CSPS PROJECT NEWSLETTER

-For those with a vested interest in our progress-

In this edition:

- A note from Russ Fong
- The Director's Corner
- Team Members Spotlight
- *New!* Department Engagement & Empowerment
- Project Summary
- Active Recruitments

Russ Fong, CSPS SCO Executive Sponsor

A Note from Our Executive Sponsor, Russ Fong

As you've probably heard by now, the California State Payroll System (CSPS) Project is accelerating and recently achieved a significant milestone with the completion of the Stage 3 Solution Development of the Department of Technology's Project Approval Lifecycle (PAL). This great achievement was immediately followed by the release of the solicitation to acquire a software solution and systems-integration vendor. This represents a tremendous amount of work on the part of the entire CSPS Project Team and our various partner agencies, including subject matter experts from many state departments. I would like to take this opportunity to congratulate and thank everyone involved on a job well done!

Now that the solicitation has been released to the vendor community, we charge ahead with the next stage of the PAL process. This final stage will include a Proof of Concept (POC), where interested vendors will configure their systems to demonstrate their understanding of CSPS scenarios and requirements. The POC will give the CSPS Project Team a first look into how vendors plan to approach functionality needs and will provide the evaluation team with valuable insight into whether vendors will be able to support our needs. Among many others, the POC activity represents a lesson learned from the previous project iterations and should increase the project's chances at success. The POC will be followed by negotiations with the vendors and then seeking approval to proceed from the Legislature.

Another key component to project success is ensuring everyone is ready for the changes the CSPS Project will bring and our collective success is contingent upon your active partnership in the CSPS Project. The Project Team has always maintained that while getting the system correct is the top priority, the Project Team is also fully committed to extensive Organizational Change Management (OCM) activities supported by a robust OCM team, which will complement and support your own Department/Agency Readiness Teams. Our OCM commitment will ensure that together we are building awareness, desire, knowledge, ability, and reinforcement to support the innovative changes the CSPS Project will bring to our Human Resources and Payroll processes. In the coming months, we will be reaching out to our 165+ state agency and department partners to establish your Department/Agency Readiness Team and get you plugged in to the Project.

I have no doubt that collectively "WE" can reach the goal of modernizing California's Human Resources and Payroll system and processes.

There is plenty of work ahead, and I am confident we are charting a course for success.

Kind Regards,

Russell Fong, CSPS SCO Executive Sponsor

The Director's Corner

Well here we go! After many years of diligent work by the CSPS team, the Project has accomplished a major feat with the release of the solicitation for the future human resources and payroll solution for the State of California. This marks a momentous shift from planning all facets of what will be required of the solution, and how it might be implemented, to actively working with potential vendors to find the best value solution to meet the State's HR & Payroll needs. Throughout the rest of the year, the project team will identify capable bidders with viable solutions who will be invited to develop Proofs of Concepts. The selected bidders will partner with the CSPS team to build out specific human resources and payroll transactions within their solutions. These will not just be hypothetical, high-level demonstration scenarios touching only basic functionality (i.e. sales pitches). These Proofs of Concept will exercise detailed business rules based on the State's unique classification and pay configuration requirements contained within the proposed implementation contract. This process will give the State its best opportunity to "proof" the selected solution prior to signing on to a multi-year implementation contract. Bidder proposals to qualify for the proof of concept phase are due in late June. We look forward to sharing many exciting milestones with you in the months to come.

Brandon Rutschmann, Project Co-Director

With planning for the solution coming to a close, the Project will now be focusing on planning for the development and implementation phase. If you're an Agency or Department HR leader, expect to be contacted by the CSPS Organizational Change Management team in the very near future to get started.

> *"The Project has accomplished a major feat with the release of the solicitation"*
> *~Brandon Rutschmann, Project Co-Director*

Team Member Spotlight

We are pleased to announce the addition of Russell Carroll to our amazing CSPS Team! Russell is the new Contract Manager for the CSPS project and brings with him 21 years of state service experience. Russell's role impacts the project tremendously. Currently his primary focus is helping to get the CSPS RFP ready to go. He has been with the State Controller's Office for 3 months now, and comes to us from the Office of Systems Integration where he served as an IT Specialist II on their Statewide Automated Welfare System (SAWS) project. Russell states that the most rewarding aspect of his role to date was seeing the RFP get finalized for release on March 30, 2022.

Getting to know Russell: he says that since it's hard to beat Hawaii, he feels that Maui is his favorite vacation spot. He is a self-proclaimed "junk food junkie" and so he says that Gunther's ice cream is his favorite food! He also states that because of his love for junk food,

Russell Carroll, CSPS Contract Manager

he makes sure to stay active. He works out 5 days a week, doing a combination of his Bowflex, exercise bike and his Oculus Quest Virtual Reality headset where he plays movement intensive games like boxing, pistol whip and beat saber. He adds that he is a "big geek" for anything MCU related, Lord of the Rings, Game of Thrones, etc.

