Ask New Question' button is located below the prompt, with a red arrow pointing to it from the right. On the left side of the interface, there are 'Announcements' and 'Chat' tabs. The 'Announcements' section contains a message: 'Refresh the interface if you experience any of the following issues: • Audio or video problems • Slides are not syncing correctly' with a 'Refresh' button. Below this, a thank-you message states: 'Thank you for registering for this live webinar brought to you by CUPA HR. The program is scheduled to begin at 2:00 PM ET. Until then, you may view the provided materials by browsing through the above tabs.'



# Thank You!

“Using Collaborative Language to Improve HR’s Technical Prowess”

September 27, 2017

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