Employee Resource System

The Employee Resource System (ERS) is a process that automatically prompts supervisors to request resources for new employees, emails the request to the appropriate service departments, and creates network logon accounts. The ERS also archives separated employee's user files, informs service departments when a specific employee leaves, and deletes the employee's network logon account. All ERS processes are triggered by the employee's employment status code in the Payroll/Personnel Management System (PPMS).

Background

In July 2000, the State of Washington Information Services Board (ISB) adopted the Information Technology Security Policy for the purpose of creating "an environment within State of Washington agencies that maintains system security, data integrity and privacy by preventing unauthorized access to data and by preventing misuse of, damage to, or loss of data." Accurate and timely management of employee access to college resources is imperative to meeting this state policy.

Requesting Resources for New Employees

Each night, employee information is extracted from the PPMS and is merged with the information in the WVC Employee database (wvc_employee db). If the record is new and the employment status code is "active", the ERS emails the New Employee Form to the supervisor or their designee.

You can recognize the ERS email message by the "from" and "subject" information. It is as follows:

- **From:**   Employee_Resource_System@wvc.edu [mailto: Employee_Resource_System@wvc.edu]

- **Subject:**   *** NEW EMPLOYEE ***: New employee's name

The New Employee Form consists of two columns:

- The information in the HR Dept Info column has been extracted from the PPMS system. Contact the Human Resources Department at 6440 if the information is incorrect.

- The supervisor uses the Supervisor Form to provide additional information about the employee, including their division (if applicable), job title, office number, and the goods and services budget that will fund the resources specified in the Employee Resources column.

The supervisor may delegate the responsibility of filling out the Supervisor Form to a support person on a case by case, or on a permanent basis. The support person may delegate specific requests to various people on a case by case basis.
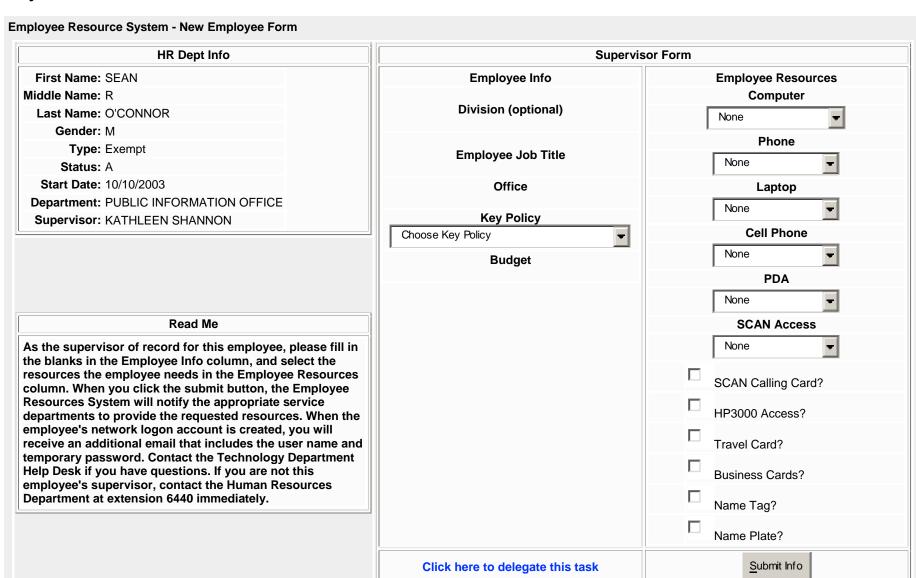
New Employee Form

As soon as the form is submitted, the ERS emails the appropriate service departments to provide the requested resources.

From: Employee_Resource_System@wvc.edu [mailto:Employee_Resource_System@wvc.edu]
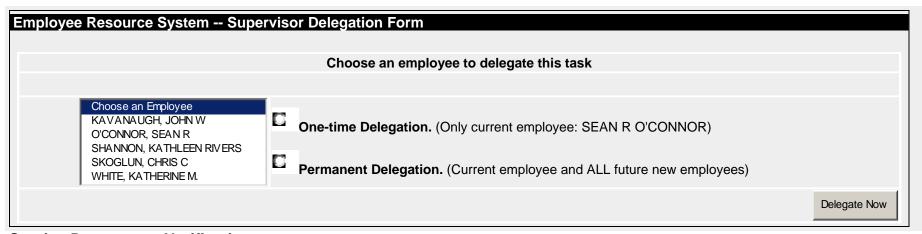**Sent:** Wednesday, January 11, 2006 10:33 AM
To: Evans, Chad
Subject: *** NEW EMPLOYEE ***: O'CONNOR, SEAN

Employee Resource System - New Employee Form

HR Dept Info	Supervisor Form

HR Dept Info

First Name: SEAN
Middle Name: R
Last Name: O'CONNOR
Gender: M
Type: Exempt
Status: A
Start Date: 10/10/2003
Department: PUBLIC INFORMATION OFFICE
Supervisor: KATHLEEN SHANNON

Read Me

As the supervisor of record for this employee, please fill in the blanks in the Employee Info column, and select the resources the employee needs in the Employee Resources column. When you click the submit button, the Employee Resources System will notify the appropriate service departments to provide the requested resources. When the employee's network logon account is created, you will receive an additional email that includes the user name and temporary password. Contact the Technology Department Help Desk if you have questions. If you are not this employee's supervisor, contact the Human Resources Department at extension 6440 immediately.

