

# WOLFIEONE: EMPLOYEE SELF SERVICE (ESS)

Changing the Employee Experience

# Guiding Principles



## "Transparency and Inclusion"

To foster inclusivity and transparency, we're sharing the **approved solution design** from the WolfieONE project.

Stay tuned for more updates as the project progresses!

# THE IMPORTANCE OF EARLY COMMUNICATION IN CHANGE MANAGEMENT



Early communication **builds trust** and **reduces resistance** to change.

Engaging end users early **helps identify potential concerns**.

Timely information fosters a **sense of inclusion** and participation.

Clear expectations can **enhance user adoption** of new processes.

**Feedback** from users **can guide adjustments** before full implementation.

*“Prosci Research shows direct correlation between starting change management early and meeting or exceeding project objectives”*

Prosci: [“How to Start Managing Change When the Change is Unclear.”](#)

# AGENDA



What is WolfieONE?

What does it look like?

What is HCM?

Who uses HCM?

What's changing in:

- HR forms/requests
- Getting Assistance from HR
- Employee Learning & Development
- Performance Management
- Recruiting Talent

# WHAT IS WOLFIEONE?

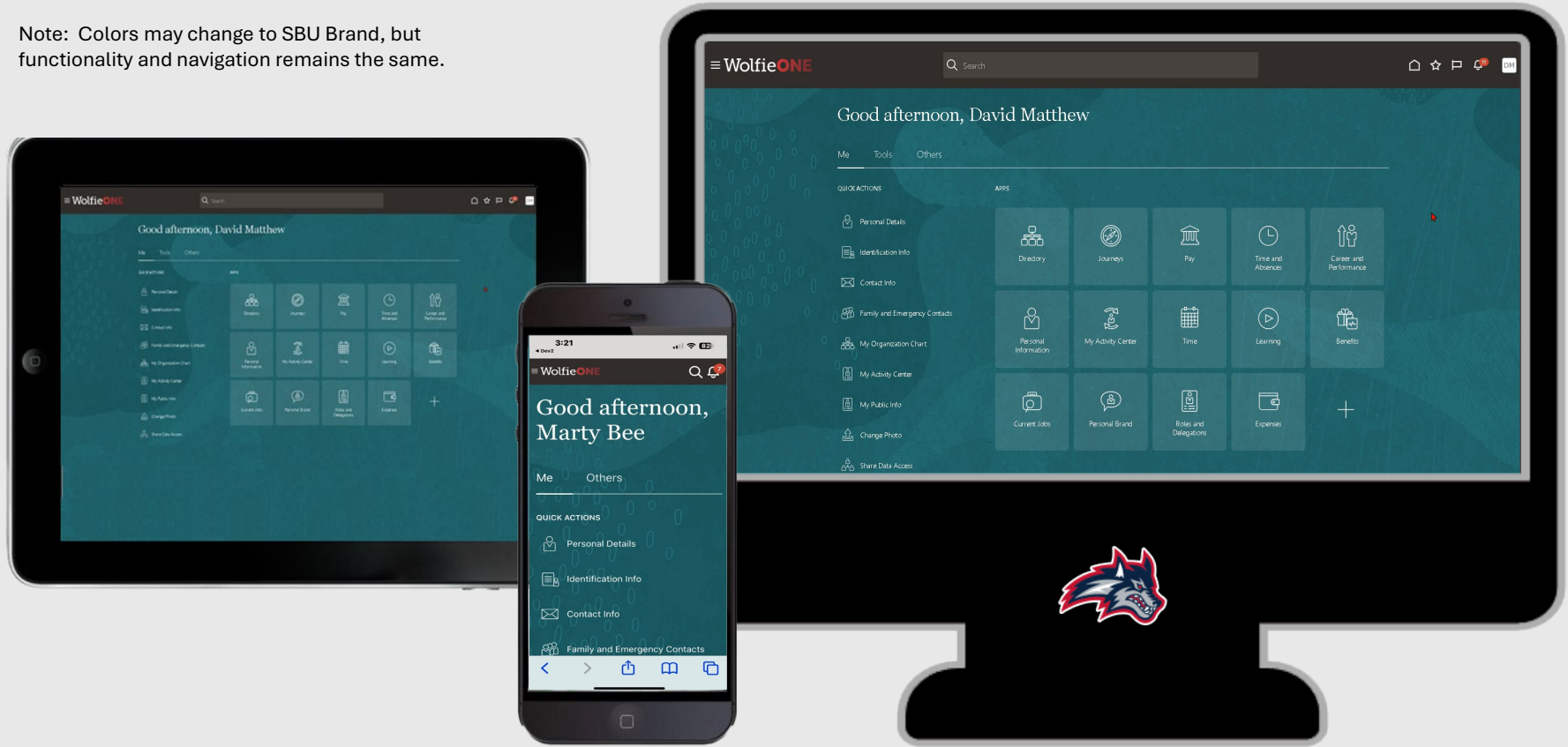
WolfieONE is Stony Brook University's new Oracle Enterprise Resource Planning (**ERP**) system that will provide a more unified, transparent, and user-friendly platform for

