info

HR Systems Strategies Inc.
and info:HR software
Client Newsletter
Summer 2016

Here's to talent, drive and dedication

As I am writing this I'm also channel surfing between the Olympic Games in Rio de Janeiro and the final Tragically Hip show being watched across the country. Both events were truly inspirational. 11,544 athletes from 205 countries competing in 306 events in 28 sports. Wow. At a time when there is conflict between countries across the world, it is refreshing to see so many countries coming together in the spirit of friendly competition.
I watched more Olympics during Rio 2016 than any previous Olympic games. My favourites were the popular swimming, track and field, and golf events, but I caught myself watching some sports I normally wouldn't e.g. badminton, table tennis, and even race walking. My takeaway from the Olympics is being struck by how hard these athletes train and dedicate themselves for four years to compete and try to win a medal. In my books, qualifying for the Olympics and making it to Rio is a tremendous accomplishment in and of itself.

And are the Tragically Hip really rocking it tonight. I am a true Hipster and have seen Gord and the boys live many times. Similar to the Olympic athletes, these guys have been so dedicated to their craft. For over 30 years they've been putting out album after album and show after show. It is something to applaud that Gord Downie was incredibly selfless to embark on a Canadian cross country tour at a time when he and his family are dealing with his terminal brain cancer.

There are so many more examples of where people work so hard and are so dedicated to achieving their personal and professional goals. I will never compete in the Olympics or front a rock band (unfortunately), but I do draw inspiration from others who excel at what they do.

We hear it over and over again that a company's most valuable assets are its people and of the importance of recruiting the most talented, driven, and dedicated employees you can. When I was early in my career, I was inexperienced and didn't know what it took to build a great company. I wanted to be the smartest and the most capable person on the team which I learned very quickly was short-sighted and not a recipe for success. I started recruiting people that were much more capable than I was and wow, did things change for the better. At HR Systems Strategies, I am blessed with an amazing team of people. They are experienced, most having been with us for 12+ years. They are all extremely dedicated to supporting clients and developing great products to the best of their abilities. I hope all of you have been similarly motivated by the accomplishments of others, be it Olympic athletes or others, and have channelled your enthusiasm in positive ways in your personal and professional lives. Enjoy the rest of this amazing summer and wishing you a great fall season!

Andy Staniewski

IN THIS ISSUE

HR SYSTEMS STRATEGIES INC
HUMAN RESOURCES SYSTEMS

Tips for a successful implementation

by Barbara Chicago, Client Service Representative

Most of you have spoken with me on occasion, whether through training, system implementation or a support call, or maybe you have attended one of our webinars. I came to HR Systems Strategies (HRSS) a little under 4 years ago, with 2 years of experience working with info:HR as an HR Professional, in addition to 20 years of Office Administration and Management Experience.

With the experience I bring to my position at HRSS, my 4 years conducting training, and taking part in a number of info:HR implementations with organizations small and large, some with info:HR only and some with a complete suite of products including ESS, Timesheets, and interfaces or integrations, I have witnessed implementations that go less smoothly and quickly than they could have.

I have also been a part of reimplementations as well. If you are not sure what a reimplementation is, well it is exactly what is sounds like: the first implementation has been completed but the day-to-day data updates have not been maintained in info:HR; or, during the initial implementation the organizational structure given was incorrect for human resources purposes and the system was set up in a manner not conducive to HR tracking and reporting requirements, triggering an overhaul of the info:HR set-up from scratch. I am sure those of you who have been through any type of implementation before are cringing at reading that.

Some of the tips I am going to share with you can be used in any type of implementation, from rolling out new computer systems to creating new policies and procedures.

Management Support

The most critical and mostly overlooked aspect of an implementation is Management Buy In and Support. Given that some level of Senior Management makes the decision to purchase a system, we automatically assume that they will support the implementation; in fact, they may support the results/benefits without realizing support of the process to get there is equally important.

Managers must understand this type of implementation is not just an IT function. Depending on the modules purchased the departments involved could be limited to IT and HR or the involvement could extend to all departments in the organization, as in the case of an ESS or Timesheets implementation and launch.

The implementation may affect other Managers who were not involved in the decision to purchase the system. These Managers must be involved if there is going to be an impact on their departments as well. We truly should have buy-in and support from the entire Management Team, not just those that made the purchase decision.

Provide them with a demo, get them excited about the aspects that give them greater visibility, automate current processes, and save them time. Explain to them how the system will improve on what they are currently doing and give them a "road map" for success, with reasonable expectations and timelines.

Planning

Create a plan, considering your working environment and the resources you have available. Set realistic goals and deadlines. Make decisions on what is most important to your organization; do you want to launch ESS in one month or three, for example. Communicate this information to all members of the implementation team.