Supervisor Form

Employee Info

Division (optional)

Employee Job Title

Office

Key Policy
[Choose Key Policy ▾]

Budget

Employee Resources

Computer
[None ▾]

Phone
[None ▾]

Laptop
[None ▾]

Cell Phone
[None ▾]

PDA
[None ▾]

SCAN Access
[None ▾]

☐ SCAN Calling Card?
☐ HP3000 Access?
☐ Travel Card?
☐ Business Cards?
☐ Name Tag?
☐ Name Plate?

Click here to delegate this task

[Submit Info]

Supervisor Delegation Form

This form is accessed through the New Employee Form. The supervisor may delegate the responsibility of filling out the Supervisor Form to a support person on a case by case, or on a permanent basis. The support person may delegate specific requests to various people on a case by case basis.

Employee Resource System -- Supervisor Delegation Form

Choose an employee to delegate this task

Choose an Employee
KAVANAUGH, JOHN W
O'CONNOR, SEAN R
SHANNON, KATHLEEN RIVERS
SKOGLUN, CHRIS C
WHITE, KATHERINE M.

○ **One-time Delegation.** (Only current employee: SEAN R O'CONNOR)

○ **Permanent Delegation.** (Current employee and ALL future new employees)

[Delegate Now]

Service Department Notification

The ERS emails every service department required to provide resources for the employee. The Community Relations and Human Resources Departments are also sent a courtesy copy of the Service Department Request.

The Service Department Request email address consists of the following information:

- **To:**   Service departments from which resources were requested. They are as follows:

• Technology	Computer, laptop, PDA, phone, cell phone, long distance calling (SCAN), HP access, account creation notification
• Service Center	Name tag, name plate, business cards
• Facilities	Building/room access (key policy)
• Business Office	Travel card

- **Subject:**   *** NEW EMPLOYEE ***: New employee's name

The body of the email contains basic employee information from the PPMS system, a list of all resources available through the ERS and the options selected by the employee's supervisor.

User Account Creation
The email also sends the Technology Form to the Helpdesk, where Active Directory and user account information is provided. The actual accounts are created once the Technology Department clicks on the Create User button.
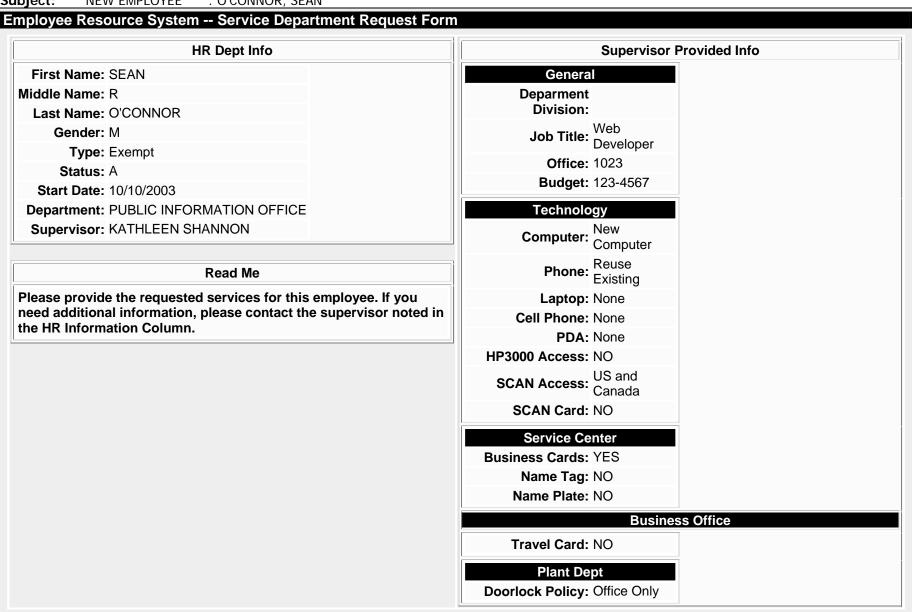
When the account is created, the supervisor is emailed the employee's user name and temporary password.

Employee Resource System -- Service Department Request Form

HR Dept Info

First Name:	SEAN
Middle Name:	R
Last Name:	O'CONNOR
Gender:	M
Type:	Exempt
Status:	A
Start Date:	10/10/2003
Department:	PUBLIC INFORMATION OFFICE
Supervisor:	KATHLEEN SHANNON

Read Me

Please provide the requested services for this employee. If you need additional information, please contact the supervisor noted in the HR Information Column.

