



# IRIS INSIGHT

IRIS - Providing Insight to Alaskans

October 2015

## IRIS Help Desk Tips

The IRIS Help Desk is here to assist you with any issues you encounter while working in IRIS.

Here are a few friendly reminders to help us better serve you:

- Please include the Document ID number in your request. Providing a document ID will expedite response time as it allows project staff to pull up the specific document, review the exact error message(s), and problem solve prior to responding.
- Please use the IRIS Help Desk phone number (907-465-5555) and email address (IRIS.Project@alaska.gov) when submitting help requests. Contacting individual project staff directly and/or Cc:ing IRIS.Project@alaska.gov on emails often causes confusion and in some instances may delay response time as resources are duplicating efforts in providing answers to the same individual.
- Project staff respond to requests in the order received. Contacting staff directly disrupts the order in which Help Desk tickets are addressed and is discouraged.

## IRIS HRM Overview

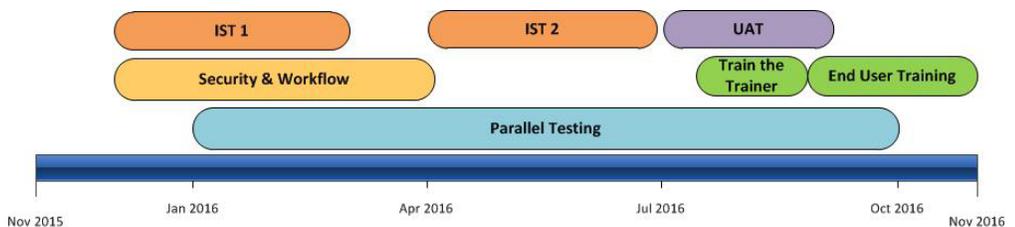
The Human Resource Management portion of the IRIS project will replace the statewide payroll system (AKPAY) and implement an automated statewide human resource and payroll system that integrates with IRIS Financial/Procurement.

IRIS HRM will:

- Provide utilities to make timely changes that affect payroll, such as effective dating, and mass change processing.
- Increase employee access and communication through an Employee Self-Service (ESS) portal which allows employees to access their own records and request certain changes online.
- Reduce redundant data entry through automatic population of fields and the use of templates for common actions.
- Provide consolidated employee information and reporting functions to support timely decision making.
- Reduce paper-based processes and provides immediate access to detailed employment and workplace information.
- Follow similar timekeeping processes as today, where designated timekeepers will gather, review, enter, and adjust timesheets.

## IRIS HRM Timeline

The timeframes for several key project activities are illustrated in the timeline below. Additional information about each of these activities can be found on page 2 of this newsletter.



### IRIS Help Desk

Phone: 907.465.5555

Email: IRIS.Project@alaska.gov

### Stay Informed!

We have set up an automated mailing list for important IRIS notifications (outages, etc.) and our monthly newsletter. If you previously received email notifications, you have already been added to the new mailing list. You may now subscribe (or unsubscribe) from the mailing list by clicking here.

## Helpful Hint for Working with Procurement Documents

When a user validates a procurement document in Draft status and receives a strange or unexpected error, the user should search for that document in the Document Catalog, rather than rely solely on the document listing in the Procurement Folder. Procurement documents associated with a particular procurement do not always show up in the Procurement Folder until they are in Pending or Final status. Searching the Document Catalog returns **all versions** of a document – those “hidden” draft documents can often be the culprit of unexpected errors and may need to be discarded before the user can move forward.

*IRIS HRM Project Overview continued from page 1.*

### **Integrated System Testing (IST)** *December 2015 & April 2016*

Integrated Systems Testing (IST) is a way to confirm all of the pieces work together as anticipated and outcomes are as expected. The first round of IST (IST 1) will begin in December and run through mid-March 2016. Updates will be made to the configuration data based on the results from IST 1 prior to IST 2. Additional data including preliminary security and workflow rules will also be tested during IST 2.

### **Parallel Testing** *January 2016 through October 2016*

Parallel testing runs the exact same data in two systems (AKPAY and IRIS HRM) to ensure the results match (deductions, leave accrual, etc.). Over the course of the next year, parallel testing will be conducted several times to ensure all potential scenarios have been tested including when semi-monthly and bi-weekly run at the same time.

### **User Acceptance Testing (UAT)** *End of July through September 2016*

UAT is an opportunity for users to test all processes associated with the new system using real-life scenarios. A representative group of users will be selected to participate in testing that is related to their duties to gain exposure to the new system as well as help identify any issues with the usability of the application prior to go live.

### **Security & Workflow Configurations** *Beginning in December 2015*

Security and workflow defines user access and permissions in IRIS HRM. Members of the IRIS HRM project team will be working closely with department personnel to ensure security and workflow settings are properly configured for each user. A preliminary test of security and workflow configurations will occur during IST 2.

### **Train the Trainer** *August - September 2016*

In conjunction with IRIS HRM project staff, a group of identified State of Alaska personnel will be trained to deliver IRIS HRM training to State employees who will be working in IRIS HRM. Train the Trainer activities will be conducted during the months of August and September 2016, just prior to the start of end user training.

### **End User Training** *September - November 2016\**

Training for employees who need to be trained on IRIS HRM functionality to perform their day-to-day responsibilities will be offered starting in September 2016 and run through IRIS HRM Go Live in November 2016. The majority of training will be instructor led courses with some online course offerings. Course registration will open in July 2016 and will be managed in LearnAlaska.

\*Courses will be scheduled post go live on a less intense schedule.

[IRIS.Project@alaska.gov](mailto:IRIS.Project@alaska.gov)

## Team Spotlights

### **Meet Morgan Carter:**

Morgan joined the IRIS Project in June in the hope of providing lots of valuable information about today's payroll processing to make IRIS HRM an outstanding system and making payroll processing much easier.



As a communications specialist in the US Navy, Morgan traveled the world, but home is definitely Juneau. There is no other place Morgan would rather live, but he dislikes Juneau's knack for having great weather during the work week and rainy weekends.

When not improving payroll processing, Morgan loves to fish and hunt and is quite the grill /smokemaster.

### **Meet Ron Togelang:**

Ron is the Subject Matter Expert for Personnel and Position Control and joined the IRIS HRM team to help modernize the State of Alaska's HRM and



payroll system. His favorite IRIS HRM page code is QCOW (Case Officer Work Schedule) because of its catchiness. The QCOW page allows you to inquire and display a list of all incident and grievance cases assigned to a particular case officer.

Although, home for Ron is Portland, Oregon, he does enjoy the extra daylight Juneau experiences during the summer months. In his spare time, Ron enjoys cooking, doing various home repairs and golfing. Someday Ron hopes to play golf at St. Andrews in Scotland.

<http://doa.alaska.gov/dof/iris>