

# KHRIS Connection



Connecting the Commonwealth

Volume I, Issue I

September 2010

## Meet the KHRIS Governance Council

- Secretary Nikki Jackson
- Secretary Mary Lassiter
- Ellen Heslen, Govs Office
- Don Speer, Finance & Admin.
- Ed Ross, Finance & Admin.
- Travis Powell, Finance & Admin.
- Lori Flanery, Finance & Admin.
- Steve Rucker, COT
- John Hicks, OSBD
- Carla Wright, OSBD
- Brian Grant, SAP
- Walt Gaffield, Personnel
- Rich Beggs, SAP
- Kevin Cardwell, OSBD
- Jill Anderson, KHRIS



## Vision by Secretary Nikki Jackson

Our vision is to be regarded as a trusted, valuable resource for innovative, accessible and responsive human resource services.

Through advanced technology, expertise and collaboration, the Kentucky Human Resource

Information System (KHRIS) will streamline human resource business processes across the Commonwealth including:

- Personnel Administration
- Payroll
- Benefits Administration
- Benefits Billing & Receivables
- Time Administration
- Employee/Manager Self Service

This new software system unifies government agencies, centralizes data and ensures top quality services to our customers.

I am honored to be a part of this team who tirelessly pursues a transformation in the way we operate, and who hold the vision of our government at the forefront of all they do.

Click [here](#) for Secretary Jackson's video.



*"KHRIS is one of the largest, most comprehensive technology initiatives ever undertaken by the Commonwealth. The success of this project is essential to the future of our daily human resource functions. We have a great team in place that will ensure the success of implementation."*

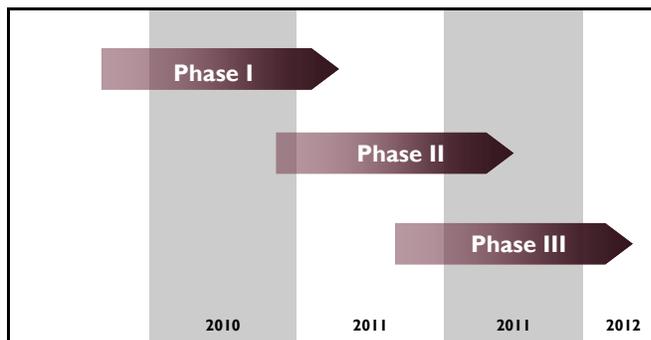
Governor Steven L. Beshear

## Project Hook-up

The Commonwealth of Kentucky is in the midst of implementing the Kentucky Human Resources Information System (KHRIS). As you may know, this project will change many of our business processes related to human resources (HR), payroll and benefits, and will position us for future growth.

The KHRIS project team would like to thank those involved for the work accomplished to date.

In addition to our very dedicated Commonwealth staff, we are also working with other partners to implement the project and streamline business processes to accomplish our future business goals.



Project Timeline (Tentative)

### KHRIS Phases:

**Phase I** – Human Resources, Payroll, Benefits (Health & Life) Administration, Benefits Accounting, Time Administration, and basic ESS/MSS (Employee and Manager Self Service)  
**Phase I going live Spring, 2011**

*Phase II and III (tentatively planned):*

**Phase II** - Open Enrollment Execution, enhanced ESS/MSS to include Time Keeping to Employees, and Employee Health and Safety

**Phase III** - Employee Evaluations, Idea Manager (Employee Suggestions), Training (Tracking & Scheduling), and Enhanced Reporting & Tools



***“I have been amazed at the determination, enthusiasm and professionalism of the KHRIS team and all those involved in the project. The importance of this project cannot be overstated. There is much work to be done and we encourage and appreciate everyone’s support as and we bring the project on-line.”***

**Secretary of the Governor’s Executive Cabinet Mary Lassiter**

## Benefits

Who does KHRIS benefit? You! KHRIS will improve services to over 33,000 state employees, 10,000 other employees, and 250,000 non-commonwealth employees (teachers, retirees, etc.) for health and life benefits.

In addition, KHRIS

- Replaces a 30-year old payroll and personnel system that’s both antiquated and expensive to maintain.
- Allows self service to basic individual employee information. For example, employees will have the ability to verify their personal information and update some items such as home address, bank data, tax information, etc.
- Combines benefits billing and receivables for health and life benefits, eliminating redundancy, improving efficiencies, and providing our non-Commonwealth customers with a single bill instead of multiple bills.
- Removes limits on the number of deductions and electronic funds transfers (EFT’s) from paychecks, all of which can be maintained online.
- Improves security of information with an auditable action trail.
- Provides a single source for human resource data, eliminating more than 25 systems across the Commonwealth.
- Enhances reporting with real-time data and simplified, user-friendly forms.
- Promotes individualized, applicable detail on employee pay stubs.
- Eliminates duplication of data input into multiple systems and provides numerous audits to ensure data accuracy.
- Streamlines and modernizes HR processes across the Commonwealth.
- Automates the manual process for tracking adverse weather leave.
- Provides online access to leave balances and leave and over-time request forms.
- Allows participants to enroll for life insurance benefits online.
- Provides user-friendly forms for requested changes in employee data and automated work flow for approval processes.