Supervisor Provided Info

General

Deparment Division:	
Job Title:	Web Developer
Office:	1023
Budget:	123-4567

Technology

Computer:	New Computer
Phone:	Reuse Existing
Laptop:	None
Cell Phone:	None
PDA:	None
HP3000 Access:	NO
SCAN Access:	US and Canada
SCAN Card:	NO

Service Center

Business Cards:	YES
Name Tag:	NO
Name Plate:	NO

Business Office

Travel Card:	NO

Plant Dept

Doorlock Policy:	Office Only

WVC Technology Department   01/27/06

Separating Employees
A separating employee has access to buildings, data systems, and confidential data, and may possess college owned equipment. This purpose of this procedure is to ensure that college assets are protected, and that departmental supervisors have access to the departing employee's operational information.

When the Human Resources Department changes an employee's employment status from "Active" to "Separated," the ERS performs following functions:

- Emails the employee's supervisor and the service departments that the specific employee has been separated.

- Disables the separated employee's network logon account.

- Copies the employee's user files to the Archived Employee Data folder in the employee's departmental shared drive. The Archived Employee Data folder contains a folder for every user in the department who has been separated. When you open the separated employee's archived folder, you will see four additional folders:

    o My Documents
    o Internet Explorer Favorites
    o Cookies
    o Outlook data (email, contacts, and calendar)

    Departmental supervisors have access to the Archived Employee Data folder, and can move the archived user files to other employees as necessary.

The employee's email account will continue to receive email for the next six weeks, until the accounts are purged.

Reactivating Employees
If a separated employee becomes an active employee within six weeks of their last pay day, the Technology Department can reactivate the employee's accounts, and reconnect their user files to their accounts.

If a separated employee is not reactivated within six weeks after their last pay date, the ERS performs the following actions:

- Re-archives user email to departmental shared folder.
- Deletes user folders from all servers except the departmental shared folder
- Deletes the user.

If an employee is reactivated after the six week purge, the supervisor will receive a New Employee Form to request resources.

Separation Audit
Once a day, the ERS scans the database and compares employment status to the last pay day. If a person is still active but has not been paid for 6 weeks, the ERS emails the employee's information to Human Resources, which will either change the employee status to 'S', or leave the record alone. For faculty, the notification works the same as for other employees EXCEPT the process is not applied from June to September.

The supervisor and service departments will receive an email stating that the employee has been automatically separated.

Minimize the Impact on Departmental Operations
Even though the ERS saves the user files stored in individual employee's accounts, does someone in your department know how to use this information? Does the employee utilize other specialized services or resources outside the scope of the ERS? To ensure that important job-related information is retained, ask the employee for the following information:

- Contacts. Try to indicate the purpose of the contact so it can be seen in the in address card view. Who do you need to notify in advance as to the change in personnel? Ask the employee to email important contacts to you or a designated employee.

- Email. Whose mailing lists is the employee on? How do they impact the job? Who do you need to inform that the employee contact will need to be changed?

- Listserves. Which has the employee subscribed to, and what are their purposes?

- Internet favorites. As with listserves, what are they used for?

- Administrative data. If the employee has HP access, which screens do they use, and what is their access level for each screen? Do they only view the information on the screen, or do they add, change or delete records?

- Special applications. Does the employee use any special computer applications in their job? What are they (examples: Wabers, AutoCad, EDE Express)?

- Special equipment. Has the employee been issued a laptop, cell phone, PDA, or other college owned equipment?

On the employee's last day on the job:

- Collect any equipment or college property that has been distributed to the employee and return it to the appropriate department. If it is technology to be

used by another employee, the Technology Department will need access to the equipment to configure it for someone else.

- Ask the employee to turn on the Out of Office Assistant in email. In the "Autoreply only once to each sender with the following text" dialog box, type in a message that informs the public that the employee is no longer with the college and refers the sender to another person. Example:

  I am no longer with the college. Please refer future correspondence to:

      Joe Smith
      1300 Fifth Street
      Wenatchee, WA 98801

      jsmith@wvc.edu

      (509) 682 6xxx

  It has been my pleasure serving you.

If you want to forward the employee's email to someone else, you can set up a rule in the Out of Office Assistant per the following instructions.

- Click the "I am out of the office" button at the top of the window. Then, click on the "Add Rule" button.

- The Edit Rule window appears. Leave the top section blank and skip to the "Perform These Actions" section.

- Click the "Forward" box. In the "To" field; either type in the name of the person you want to receive the separated employee's email, or click on the "To" button and select the name from the Global Address Book. Click OK.

- The separated employee's mailbox will forward a copy of the email to the person you designated. The copied message will contain the statement "Auto forwarded by a Rule" under the subject line.

Please note: This must be done before the employee is officially separated, or it cannot be done. The employee's email account will continue to receive messages for six weeks, until the employee's account is permanently deleted.