- **Managing finances & business operations**
- **Human resources**
- **Budgeting & Planning**

[WolfieONE: Systems and Scope](#)

# WHAT DOES IT LOOK LIKE?

Note: Colors may change to SBU Brand, but functionality and navigation remains the same.



# WHAT IS HCM?

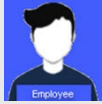
Human Capital Management (HCM)

A suite of ORACLE modules we will use to deliver day to day human resources activities, reports and requests:

- Core HR
- Payroll
- Compensation
- Time & Labor
- Reporting
- Absence Management
- Performance & Goals
- Learning
- Recruiting
- Journeys
- HR Helpdesk



# WHO USES HCM?



## EMPLOYEES

### What do I do?

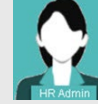
- View employment and update personal information
- Complete training
- View pay slips (State)
- Review benefits options
- Review performance programs and evaluations
- Submit time, Request time off – excluding Hospital and Vets home



## MANAGERS

### What do I do?

- Manage a team (ensure they enter time and labor promptly)
- Access to dashboards
- Evaluate performance
- Review and approve requests
- Request changes to employees' records; initiate transactions
- Transact upon team



## HR & DIVISION APPROVERS

### What do I do?

- Review/approve/deny transactions
- View entire division
- Transact upon entire division

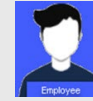
# WHAT'S CHANGING?

# REQUESTS TO HR ARE CHANGING...

- ✓ Employees are **empowered to initiate multistep requests** through task lists called Journeys.
- ✓ **Journeys** are multiple tasks that complete a goal.

\*Not all requests will be Journeys, some will be transactions within the system.

# Completing HR Forms for Changes or Requests to Employee Records



## Current State:

HR change requests are made via HRS forms (PDFs)

Forms are emailed or delivered in-person.

Supporting documentation is emailed or delivered in-person.

Employees can find forms on the website or by asking HR.

Examples of requests:

- Leaves, FMLA, PFL
- Retirement, Resignation
- Legal name changes



Enhanced Process for Improved Employee Experience

## Future State:

All [HR forms](#) are being looked at to **digitize for a better employee experience.**

**A Journey is a type of digitization for requests that will include all tasks to complete a goal.**

- (e.g. Legal name change + upload of supporting documents).

Some changes are simple and will be a transaction not a journey.

Journeys can be assigned to employees (e.g. onboarding tasks for a new employee).

Employees receive a **notification** and see a list of “Things to Finish” in WolfieONE.



## Current State Requests as PDFs *Demonstration*

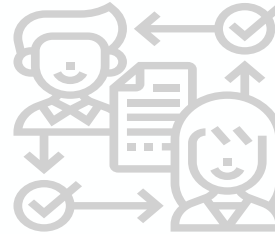


Employee fills out a PDF or Paper-based request form after they find or request the right form.

e.g. Legal Name change, Benefits, Leaves

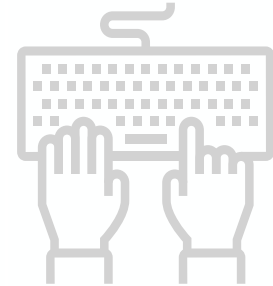


PDF is emailed or delivered to HR for the change.



