

## Lines of Business

LOB #25:

### **DEPARTMENT AND HRIS (HUMAN RESOURCES INFORMATION SYSTEMS) MANAGEMENT**

#### **Purpose**

Agency Management provides overall leadership and direction to the Department of Human Resources service areas to ensure proactive, innovative, and responsive service in support of employees, potential employees and retirees. It administers the Fairfax County Merit System and is responsible for providing advice and leadership in support of the many laws and regulations that govern the workplace including the standards contained in the Personnel Regulations. Central to Agency Management is the Human Resource Information Systems (HRIS) team, which manages the overall information system for the entire workforce of approximately 18,000 including seasonal employees, part-time employees, and many volunteers. The backbone of the employee information system serving these users is FOCUS, which is used to record time worked, process payroll actions, process payroll, manage benefits, and maintain the organization's structure. The HRIS manages other end-user solutions that are integrated with FOCUS, including the automated recruitment solution and the learning management solution (Employee U).

#### **Description**

Agency Management has overall responsibility for the work done in the agency. Services are provided directly to customers such as employees, agency managers, members of the Board of Supervisors, commissions, prospective employees, retirees, constituents, and federal and state regulatory agencies. In addition, the administrative functions that are internal to the day-to-day operation of the agency are handled in this business area. The technical staff members of HRIS are functional experts in human resources in addition to having expertise in the technology that is developed and supported in collaboration with the FOCUS Business Support Group (FBSG) and the Department of Information Technology (DIT).

Agency management and HRIS have been the backbone of support for the entire agency, especially in recent years as the level of automation in the agency has increased. The staff in HRIS works collaboratively within the agency to enable and improve efficiencies, provide a more engaging experience for customers, and more closely align internal and external business strategies. Technology continues to transform how, where, and when work gets done, and the ways HR leaders can drive improved business performance.

Examples of recent achievements include functions available in Employee Self Service (ESS) and Manager Self Service (MSS) that make it easy for employees to look up their own information at any time of the day and any day of the week including holidays. All FOCUS users have role-based views of the system that give them content that is relevant and specific to them without needing to filter or search for it. Specifically, employees have a different view through ESS than managers have through MSS, and users who have additional privileges, such as HR managers and payroll contacts, have the information relevant to them. Agency Management and HRIS initiatives have made training information more easily accessible with a dramatic increase in e-learning content that is available 24/7.

#### **Benefits**

Department and HRIS Management provide consistency and direction within the department and for its customers. Services are provided directly to employees, agency managers, members of the Board of Supervisors, commissions, prospective employees, and retirees, in addition to federal and state regulatory agencies. The programs and services provided are fundamental and beneficial to the department's customers.

# Department of Human Resources

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## Mandates

Due to requirements of the Code of Virginia, the Agency Management and HRIS Division is responsible for retaining all employee records for 50 years after an employee separates from the County.

## Trends and Challenges

Despite cyclical funding constraints, the department has been able to successfully upgrade its technology tools. The strategy has been to get the foundational technology tools in place, and then continue to automate with priority given to those areas that will give the largest return on investment based on the importance of the business process and the size of the audience impacted. After successfully completing the first tier of automation, the focus will now shift to automating business processes that are very important but may have a more narrow application.

Future initiatives will focus on promoting employee engagement and higher levels of productivity. One initiative that will be explored is the use of mobile technologies for basic services such as time entry, provided that adequate business controls can be developed to protect personal and confidential data. Automation and training will continue to be leveraged to improve processes and practices that could have a positive impact on employees.

## Resources

Category	FY 2014 Actual	FY 2015 Actual	FY 2016 Adopted
<b>LOB #25: Department and HRIS (Human Resources Information Systems) Management</b>			
<b>FUNDING</b>			
<u>Expenditures:</u>			
Compensation	\$870,358	\$826,442	\$847,429
Operating Expenses	956,745	1,209,274	1,234,905
<b>Total Expenditures</b>	<b>\$1,827,103</b>	<b>\$2,035,716</b>	<b>\$2,082,334</b>
General Fund Revenue	\$0	\$0	\$0
<b>Net Cost/(Savings) to General Fund</b>	<b>\$1,827,103</b>	<b>\$2,035,716</b>	<b>\$2,082,334</b>
<b>POSITIONS</b>			
<i>Authorized Positions/Full-Time Equivalents (FTEs)</i>			
<u>Positions:</u>			
Regular	12 / 12	10 / 10	8 / 8
<b>Total Positions</b>	<b>12 / 12</b>	<b>10 / 10</b>	<b>8 / 8</b>

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## Metrics

Metric Indicator	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Estimate	FY 2017 Estimate
Number of employees trained to use PEAQ	119	49	48	48	48

PEAQ is the online query tool used by agency staff such as payroll contacts, HR managers, and budget contacts. This tool pulls valuable Human Capital Management (HCM) data from FOCUS to allow users to synthesize data in ways that are not readily available in FOCUS. Development of this functionality was a department priority following the implementation of FOCUS. In 2012, when FOCUS data was made available in PEAQ, hundreds of County employees rushed to get PEAQ training in order to take advantage of its intuitive reporting capabilities. The surge in PEAQ training attendance extended into 2013. After 2013, most existing County employees who needed access to PEAQ had already taken the training. In 2014 and 2015, the number of employees going to PEAQ training leveled off as attendees were limited to new employees or existing employees who have moved into finance or HR positions within their agency.