## What’s New?

Sometimes a pause and re-evaluation make all the difference! The purpose and benefits of KHRIS remain consistent. However, those involved in the past should see an improvement in approach, implementation, functionality and training.

For example, KHRIS

- Utilizes a phased approach to allow the change to be better paced and sequenced for our agencies. See the phases on page one for details.
- Focuses on system readiness, with a reassessment of the technical needs and business processes.
- Focuses on agency readiness, including the incorporation of an expanded change management team and a structured approach to help employees understand and support the project.
- Creates a Change Agent Network (The Network) with business, training and communications representatives from each agency. The Network will work together to lead their agencies through the process.
- Establishes the Governance Council, which provides visible support, commitment and prompt decision making related to funding and other issues.
- Offers concise, easy to follow e-learning tools and additional hands-on exercises for users.
- Provides comprehensive train-the-trainer preparation and training curriculum.
- Introduces extra support mechanisms for all employee roles, including trainers, managers and employees.

## Meet the KHRIS Team Leads



The Payroll Team deliberates at the project kick-off! From left, SAP Lead David Mays, David Onkst, Ky Lead Connie Page, Ky Lead David White, and Gail Cooper.

### Project Management

Jill Anderson  
 Bill Bevil  
 Debbie Dawson  
 Kimberly Hatter  
 Michele Kays

### Organization Management

Vickie Hatchel  
 Rajat Jain

### Personnel Administration

Wendy Campbell  
 Gaye Sopp



Team members strategize during a team building activity.

Randy Meek  
 Robbie Perkins  
 Holly Studler  
 Glen Tuggle

### Time & Labor

Nathan Mitchell  
 David Wildner

### ESS / MSS

John Macy  
 Rebecca Whitaker

### Payroll

Evelyn Armstrong  
 David Onkst  
 Connie Page  
 Dave White

### FI/CO

Rebecca Billings

### Technical Team

#### Technical Team Leads

Shirley Kantor  
 James Koontz

### Functional Team

#### Functional Team Leads

Larry Gillis  
 Leisa Wood

#### Benefits Administration

Bob Barberio  
 Debbie Weber

#### Benefits Accounting

Rod Rayment  
 Lisa Rodhouse  
 Laurie Wilson

### BASIS, Reporting & Infrastructure

Barry Martin

### Security

Kathy Naber

Long Vu

### Application Development

Steve King

### Conversion

Bob Miner

Karen Waugh

### Integration Team

#### Integration Team Lead

Neil Poplewell

### Workforce Readiness (WR) Team

#### WR Team Lead

Bob Fritz

#### Business Transformation

Nils Bross

#### Training

Sean Higgins

Dawn Moreland

Alaina Myers

#### Customer Service Center

Jason Ritter

#### Communications

Robin Hartman

Nils Bross

### Business Owners

#### Payroll

Mary Elizabeth Harrod

#### Life Insurance

Mary Hook

#### Benefits

Cindy Stivers



**“The KHRIS initiative is an exciting opportunity for the Commonwealth! While the implementation of this new system has been challenging, the new solution will position us to better meet the ongoing needs and demands of the state’s business objectives.”**

**Jill Anderson, Chief Project Officer**



Laurie Wilson, Benefits Accounting Lead, at the project kick-off.

## Change Agent Network—Tying it all together

### Agriculture

Amanda Cloyd-TR  
Alisa Edwards-AIL  
Danita Fentress-Laird-AIL,  
Com, TR  
Tina Keene-AIL

### AOC

Troy Bell-AIL, TR  
Leigh Anne Hiatt-Com  
Kim Redmon-TR  
Jasmin Thurman-TR

### Attorney General

Kellye Craig-AIL, TR, Com  
Sandra Daniels-AIL  
Corey Bellamy-TR  
Carla Vinegar-Com



*Cindy Dempsey & Todd Baggary, OCM Training Developers, share a laugh!*

### Auditor

Kellye Craig-AIL, Com, TR  
Greg Giesler-TR  
Brenda Swiger-TR

### Economic Development

Ben Hall-TR  
Stacy McClellan-AIL, Com, TR

### Education & Workforce

Latrese Bellamy-TR  
Kim Brannock-Com  
Ron Brown-TR  
Deena Clark-TR  
Vanessa Corrente-TR  
Susie Edwards-TR  
Jill Fitzpatrick-TR  
Kathy Jennings-AIL  
Joan Leach-TR  
Priscilla McCowan-TR  
Lynn McGowan-McNear-AIL  
Cora McNabb-TR  
Karen Nash-TR  
Viembre Nicholson-TR  
Rebecca Ogden-TR  
Angie Risk-TR  
Beth Steinle-AIL  
Matthew Tungate-Com  
Mark White-AIL

