

# Washington Workforce Analytics (WWA)

## Questions and Answers (Q&A)

Office of Financial Management, State HR

## Q&A Objective

The purpose of this document is to facilitate consistent messaging regarding Washington Workforce Analytics (WWA), the Enterprise Data Warehouse (EDW), and the WWA project. Communications are vital to managing expectations and helping users understand why the new reporting system is necessary.

### What is going on?

WaTech is replacing the HRMS Business Warehouse / Business Intelligence (HRMS BW/BI) with the WWA enterprise reporting solution.

### Why are we replacing HRMS BW/BI?

The ability to use HR data is essential to OFM and state agency management in their understanding how state employees are managed, how they are paid, and what factors contribute to HR issues like turnover or use of overtime. Unions count on OFM's ability to answer their questions about HR practices and pay in order to fulfill their duties as exclusive bargaining representatives and throughout the collective bargaining process. OFM is obligated to provide the information to unions and may be subject to legal actions if information provided is untimely, insufficient or inaccurate. The increasing need for data driven decision making in state government necessitates improvements to design, infrastructure, and software that will enable State HR and state agencies to better use and continuously improve HR information. OFM has a long-term vision to capture Washington Workforce Analytics using Business Intelligence that includes:

- Access – making strategic, quality data available to stakeholders when it is needed.
- Flexibility/Adaptability – nimble and quick response to the needs for new data and complex information.
- Quality – ensuring the accuracy, consistency, and reliability of the data provided.
- Connections – establishing the commonality of data and its meaning from disparate sources.
- Strategic – providing better data to make better and quicker decisions.

The HRMS Business Warehouse – Business Intelligence system (HRMS BW/BI) was implemented in 2006 with the SAP HRMS system. The current BW/BI tool used by OFM and agencies to analyze and report on HR and payroll data is inconsistent, disjointed, out of date, and difficult to use. The system is not able to provide complete or timely responses to many reporting needs. Necessary changes, such as adding new data fields, often result in significant increases to the time required to load the HRMS BW/BI database.

State HR has an ongoing program to improve HRMS data definitions and usage statewide in order to create better information for management of HR. While opportunities for data improvement are identified as part of this effort, they have limited value without the ability to change BW/BI to use the improved data. The BW/BI environment contains many obsolete or inactive InfoAreas, InfoProviders and data fields that require arcane knowledge in order to get to the active InfoProviders. The naming convention of data fields from HRMS to BW/BI is inconsistent and causes confusion and delay for users who create queries. This also makes it difficult for non-BW/BI users to quickly and easily understand the data.

### What are the goals of the WWA Project?

- Provide the technical framework to allow for additional statewide HR information to be added to an Enterprise Workforce Data Warehouse.
- The ability for more agency users to understand the data and run agency specific queries and statewide standard reports.
- Increased credibility in the use of HRMS data.
- Avoidance of risks created by not being able to respond to HR related questions from the legislature, unions, or media in a timely and accurate manner.

- Time savings for maintaining the environment. Efforts currently spent on working around problems, confusing design, and limitations will be spent on producing better information.

### What if we don't replace HRMS BW/BI?

The current BW/BI environment will only become more difficult and costly to maintain. It will be a barrier to obtaining the information needed to better manage human resources and respond to requests for HR information by the legislature, unions, and the public.

### Who is the business owner of Washington Workforce Analytics (WWA)?

Office of Financial Management (OFM) is the business owner of WWA. WaTech and OFM will collaborate with agencies for future change requests and enhancements, and evaluate them through their established Priorities Review process.

### Who will use WWA?

- Agency approved HR and payroll professionals, data analysts, and reporting experts
- OFM State HR
- WaTech Enterprise Reporting technical team

### What is in it for me?

- Timely, accurate workforce data to make informed business decisions
- A robust and scalable framework for consideration of future HR-related information within and outside of HRMS

### What will I do differently in the future?

- Log in to SAP Business Objects Web Intelligence (Webi)
- Utilize features such as scheduling reports to run automatically and emailing reports

### What business rules must be followed?

- Agency approval is required.
- Non-disclosure forms are required.
- Users must complete required training.
- Agencies must audit and maintain agency users list regularly.

