

SERVICE DELIVERY PROJECT

PHASE 2 HR/PAYROLL BUSINESS SYSTEMS WORKING
GROUP REPORT OVERVIEW

JANUARY 2017



Ministry of
Education

Background and Purpose

The Phase 2 HR/Payroll Business Systems Working Group was formed to provide advice and recommendations on the following:

- exploring common business processes
- reviewing current trends
- recommending collective opportunities for moving from manual to electronic/automated workflows across the various vendor systems
- conducting an environmental scan of system development requirements



Membership

- Renate Butterfield, Working Group Co-Chair, Ministry of Education
- Debbie LeBlanc, Working Group Co-chair, Manager Payroll & Benefits, SD #61 (Victoria)
- Susan Cahoon, Accountant/Payroll Supervisor, SD #57 (Prince George)
- Mark De Mello, Secretary-Treasurer, SD #38 (Richmond)
- Mike Hooker, Superintendent, SD#19 (Revelstoke)
- Joe Strain, Secretary-Treasurer, SD #37 (Delta)
- Terry Taylor, Superintendent and Secretary Treasurer, SD #10 (Arrow Lakes)
- Gerry Slykhuis, Secretary-Treasurer, SD #33 (Chilliwack)
- Caroline Ponsford, Project Director, Service Delivery Project

Supported by the Ministry of Education Sector Resourcing and Service Delivery Branch

Overview

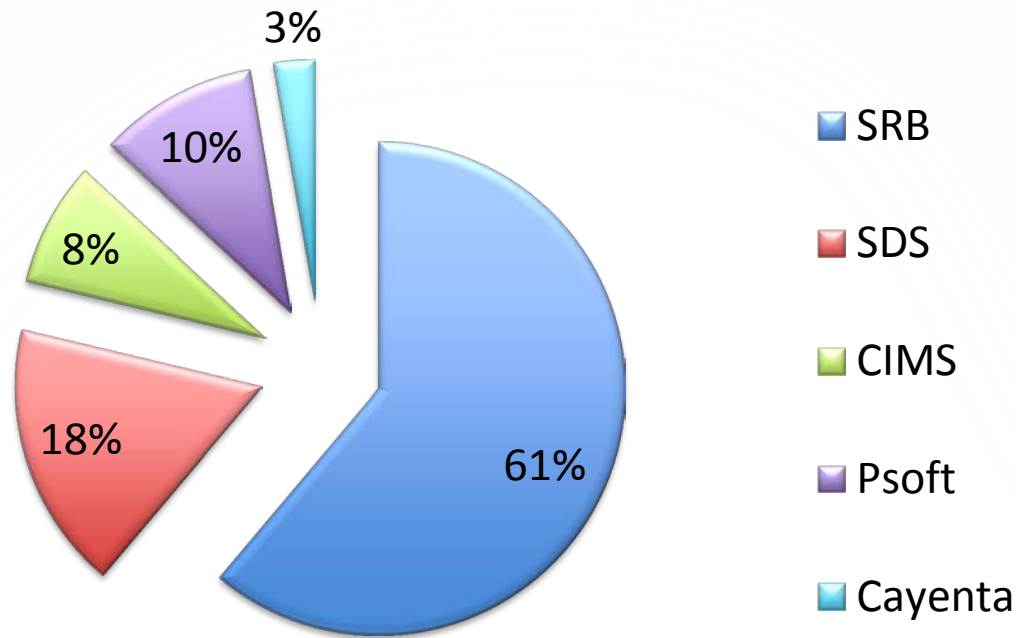
The K-12 sector is supported by several enterprise resource planning (ERP) software vendors:

- PeopleSoft
- SRB Education Solutions
- Harris School Solutions (SDS and Cayenta)
 - Cayenta is the newest product offering, allowing SDS clients to port their existing license to this new software platform
- Take Two (CIMS)



ERP Overview in BC

The current use of software products across BC's K-12 education sector is indicated below (as a percentage of total employees):



ERP Overview in BC

Trends in K-12

- Shift in ERP Software Vendors
- Move to Hosted Solutions
 - software licensing model (with annual maintenance)
 - a hosted solution (client keeps their software licenses and service provider offers hosting services)
 - SAAS (software as a service model); charging SD's an annual fee for both hardware and software support without purchasing a software license
- Electronic Workflow
 - Workflow between functions, especially between payroll, HR, and budget management



Manually Intensive Tasks Questionnaire

Although many school districts are moving towards automating and streamlining functions, there are still a huge number of manually intensive business processes in the areas of payroll, HR, benefits, and budgeting.

A questionnaire was sent to school districts in March, 2016 to gather information on these four areas.

The working group reviewed the findings and recommended actions as follows:

- 1) review current business processes
- 2) education/training
- 3) work with third party service providers



Overview of Draft Recommendations

- Vendors to provide WebEx sessions, videos or instruction sheets for individual topics for manual functions
- Take advantage of valuable sector expertise and encourage collaboration when considering a different software product
- Review existing business practices and consider industry best practices upon implementation
- Complex processes for HR and payroll are driven by many collective agreements and district-specific processes
 - SD's should look for greater efficiencies, research with other districts and vendors



Draft Next Steps

Short Term

- 1) Draft Terms of Reference for Phase 3 Working Group
- 2) Work with the two main vendors, SRB and Harris (SDS and Cayenta) to deliver instructional videos for up to 3 individual topics
- 3) Improve the functionality of MSP invoicing to school districts
- 4) Educate school districts who may be considering a change in their supported software/vendor



Draft Next Steps

Medium to Long Term

- 1) Consider piloting a shared HR/payroll service amongst several volunteer school districts
- 2) Conduct business process reviews in areas such as the ongoing educational staffing process and associated long-term leave management