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Project Manager

Select one team member to manage the implementation for your organization. This person should be able to ensure that all team members are on task. There are many online tools to assist with tracking and executing the project.

Assign Tasks

This is such a tough call, especially with a smaller team. Each member of the implementation team should have tasks assigned. All too often the bulk of the initial work is left with one or two team members. When training homework is assigned spread the work among all team members.

Be Properly Prepared

Ensure you have looked at the pre-training documentation so that you have the appropriate tools in place for your first day of training. Follow up with your IT Department to ensure the software is loaded for instance; make sure you have a copy of pertinent HR policies for reference during training.

Process Analysis

After each training session, we strongly advise that your team review your current HR processes and determine where those processes might (or even must) change with the introduction of your new HRIS system. This should not take very long, a half hour after each training session is recommended. Some of the points that should be examined are:

- What forms should be created or removed to streamline processes, e.g., new hire form containing all data to be entered.
- When and by whom will information be entered into info:HR, e.g., will payroll or HR complete salary changes.
- What process or data storage is being replaced by info:HR, e.g., are Offer Letters going to be imported into info:HR and not filed.

Complete Homework On Time

Let's be honest: we all dislike "Homework". Our days are busy enough without the added pressure of a new system. However, the time spent at the beginning of an implementation will pay off in the long run. Training is designed to minimize homework and maximize practice, creating better users.

Do not begin an implementation at a critically busy time in your organization. There is never a perfect time to take on a major implementation; we all have our day to day functions to perform. However, beginning an implementation at a critically busy time of year or during a reorganization is not the time. Yes, we need the system implementation to begin, but there is no reason to begin immediately.

If you are in the midst of a large change or time of year where your attention will be elsewhere, this is not the best time for a number of reasons. During the implementation process we may find that we are implementing with the old processes, rules, or information when the new should be in use. In this case we have just created more work than is necessary. If your attention is elsewhere then we are defeating the purpose of beginning the project; implementation requires time, planning and action to ensure success.

Ask Questions

Keep the momentum going. If you are in the middle of completing homework or a task assigned and you run into something that you require assistance with, reach out and get the assistance you need to keep going. If that means picking up the phone and calling us, do it – that's what we're here for.

Never wait till the next training day to ask questions. Feel free to send any questions directly to the person training you, or to the support email. We at HRSS understand the implementation process well and are always happy to assist whenever possible.

Implementations are a lot of work, and when they aren't well planned or prepared for they can be exercises in frustration. We will assist and guide you whenever possible, but ultimately your own ability to properly plan and execute tasks will directly contribute to the success of your implementation.

Tips and techniques: frequently asked questions

by Barbara Chicago, Client Support Representative; Frank Shen, Senior Software Engineer; Hemu Mistry, Manager, Application Development

Hello everyone. We thought we'd change things up a bit in this issue by having all the people you might speak to when you call or email our support line provide answers to questions that we've been asked on more than one occasion. It's quite common that we get the same question from different clients, so that suggests to us that these are issues anyone might encounter. So, here we go…

Q. After updating info:HR to v8.1 I cannot import documents, see previously-imported documents or add records to the Comments screen.

A. In the Current Release Documentation on the client portion of our website all features of the latest release are highlighted. We always recommend reviewing this document prior to installing a new release.

These issues are all related to security. Remember that when new features are released, that may introduce new security options. The default for new options is that the option is disabled. You will always need to review the new options post-update to ensure security is appropriately granted for them.

Go to Setup -> Security -> Security Master. Select the user from the grid box experiencing the issue. If you are using security templates, you will want to select the appropriate template.

There is a new security feature on the Basic 1 Screen, Add Comments. If you would like the user to be able to add comments to the Comments screen make sure the Add Comments box is checked.

In the latest update we also added a new level of security on Document Type Codes. This is located in the More Security menu item located at the top left of your Security Master screen. Once you click on it you will be able to select Document Type and add the desired security level to the Document Type codes. Hemu wrote an extensive article on this in the last newsletter, which you can download from the client portion of our web site.

Q. When I try to run info:HR I get a message like this… "Error # 339: Component 'IHRCtrls.ocx' or one of its dependencies not correctly registered: a file is missing or invalid".

A. This one is best addressed by your IT group. There could be number of reasons for this error. There is a control file in the info:HR folder called "IHRctrls.ocx". It gets automatically registered during the installation of info:HR on your computer. It's possible the file was registered from different location than the one in info:HR folder, hence giving the error, as ihr.exe (the info:HR executable) is dependent on this file.

The instructions below are to register this control file (from the right location) manually. But, please make sure first that the info:HR shortcut on your computer is pointing to the right info:HR folder. If the shortcut is not pointing to correct folder then correct it, and then try again running info:HR to see if the error persists. If it does then the control file is not registered properly on this computer. Please follow the steps below to re-register the control file manually on this computer.

