



HR Systems Strategies Inc.  
and info:HR software  
**Client Newsletter**  
Spring 2014



## Welcome to the refreshed, slimmed-down version of your client newsletter, *info!*



We received your feedback that you wanted more frequent and shorter issues. We've responded and hope you like the new approach. We've packed as much as we could in this issue. There will soon be new releases of info:HR, ESS/Timesheets and Applicant Tracking for you to install and begin using. We've started a new service called the "info:HR Best Practices Audit", where we come on-site, review your usage and provide recommendations on how you might better utilize info:HR, best practices, etc. Our first client of this service, Surrey Place Centre, is profiled, highlighting the benefits they've realized so far from this service. As always I look forward to your feedback at [andys@infohr.com](mailto:andys@infohr.com). Happy reading!

*Andy Staniewski*

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## Best Practices Audit: The Surrey Place Centre Experience

by Barbara Chicago, Customer Service Representative



Are you still using spreadsheets to store HR information? Do you find you are duplicating data entry? Are your HR process flows cumbersome? If you have answered “Yes” to any of these questions it is time to consider a Best Practices Audit.

As we announced in our last newsletter, we are now offering a new service to our clients, the Best Practices Audit. During an audit our clients review with us their HR process and practices in conjunction with their HR System Strategies software. We provide recommendations to improve efficiencies and make better use of info:HR. We submit our findings and recommendations in a written report with supporting documentation as required.

In February we conducted a Best Practice Audit at the request of Antonietta Kotanidis, HR Manager for Surrey Place Centre. Surrey Place Center has been a client and actively using info:HR for over 11 years.

Antonietta reached out to us for assistance. “Bruce Wilson, our VP of HR, had suggested we give you a call to get some guidance with info:HR. We wanted to know that we were using the system to its fullest capability,” Antonietta explained. “We are so glad we did, we feel we have a better knowledge of the system after the process.”

We spent a half day on site with the Surrey Place Centre HR team discussing Surrey Place Center’s internal HR practices and looking at their info:HR data base.

“It was really great to have Barbara on-site, she is extremely knowledgeable and very helpful with providing us with ideas on how we could better store employee information, demonstrating her ideas and enhancing our knowledge and use of the system immediately,” Antonietta continued. “Our team really enjoyed the opportunity to discuss pain points with Barbara.”

**“One suggestion Barbara gave us on site has saved us days of data entry. The report she provided after the audit contained some recommendations we believe will be of great benefit in the future. Our experience was very positive and we will be requesting an audit bi-annually from this point forward.”**

If this sounds like an exercise your organization would benefit from, Please feel free to contact Barbara at [barbarac@infohr.com](mailto:barbarac@infohr.com) to get more information on a Best Practices Audit.

## Tips and Techniques

by Hemu Mistry, Manager, Application Development



Hello everyone! Welcome to the tips and techniques section of this newsletter. In this issue I will talk about some of the functions that you must have seen in info:HR but you may never have tried.

### Restricting Users from adding a New Hire

Have you come across a situation where you want to allow the users of info:HR to be able to view and maintain data of existing employees on the employee's Demographics screen but restrict adding a New Hire? If the answer is 'yes', then you can do that. On the Security Master screen (under Setup \ Security), go to Basic 1 (under More Security menu) -> uncheck the 'New Hire' checkbox beside the 'Employee Demographics / Dates' security checkbox. On the other hand, if you check the 'New Hire' checkbox it will allow users to add a new hires in the system.

### Restricting Users from adding Attendance

Similar to the above, you can also restrict users from adding Attendance records on the employee's Attendance screen but allow the users to maintain the existing attendance records. To do this go to Security Master screen (under Setup \ Security), go to Basic 1 (under More Security menu) -> uncheck the 'Add Attendance' checkbox beside the 'Attendance' security checkbox. If the 'Add Attendance' checkbox is checked the users will be able to add new Attendance records as well as maintain the existing Attendance records.

### Changing the Labels on the info:HR fields

Did you know you can change many of the labels on the info:HR screens? Take a look at the screens under the Label Master menu (under Setup). Depending on what screen you want to change the label on, go to that respective menu under Label Master and select the appropriate screen. This will give you the list of labels that can be changed with their original name. Enter the new name and save the changes. Go to any screen or report that displays that field and you will see the new label.