*Jon Wertzler, Economic Development Cabinet Co-AIL, talks with Larry Gillis, OCM & Functional Team Lead.*



### Finance & Administration

Barbara Aldridge-Montfort-TR  
Sandy Bain-TR  
Jeanne Darby-TR  
Jackie Flynt-TR  
Donna Hall-TR  
Sarah Gilkison-Com  
Cindy Lanham-Com  
Mary Martin-TR  
Kim Mitchell-TR  
John Morris-TR  
Stacy Perry-TR  
Tina Perry-TR  
Deniese Pyles-TR  
Troy Robinson-AIL  
Melanie Sharpe-TR

### GAPS (Labor, Energy & Envir, Public Protection)

Wendy Boardman-TR  
Dick Brown-Com  
Sherry Butler-TR  
Cassidy Connell-TR  
Julie Cox-TR  
Cheri Donovan-TR  
Ricki Gardenhire-Com  
Rhonda Hardesty-TR  
Lynn Keeling-AIL, TR  
Ann Mattingly-TR  
Kim McGaughey-TR  
Joy Moll-AIL, TR  
Karen Smith-TR

### Gov's Office of Ag. Policy

Sandra Gardner-Com

### Health & Family Services

Kelly Black-AIL  
Mary Crawford-TR  
Galen Linville-TR  
Sarah Kelly-TR  
Joanna Neubert-AIL  
Melony Stephenson-AIL, Com  
Anya Weber-Com

### Justice & Public Safety

Stephanie Appel-AIL, Com  
Amanda Coulter-TR  
Sherri Emerson-AIL  
Janice Finley-TR  
Amy Ganschow-TR  
Heather Gibbons-Com  
Teresa Harris-TR  
Steven Hayden-TR  
Edie Hodgins-TR  
Tina Moss-AIL  
Marcella Paige-TR  
Scott Parritt-TR  
Mary Pascal-AIL  
Georgianne Reynolds-AIL  
Rhonda Sears-TR  
Michelle Starkweather-AIL, TR  
Leslie Tindall-TR  
Becky Tudor-TR  
Bobbie Underwood-TR

### Local Government

Shannon Holbrook-Com  
Joy Kiser-AIL, TR  
Melinda Parrish-TR

### LRC

Joanna Strange-AIL, TR, Com

### Military Affairs

Jamie Caldwell-TR  
Julie Pope-TR  
Crystal Simpson-AIL, TR, Com

### Personnel

Todd Bailey-TR  
Jeff Barr-Com  
Suzette Gash-AIL  
Tanya Lawrence-Com

### Postsecondary Ed.

Rebecca Bowman-AIL, TR

### Secretary of State

Les Fugate-Com  
Jack O'Nan-AIL

### Tourism, Arts & Heritage

Pat Barnard-TR  
Jackie Bradley-TR  
Pam Brookman-TR  
Gerilyn Clements-TR  
Donna Coleman-TR  
Chantel Depp-TR  
Jeanie Dittmeier-Com  
Jeanna Foster-TR  
Debby Giannini-TR

AIL-Agency Implementation Lead  
TR-Training (Lead, Liaison or Trainer)  
Com-Communications Lead

Stephanie Gibson-TR  
Laurie Googe-AIL  
Freda Harris-TR  
Paul Herberg-AIL  
Chris Kellogg-Com  
Gil Lawson-Com  
Darin Moore-AIL  
Teresa Parrett-TR  
Regina Penn-TR  
Linda Redmon-TR  
Dawn Welch-TR  
Tiffany Yeast-AIL

### Transportation

Ramona Brock-TR  
Trinta Cox-AIL  
Margaret Fuqua-Com  
Rhonda George-TR  
Beth Gordon-TR  
Jim Isaman-TR  
Stephany Ivers-TR  
Katherine Jones-TR  
Kathryn McCrystal-TR  
Donna Parker-TR  
Melissa Perkinson-TR  
John Roberts-TR  
Tresa Straw-AIL  
Jennifer Wright-TR

### Treasurer

Rebecca Comley-AIL, TR, Com

### United Prosecutorial System

Debbie Sutherland-AIL, TR, Com

### Veterans Affairs

Honor Barker-AIL, Com, TR  
Deidrah Barnett-TR  
Dianna Davidson-TR  
Sheryl Day-TR  
Brenda Hurt -TR  
Amy Lambert-TR  
Gina Marks-TR  
John Ostroske-TR  
Beth Roark-Com, TR



*JP Hamm, CHFS Executive Director and Donna Parker, KYTC Training Team, talk at the Change Agent Network Kick-off March 31, 2010.*

## Frequently Asked Questions

### What is the go-live date for Phase I?

The entire KHRIS team remains hard at work on the implementation of the new system. Progress continues and project wins are being achieved; however, there are still challenges ahead.