1. Turn Off the UAC (User Access Control).
2. Run **the regsvr32 command from an elevated Command Prompt**, i.e. click Start -> All Programs -> Accessories -> right-click Command Prompt, and then click Run as administrator -> and then at the prompt type. regsvr32 "{path to info:HR folder}\IHRCTRLS.ocx"
3. Click on OK.

You should get a message as "DllRegisterServer in {path to info:HR folder}\IHRCtrls.ocx succeeded". Try logging into info:HR to verify the fix. If you don't get this message then please log into this computer as an admin user and then try the manual register steps again.

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Q. What does, "Could not use"; file already in use." mean?

A. Another one for IT. This error means this user's Windows User ID does not have full permission on the info:HR folder on the server. Every info:HR user's Windows User ID should have full permission on info:HR folder. You will have to ask your IT group to grant you full permission.

Q. I am getting this message: "Invalid Database Connection. Check which database you are trying to access".

A. And for IT again. You would get this error when info:HR is not able to connect to the info:HR SQL database at login time Have your IT group check if the **SQL Server Service is running on the database server.** Sometimes the SQL Server Service gets turned OFF by itself when the server has done some updates and there was a restart of the server.

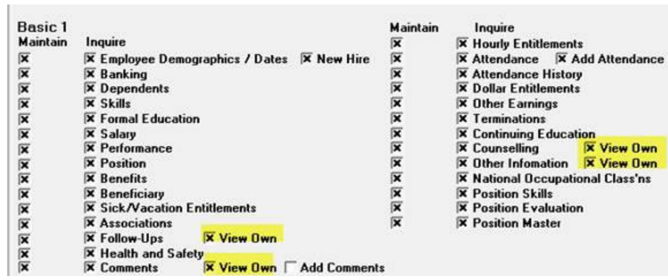
Once you have made sure the SQL Server Service is running, on your computer check the **Data Source screen** on the **Login screen** of info:HR under the **File menu**. To do that, right-click the info:HR shortcut and choose "**Run as Administrator**". Make sure the Server Name, Database Name, SQL User and Password are entered correctly. You can compare this information with another user's computer who is able to run info:HR successfully.

Q. How do I fix the blank Vacation or Sick Entitlements after entering a new hire?

A. When you enter a new hire, that person will appear in the employee list on the Attendance/Entitlements -> Vacation and Sick Overview screen. But the vacation and sick time date ranges may be blank. If there is no date range, any vacation or sick time taken by the employee will not be deducted from the banks. To correct the issue, highlight the employee in question in the employee list at the top and click the Recalculate button at the bottom of the screen.

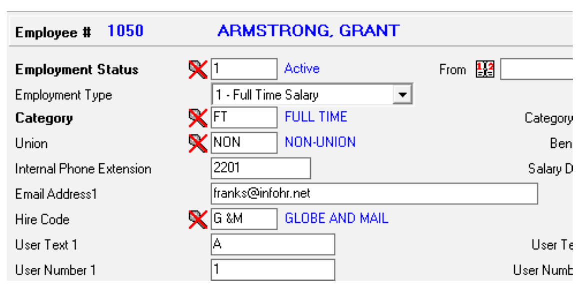
info:HR will search the vacation and sick rules defined in the Mass Updates -> Entitlements section for a rule whose selection criteria matches this employee. When found, it will take the date range from the matching rule and update the employee's information on the Vacation and Sick Overview screen. If the date ranges do not show up, then the employee does not match any rule you have defined.

Q. What are the View Own security options for?



A. View Own is typically used for managers/supervisors who have access to the corresponding screen. If View Own is not checked, the managers will be able to see the screen for their staff, but not themselves. If it is checked, the managers can see their own information as well.

Q. Why does the red X show up on the code lookups?



A. A red X over a code lookup icon means that your security profile does not give you access to that particular code table. To correct this, an administrator will go to Setup -> Security -> Security Master. Select the employee needing access from the list at the top. Go to More Security on the menu bar and click on Codes. Find the code table the employee needs access to and grant Inquire or Maintain access as appropriate.

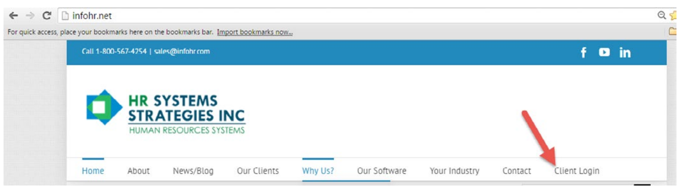
If you need any assistance or have any questions on above, please call our Support line at 1.800.567.4254 or email us on support@infohr.net. Our support staff is always there to assist you promptly.