### Sending out Email Notifications

Under the Setup menu \ Company Preference, we have options to send out email notifications on various types of functions from various screens. Check the appropriate Email Notification checkbox that you wish to send out the notification on. Enter the email addresses that should receive the notification. If more than one email address needs to receive the notification then each email must be separated by a semicolon (;) only. If the recipient of the email is dependent on the type of employee then use the More Emails button to set the rules for receiving the email. Also, you will need to set up the Email Setup screen under Setup menu \ Security to specify the email addresses of the users sending out the notifications. On the Email Setup screen, for each info:HR user, set up their Email Address and SMTP Server (your IT can provide you with the SMTP Server address). Once this is done, you can then test the email notification by making changes on the respective screen of the employee to trigger the email sending.

**If you need any assistance or have any questions on above, please call our Support Line at 1.800.567.4254 or email us on support@infohr.net. Hope this section has been informative as previous ones. See you in our next issue!**

## Get to know...

*... your support team: Mostafa Hasheme,  
Senior Web Developer*

If you've seen the employee/manager self serve or online timesheet modules, then you've seen the work of our web specialist, Mostafa. Here's a bit more about him.

**info:** When did you start at HRSS and what has been your role/career progression?

**Mostafa:** I began working for HRSS in September of 2009 and was hired on as a Senior Web Developer. During my time with HRSS, I have gained a lot of knowledge and experience with trouble shooting techniques and software development practices that I had not previously been exposed to. Before starting with HRSS my background was in structured, typical System Development Life Cycle methodology environment, and then moved on to working with Agile methodology which was a big jump for me. I quickly adapted to the rapid change and dealt with the fast requirement changes while still responding to urgent support issues of clients.

**info:** What do you like about working at HRSS?

**Mostafa:** At HRSS, I have the opportunity to express my ideas and make suggestions to management for improvements and changes to the current processes and/or software. I have been able to improve ESS and Timesheet throughout my time working at HRSS. Our team is very friendly and professional and I love the fact that I can work from home which enables me to do my job more efficiently.

**info:** What is your favorite memory and what has been your best experience at HRSS?

**Mostafa:** My favourite memory was going to Vegas with the Team for the Annual HR Technology Conference. It was the best business trip I had ever taken and it provided me with the opportunity to learn about HR practices and technology,



while enjoying my stay in Vegas.

**info:** What are you most looking forward to in regards to your future projects/work at HRSS?

**Mostafa:** I am especially looking forward to creating a light version of ESS/Timesheet for mobile use. This will help HRSS clients by allowing them to have access to core ESS/Timesheet functions using their mobile devices. I am currently taking a course on IOS development, which will aid me with the development of this project.

**info:** What do you like to do outside of work?

**Mostafa:** I enjoy swimming in the evenings, working out at the gym and play indoor/outdoor volleyball. I love watching movies from around the world. Even when I am not working, I enjoy reading about new technologies and learning things that I do not yet know.

**info:** What is your favourite movie / TV show / restaurant / sports team?

**Mostafa:** I have many favourite movies, but my most recent favourite would have to be "Escape Plan". It has two of my favourite action actors in the same movie, Arnold Schwarzenegger and Sylvester Stallone. However, I love action, comedy and horror movies too. My favourite TV shows would have to be, "The Big Bang Theory" and "Two and a Half Men" and I also like watching the Discovery Channel and Sportsnet. I love watching soccer and I cannot wait for the FIFA cup that begins this year, and it happens to be hosted by my favourite team, Brazil! My favourite restaurant is "Jerusalem". It is a Middle Eastern food restaurant and I love to go there with family and friends.

## Webinars!

*By Michelle Beasley, Manager, info:HR Training and Barbara Chicago, Customer Service Representative*



We announced our webinar series at the beginning of the year. Thank you to all of our clients who have made this project a great success, the

response has been overwhelmingly positive.