### Why are the business rules in place?

- Protect employee confidential information
- Ensure that access to enterprise data, including potentially sensitive information, is managed and safeguarded

### What level of granularity will be available in each universe?

- AFRS: Pay-period
- Grievance: Daily
- Headcount and Personnel Actions: Daily
- Payroll: Monthly
- Quota: Monthly
- Staffing Assignments: Monthly
- Time and Labor: Daily

Note: While granularity of data in a universe might be daily, data relevance is dependent upon the load schedule.

## How often will the data be loaded into WWA?

Data from HRMS will be loaded on the following schedule:

- AFRS: Daily
- Grievance: Weekly
- Headcount and Personnel Actions: Daily
- Payroll: Pay Period
- Quota: Monthly (at the beginning of each month after payroll processing day 5)
- Staffing Assignments: Daily
- Time and Labor: Pay Period

## Who will load data to WWA?

- WaTech will load data into the Enterprise Data Warehouse.

## Where does the data come from?

- HRMS
- AFRS payroll data

## Who may receive data from WWA?

- Governor
- Legislature
- Agency employees and management
- Media
- Public records requestors

## How will I access WWA?

Authorized users may access WWA through a web browser using the SAP Business Objects Web Intelligence (Webi) tool, within or outside the State Government Network.

## How can I view the data?

Reports are viewed within SAP Business Objects Web Intelligence (Webi) or they may be exported to other applications, such as Microsoft Excel and Adobe Acrobat, emailed to inboxes or FTP, or saved in a folder.

## When will WWA be available?

- The targeted “go-live” date for WWA is January 1, 2018.
- System will be available 6 a.m. daily

## How much does a user license cost?

All agencies currently have access to Enterprise Reporting and there will be no additional costs to the agencies to use WWA.

## What downloads and installations are necessary in order to use WWA?

- Operating Systems – Windows 7, Windows 8.1, Windows 10
- Java - Java 8+ 32 bit (Users will be prompted to download Java the first time they use Webi if it is not already installed)

## Browser

- IE 11 (Windows 7, Windows 8.1, Windows 10)
- IE 10 (Windows 7, Windows 8)

## How do I prepare?

- Email OFM State HR [strategichr@ofm.wa.gov](mailto:strategichr@ofm.wa.gov) and ask to be added to the **OFM dl SHR WWA** distribution list
- Complete WWA Security Authorization forms
- Sign up for WWA Training
- Sign up for WWA User Labs
- Identify existing agency or user specific BW/BI reports that may need to be rebuilt
- Document BW/BI report requirements on WWA Report Intake form

Information and resources will be available on the OFM website: <http://hr.ofm.wa.gov/workforce-dataplanning/washington-workforce-analytics-project>

## When will HRMS BW/BI be decommissioned?

We plan to decommission HRMS BW/BI on March 31, 2018, after a 3-month transition period.

## How can I communicate concerns and ideas?

- Email WaTech Support Center: [support@watech.wa.gov](mailto:support@watech.wa.gov)
- Email OFM State HR: [strategichr@ofm.wa.gov](mailto:strategichr@ofm.wa.gov)
- Participate in the [HRMS Reporting Group](#)

## Revision History

Version	Date	Description of Change	Author
.1	5/2017	Initial draft	Amy Walker
.2	6/23/2017	Rearranged order of some questions. Removed redundant or confusing questions. Updated based on feedback.	Amy Walker
.3	7/5/2017	Incorporated additional feedback, including rearranging order of questions and rewording questions.	Amy Walker
.4	7/7/2017	Added distribution list information	Amy Walker