Russell has been married for 16 years and has two beautiful daughters: Sofie (13) and Isabel (11). He loves animals and has two German Shepherd dogs.

Department Engagement & Empowerment

When we set a goal of adding a new recurring article to our newsletter, the top priority became apparent. We wanted to engage with you, our readers, directly. So here it is— our brand new Engagement and Empowerment article! This will be used as an outreach tool to those who will be directly affected by the changes coming as a result of the new system.

Let's first recap the team that will be reaching out to departments to prepare and engage. We are the Organizational Change Management (OCM) Team and we are here for you.

So what exactly is OCM? In a nutshell, we are "the people side of change." Our priorities include:

• Empowering leaders to manage and direct change effectively

• Motivating employees to work in the new environment

• Helping enable business transformation

Change is a process, and we are committed to helping everyone achieve success on this journey.

We will be working hand-in-hand with the following stakeholders throughout this joint effort:

The Executive Steering Committee (ESC): A cross-agency executive leadership team made up of leaders who have accountability over the delivery of the services and/or have the authority to approve items surrounding project scope, schedule, and budget.

The Business Process Owners (BPO): Statewide leaders in Human Resources and Payroll, BPOs provide strategic leadership at the ESC level and provide functional leadership and collaboration and provide advice to the Project Team.

The Process Advisory Committee (PAC): Committees comprised of Business Process Owners (BPO), control agency and department/agency subject matter experts (SME) who will be responsible for designing, implementing, and enforcing standardized processes within their service offerings.

The Department Agency Readiness Teams (DART): A team comprised of leadership and staff from a given Department/Agency that is responsible for establishing the structure and support to execute implementation readiness activities. They will be supporting the implementation, enforcement and continuous improvement of processes.

As part of the OCM team, our Agency Change Experts (ACEs) will be working directly with the DARTS to ensure a smooth transition.

Why CSPS? Why now?

• Current system is 46 years old (40 percent fewer employees)

• Complex system that lacks sufficient integration

• Current system predates collective bargaining

• Significant innovations in technology over 46 years

• Significant innovations in Human Resources management

It's time for our state to reduce complexity, reduce errors and risks, and take advantage of improvements in IT and HR!

Please visit us at:

California State Payroll System (CSPS) Project

CSPS OCM Department Engagement & Empowerment Model

OCM/ACE as trusted advisor provides GUIDANCE, SUPPORT, TOOLS
Department Engagement & Empowerment

Current State → Awareness & Understanding → Training → Acceptance, Commitment, Adoption → Future State = Business Transformation

Department Engagement & Empowerment
OCM/ACE as trusted advisor provides GUIDANCE, SUPPORT, TOOLS

◆ = DARTs Input to Business Process Alignment

New to the CSPS Project?

Let's catch you up on the basics!

The California State Payroll System (CSPS) Project will modernize the human resource management, travel and business expense, and payroll system used by 285,000+ state government employees to provide accurate and timely personnel and payroll services with quality customer service. SCO has developed and modified the current systems over time as the business requirements became more complex. As a result, SCO must exert an enormous amount of effort to maintain and modify the current systems to meet the ever-changing needs of California.

The objectives of the project are focused on providing user-friendly information that is validated timely to reduce rework. This includes enabling greater employee and manager self-service functionality for ease of use, such as online view capabilities for payroll, employment history, and tax information to name a few. Additionally, it will provide a user-friendly interface for all human resource and payroll transaction specialists who input and interact with the system daily.

The project focuses on six primary capabilities: Personnel Administration which includes management of employee records and status changes; Benefits Administration; Time and Attendance Administration, which includes entering and approving time and attendance; Payroll including calculating and processing payroll; Position Control Administration; and Travel and Business Expense. Each of these capability areas affects roughly 45 different state processes that will span many business rules and requirements.

The CSPS Project is a highly complex and large undertaking for the state. It requires a partnership between most of the control agencies and will require support from all departments. Due to the complexity and size, the CSPS Project is using the CDT's Procurement Approval Lifecycle (PAL) process. The goal of the PAL process is to improve the planning, quality, value, and likelihood of IT project success by providing a guided approach for projects to follow. The Project Timeline graphic below illustrates the high-level steps and timing for the CSPS Project.

Active Recruitments

Come join our amazing CSPS Project team and help us make a difference!

Staff Services Manager I
(Training Manager)
View Here

Office Technician
(Project Administrator)
View Here

AGPA/SSA
(OCM ACE)
View Here

IT Technology
Specialist I
View Here

Project Approval Lifecycle (PAL)