Tricia Wilhelm, County of Perth, had this to say about her webinar experience:

**“I have taken part in the webinars that HR System Strategies provides, and I’ve found them to be extremely helpful and a great refresher for certain processes that I do in info:HR. I like the way Michelle clearly demonstrates the process in a step-by-step manner with time for questions afterwards. Thanks to these webinars and the expertise and great customer service of the HR System Strategies staff, I feel very comfortable using the info:HR program and all it has to offer.”**



We began in January with the Year-end process; we know that is a topic most of our clients require assistance with on an ongoing basis. Since then we have held a webinar on Security Templates. In June we will continue with Training Plans. Our fall schedule has yet to be announced. Spoiler Alert... with the release of info:HR 8.0 and ESS 5.0 soon upon us we are planning sessions highlighting new features in 8.0 and 5.0. For any who do not know what ESS is, please feel free to attend a webinar to take a look.

As popularity grows we will hold webinars more frequently. Also, we have found that smaller, more interactive groups works best for our clients so as slots fill up we will schedule more dates to accommodate interest.

For more information, please go to our website at [www.infohr.com](http://www.infohr.com) and log in to the client section to see the schedule and instructions on how to sign up.

# Spring/Summer 2014 Release Highlights

by Jerry Rowland, Chief Technology Officer



Improvements to info:HR and the various add-on modules never cease. There are additional features and functionality that we have researched we feel will improve the user experience, and we also continue to get great

ideas and suggestions from you people that are using the different modules day in and day out.

New versions will be made available in stages starting in May (some of you will already have the new versions by the time you read this). You'll be emailed when the releases are available to your organization. By module, here are the changes in the upcoming releases.

## info:HR – Release 8.0:

- The Demographic screen is broken into 3 separate tabs, organizing the data based on the type of data. This will reduce the scrolling needed to enter or view employee information.
- Based on certain info:HR transactions, info:HR provides an automatic clean-up of older Follow-Up records. For example, when saving a new salary record, the application pops up a window allowing the user to complete older Salary Follow-Up records.
- A facility has been added to have info:HR automatically send email reminders when a Follow-Up is due.
- A new field has been added to the Attendance Master to identify the 'source' of the record. This is used when auditing the Attendance Master.
- New data fields were added to the Formal Education, Health & Safety and Form 7 screens.
- The number of Position Master salary grid steps was increased from 11 to 20.
- Improvements were made to the various mass update options, including adding a new feature for clients who have set their vacation entitlement based on an employee's hire

date. This new feature makes the monthly 'year-end' process a one-click event.

- A number of new reports were added, such as Attendance Audit Master, Employment Dates, Continuing Education – Course List without employee names, and Length of Service.
- Existing reports' "select criteria" were enhanced.
- Additional Security Master items were added along with additional data in the Department/Security Matrix table.
- The OrgPlus export expanded the selection criteria.

## ESS – Release 5.0:

- Additional IT Admin Settings were added.
- New features including showing Employee photos on the Employee List, Quick Info button showing Stat Holidays and Request Summaries, and a button on the Request Authorization to view employees on a leave or absent during the time period requested by the employee.
- Added the ability to update the requesting employee's Outlook calendar when approving Vacation or Time Requests.
- The Calendar page had additional options added.
- Improved Dashboard display.
- Ability to show all employees within the selection criteria for the Attendance Report regardless of whether the employee had an absent record or not.

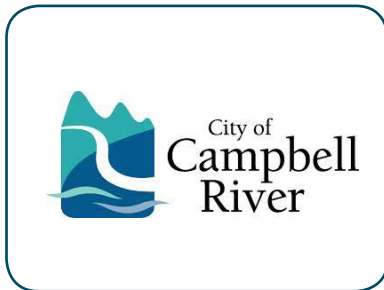
## Timesheets – Release 5.0:

Added a new feature called "Simple Timesheets". This new feature provides employees a simpler method of entering timesheet data by using drop-down pick lists, rather than the current "grid" format.

## Applicant Tracking/Web Application Form:

Based on user suggestions, many additional features were added to both the client-server administrative module and the web application form.

## Welcome New Customers!



City of Campbell River



Delhi Family Health Team



McLeod Law LLP



Merovitz Potechin LLP



Oshawa Public Libraries



Superior Glove Works Ltd.



XCG Consultants Ltd.



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