See you in our next issue!

The client portion of our website

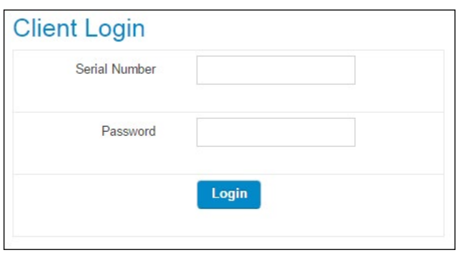
by Jerry Rowland, Chief Technical Officer

If you've been to our website, www.infohr.com, you will have noticed a menu option labelled Client Login.



Have you been there? You'll find lots of useful information and material.

First, you'll need your login credentials…



If you don't know your serial number and password, email Barbara Chicago (barbarac@infohr.com) or Bill Kennedy (billk@infohr.com) for the information. Sorry, for security purposes we can't give that out over the phone.

Once inside, you'll see lots of good stuff that will help make you more proficient with info:HR.

Here's a quick overview.

Webinars

Other than the summer months, we conduct monthly webinars on a variety of topics. Here, you'll find the latest schedule (aside from also appearing elsewhere in this newsletter).

Release documentation

With every new release we create a "what's new" document. It summarizes all the changes and new features that have gone into the latest info:HR release, v8.1 in this case. Do you know what's new? If not, you may be missing out on features that could be very useful to you.

Patch files

This section is more for IT. It includes the files they would download if they were instructed by our support group to upgrade your version of info:HR to the latest version. We put out fixes on a monthly basis to deal with any issues you report to us. It could be as simple as a spelling correction, but if you report a problem to us we'll fix it and release it in one of our monthly patch files.

Of course, we don't expect people to download these patches on a monthly basis, but we'd certainly recommend doing it at least twice a year, so that your version of info:HR is relatively current.

Reference manuals

All the info:HR, ESS and Timesheets reference manuals are there in PDF form. The info:HR manuals are current to v8.1, and the ESS/Timesheet manuals will be upgraded shortly from v5.0 to v5.1.

How-to manuals

This is a great section that takes you through a variety of topics and provides a road map of how to complete it. The classic example is the year-end procedure, when at your entitlement year-end you have to roll over or zero out entitlements and set the system up for the upcoming year. We'd never expect anyone to remember how to do that from one year to the next, so there's a complete step-by-step guide here for you to download.

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The latest entry will be of interest to IT. It's a data dictionary of the Employee section of info:HR. It shows, screen by screen, what the database table and field names are. If you'd like to use a report writer or query tool to create your own reports against the info:HR database, this document will show you how to navigate it. Data dictionaries for the Position and Setup sections will be coming soon.

Newsletters

This newsletter and all previous issues going back to 2008 are in this section. So, if you're new to info:HR, you can download older issues and read up on client profiles and tips/techniques we've written about in the past.

Submission forms

There are sections for submitting questions and enhancement requests. These get routed to our support group, so to save you having to log in to the client section of the site, it's just as easy to email them directly to support@infohr.com.

I hope you spotted something here that piques your interest and you go exploring. We're standing by, waiting for your credentials requests.

Webinar Schedule 2016 - 2017

WEBINARS 2016	DATE
New Features of info:HR 8.x & ESS 5.x	SEPT 14
Security Templates	SEPT 21
Work Schedule & ESS	OCT 19
Email Sending Functions	NOV 16
Reporting	DEC 14
WEBINARS 2017	**DATE**
Year-End Process	JAN 11
Email Sending Functions	FEB 15
Reporting	MAR 22
Year-End Process	APR 19
Security Templates	MAY 17
Continuing Education and Training Plans	JUNE 14

Please note that all webinars start at 1PM Eastern Time.

To register, please send an email to support@infohr.com. In the subject line of your email indicate the webinar of interest. Space is limited, so in fairness to others please register only if you fully plan on attending. Also, if there is more than one interested party at your organization, share the registration and webinar log in. You will receive a confirmation that you have been registered. Monday prior to the webinar you will receive a link and supporting documentation.

Whenever possible, we like to create an interactive environment during our webinars; we encourage questions throughout the webinar. Please, when you are attending mute your telephone or computer microphone to minimize the background noise for other attendees.

Welcome New Clients!

Mississaugas of Scugog Island First Nation

County of Peterborough

City of Kenora

Where we'll be

We'll be exhibiting at several conferences this fall, so if you are attending, please stop by and say hello!

Ontario Municipal Human Resources Association
September 14, 15, 16 • Alliston, ON

Association of Family Health Teams of Ontario
October 17, 18 • Toronto, ON

Children's Mental Health Ontario
November 21, 22 • Toronto, ON

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