

HR UPDATE

STATE OF ALASKA
DIVISION OF PERSONNEL

FY 06 - ISSUE 9
MAY 16, 2006

HR.....PASSIONATE ABOUT YOUR SUCESS.



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Alaska Division of Tourism

HR UPDATE'S NEW LOOK

HR Update has evolved. Please let us know what you think of our new look. Comments may be directed to (Carol_McLeod@admin.state.ak.us).

DIVISION STAFFING ANNOUNCEMENTS

Mila Cosgrove left state service on May 1st, accepting the Personnel Director position at the City and Borough of Juneau. Mila shaped the division's mission and vision over the last two years and was instrumental in our success. She will be greatly missed.

We are pleased to announce Dianne Kiesel as Director of the Division of Personnel. Dianne has over 18 years of public and private sector experience in the human resources profession. Her background includes assignments in labor and employee relations, payroll, health benefits, and safety and training. While with the State, Dianne has worked in the Departments of Administration, Corrections, Revenue, and Transportation and Public Facilities.

We are pleased to announce Nicki Neal as the new Deputy Director for the Division of Personnel. Nicki Neal has worked for the State of Alaska for over 23 years. Over twenty of those years have been in the field of Human Resources. Nicki most recently held the position of Management Services Manager with the Division of Personnel. Other positions she has held include Senior Management Consultant for the General Group, Human Resources Manager for the Department of Community and Economic Development, Employee Programs Manager for the Division of Personnel and Personnel Officer for both the Department of Environmental Conservation and the Division of Longevity Programs.

CLIENT SATISFACTION SURVEY

The Division of Personnel strives to provide responsive, client centered service in all areas of human resources. Your experience and opinions about the service we provide matter a great deal to us. With this in mind in 2005, the division developed a client satisfaction survey. The survey was designed to help us identify and measure the "softer side" of what we do: the quality of interactions you have with our staff, the variety of training programs we offer, our ability to offer solutions to emerging issues, and the value and effectiveness of our communication tools. The 2006 survey results have been compiled and are published on the DOP website. We would like to thank those of you that participated. The results may be viewed at: www.dop.state.ak.us/satsurvey/results/

EMPLOYEE MOVEMENT REPORT

The Division of Personnel Statewide Planning and Research team is pleased to announce the publication of the Employee Movement Report for the calendar year 2005. The annual Statewide Workforce Report for the Executive Branch is a key management tool for workforce planning and provides a view of agency turnover and hire rates for the 12-month time period. It is anticipated that Departments will find the information contained in this report to be useful in developing and implementing workforce planning processes and procedures in their divisions and agencies. The report may be viewed at: www.dop.state.ak.us/index.php?id=216

HR SOLUTIONS

The latest edition of HR Solutions *Recruiting in the 21st Century* was recently published. This quarterly publication is designed to provide manag-

ers and supervisors with practical ideas and information that will make the HR component of their duties a little more manageable and to provide updates in key areas of employment law. The publication may be viewed at: www.dop.state.ak.us/index.php?id=1026

STATE EMPLOYEE RECOGNITION DAY

Wednesday, May 3rd was National State Employee Recognition day. The Division of Personnel team would like to take this opportunity to formally acknowledge the contributions that each and every one of us makes on a daily basis.

CLIENT SERVICE STANDARDS

As you may know, in October of 2004 the Division of Personnel, in conjunction with the Statewide Administrative Solutions Team, crafted client service standards to measure client centered human resource services. Those service standards are expressed largely in terms of turnaround time and accuracy rates. The 3rd quarter results of FY06 are available for review at: www.dop.state.ak.us/fileadmin/DOP_Home/pdf/dopc33rdqtr2006.pdf

BENCHMARKING STUDY

Over the past year, the State of Alaska has gone through a process to specify and procure an integrated human resources and payroll system. The Department of Administration is poised to begin a two-year implementation in July 2006. This new single system will replace AKPAY along with several outdated and outmoded systems that currently perform human resources functions. We are confident that making this change will increase efficiency of our processes and we anticipate many necessary improvements in the delivery of these func-

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tions to all state agencies and employees.