A request for additional capital funding, which was submitted to the General Assembly, was

included in the recently approved Commonwealth budget. This is a tremendous endorsement to the magnitude and value of the KHRIS project.

One of the most valuable lessons learned is to place greater focus on system and agency readiness, with a reassessment of the technical needs and business processes.

In the meantime, the team appreciates your ongoing support. We'll continue to keep you posted as we work diligently to bring KHRIS live in Spring 2011.

*"You can't expect to meet the challenges of today with yesterday's tools and expect to be in business tomorrow."*  
anonymous

## The number one obstacle to success for major change projects is employee resistance and the ineffective management of the people side of change.

*Data from 327 companies undergoing major change projects; Prosci Best Practices in Business Process Reengineering benchmarking study.*

### What are the risks or impacts associated with the people side of change?

- Lack of information regarding the project
- No perceived value
- No perceived impact
- Prefer to remain status quo—comfort level
- Will not enroll in training
- Organization's politics
- Speed of decisions
- Processes are sometimes territorial
- Past project history
- Timing of implementation
- Will not take ownership
- Lack of resources or insufficient time for implementation
- Fear of the unknown

### What are the efforts being undertaken to address resistance to change?

- Established the Change Agent Network with agency representation
- Enhanced communications with involvement from agencies
- Open discussion of value and impact, progress, challenges and project status
- Improved training curriculum and aides for KHRIS users
- Agency trainers train their own employees on processes and application
- Established the Governance Council made up of agency executives
- Agency involvement in design
- Agency involvement in testing
- Reasonable timeline and go-live date
- Agency resources are utilized as part of the KHRIS project team
- Business process owners representing agency business needs
- Utilize project tool kits for agencies which will include project communications, posters, newsletters, meeting presentations, etc.

## Connect With Us!

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502-564-HELP (4357)

E-mail:  
Pers.KHRIShelpdesk@ky.gov



## Glossary

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**Agency Implementation Lead (AIL)** . That individual within each agency participating in the Change Agent Network, and leading the agency itself, through the business change associated with KHRIS.

**Change Agent.** An agency representative, either from the area of business transformation, communications or training, who is helping to implement KHRIS within their respective agency.

**Communications Liaison.** The agency liaison responsible for providing pertinent and timely information to employees.

**Employee Self Service (ESS).** A web-based application that provides employees with access to view their pay statements, time statements and personal information and allows the employee to change certain information.

**ESS / MSS Trainer.** Provides ESS and MSS training for agencies.

**Functional Areas.** Eight areas of focus within human resources that will change as a result of KHRIS.

Benefits Administration: Health, life and other benefits

Benefits Accounting : the accounting piece of Benefits Administration

Personnel Administration (PA): Personnel actions that affect employees

Organizational Management (OM): Organizational structure and job classifications

Time & Labor: Collection reporting of time

Employee Self Service / Manager Self Service (ESS/MSS): (See above)

Payroll: Execution of pay including deductions

FI / CO: Financial cost accounting of employee payroll

**Governance Council.** A council of Commonwealth leadership who govern project policies and maintain final project authority.

**Human Resource Leadership Consortium (HRLC).** A group of human resource professionals representing agencies across state government who meet to discuss issues related to their field and to state government HR practices.

**In Scope End-Users.** Those employees immediately and directly impacted by KHRIS during Phase I.

**KHRIS Stakeholders.** Leadership representatives, many from the human resources field, whose agencies have a vested interest in the KHRIS project.

**Manager Self Service (MSS).** Web-based features that will allow managers to view information about their employees. In Phase II, MSS will be used for time sheet approval.

**Organizational Change Management (OCM).** The methodology and process of leading an organization through a significant change in business practices.

**Project Management Office (PMO).** The office located within the Personnel Cabinet which includes KHRIS project leadership who oversee the team's daily activities and ensure the project plan is followed.

**Steering Committee.** A committee made up of Personnel Cabinet and project leadership who maintain internal policy oversight.

**Systems, Applications and Products (SAP).** SAP is a software package for processing data. The largest software enterprise in Europe and the fourth largest in the world as of 2009, is teaming with the Commonwealth to implement KHRIS.

**Training Lead.** That agency representative leading training activities for their individual agency.

**Training Liaison.** Responsible for scheduling training and insuring registration within each agency.