In order to pinpoint and quantify these anticipated improvements, we will conduct a benchmarking study, which is taking a snapshot of our current human resources and payroll activities before and after the implementation of the new system in order to compare the results. To accomplish this goal, the Department of Administration has contracted the Hackett Group through the National Association of State Auditors, Comptrollers, and Treasurers (NASACT) to provide the benchmarking services. The Hackett Group will work directly with the Division of Personnel and the Division of Finance on delivery of these services, with NASACT providing administrative services and overall program management.

Part of the benchmarking study will be a survey of our stakeholders, such as yourself, to capture your thoughts on the services provided now by our current human resources and payroll functions. Once we have fully implemented the new integrated systems, we will ask our stakeholders to let us know if there have been improvements in the delivery of our services. When you get your invitation to participate in the survey, it is very important that you complete and return it. We estimate it will take from fifteen or twenty minutes to do so. Your input is extremely valuable to us.

Look for more information on the Benchmarking Study over the next few weeks on the DOP website. We are confident that the study will show us where we need to concentrate our efforts with the new systems and we need your help to improve our service to Alaska's most valuable resource--our people.

TRAINING AND DEVELOPMENT SCHEDULE

The DOP Training & Development
2005 – 2006 Open Enrollment Course

Delivery year is coming to a close. Open enrollment course delivery is scheduled from September to June. The delivery break between June and September provides Training & Development staff with the opportunity to complete course development and maintenance projects. Strategic planning, training needs analysis and project scoping activities typically peak during summer months as well.

The 2006 – 2007 Open Enrollment Course Delivery schedule will be developed during the strategic planning process and will be published on our web site in late August or early September.

There are still several courses available before the end of the training year. You still have an opportunity to enroll before the cycle ends. All courses with open-enrollment classes scheduled are listed below with a short description of the course.

Academy For Supervisors

This five-day course is designed for newly-appointed supervisors and more experienced supervisors when their knowledge and skill development needs can be met by AFSU course learning objectives. Supervisors will learn the basic knowledge and skills necessary for the lawful, ethical, and effective supervision of State of Alaska employees.

ANC June 5th–9th 8:00 am–4:30 pm
JNU June 19th–23rd 8:00 am–4:30 pm

AKPAY Basics

This two-hour course is designed to provide human resource staff and departmental administrative staff with knowledge of basic policies and procedures associated with the State of Alaska Payroll System (AKPAY). Participants will also learn the purpose and use of key screens and fields.

ANC May 25th 8:30 am–10:30 am
JNU May 26th 8:30 am–10:30 am
FBKS May 30th 8:30 am–10:30 am
FBKS May 31st 8:30 am–10:30 am

AKPAY for Timekeepers

Prerequisite: AKPAY Basics. During this four and one-half hour course departmental timekeepers will learn how to process timesheets and enter time and attendance information into the State of Alaska Payroll System (AKPAY).
AKPT Prerequisite: AKPAY Basics

ANC May 25th 11:00 am–4:30 pm
JNU May 26th 11:00 am–4:30 pm
FBKS May 30th 1:00 am–4:30 pm
FBKS May 31st 11:00 am–4:30 pm

Performance Coaching

This one-day course is designed to teach supervisors and managers basic knowledge and skills that will enable them to manage a continuous performance improvement environment.

ANC May 23rd 8:00 am–4:30 pm

Service Excellence

The purpose of this one-day course is to teach basic and intermediate client and customer service knowledge and skills to enable State of Alaska employees to provide outstanding service.

ANC May 24th 8:00 am–4:30 pm

SEARCHING THE STATE WEBSITE

For those of you who do not know, the State website has a Google driven search engine. The search engine is located in the upper right corner of each web page. There are multiple search options available to users. You may search the entire state website by beginning your search on the State's front page www.state.ak.us/ or you may conduct a department specific search; for example: www.state.ak.us/local/akpages/ADMIN/home.htm