From a group email it goes through a non-transparent approval process.

If filled out incorrectly, it may go back to the initiator.



Information/change is manually entered in a system like PeopleSoft or Oracle EBS by HR team.

# Future State

Some requests are simple changes that will not be a journey.

*Example:*

address or phone number change

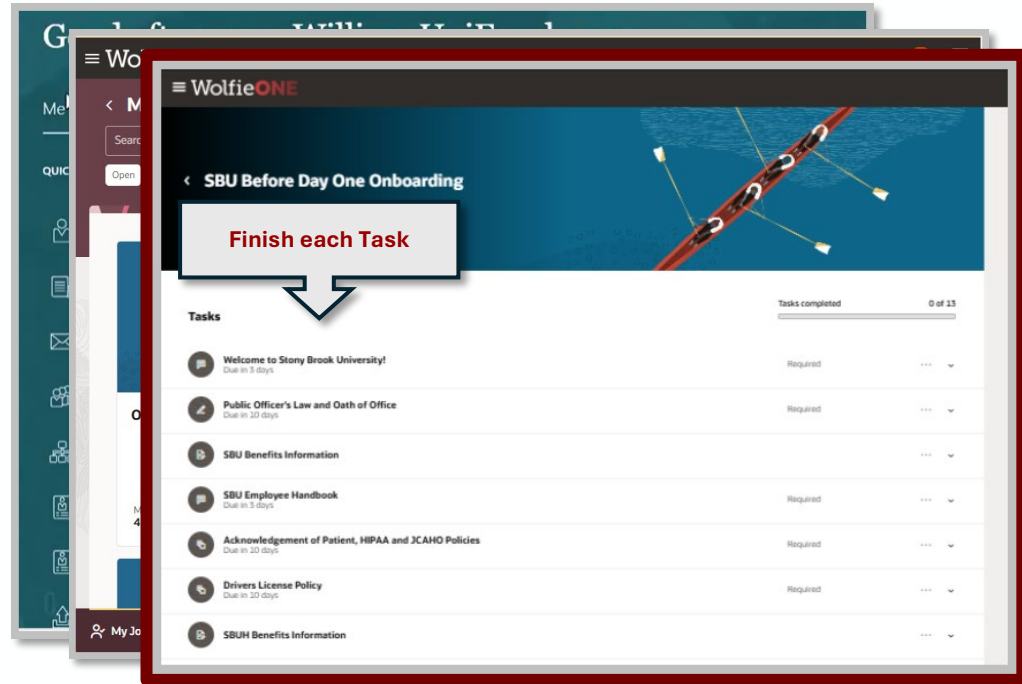
Some are **Journeys**.

These are multi-steps tasks.

1. A legal name change will require
  - Spelling of new name
  - Uploading supporting documents
2. New Hire Onboarding will require additional tasks.
  - Welcome
  - Policies
  - Benefit Information
  - More...

# Demonstration Requests as Journeys

Click to view screenshots of an Onboarding Journey:





Login to WolfieONE and begin a journey for many requests.

Check WolfieONE for

- Alerts
- Things to finish



Stop using paper-based forms for requests.

Stop sending emails to make or check on requests.



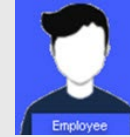
Continue working as before and meet with HR about your request as needed.

# GETTING ASSISTANCE FROM HR

## HR HELPDESK



# Getting assistance from HR



## Current State:

Phone call or Email for HR Assistance.

Seek information on the website.



Improved **issue tracking**  
for HR requests

## Future State:

Create a **ticket for assistance** in WolfieONE.

Current and past requests are available in WolfieONE.

Suggested help articles appear during ticket creation.

Tickets are escalated to correct groups within HR.

Tickets are **tracked** for completion rates; analyzed for **trending cases**.

Supports **data security** and **privacy**.



Request assistance through the HR Helpdesk.

Check for updates in HR Helpdesk.

Search Knowledge articles in the HR Helpdesk.



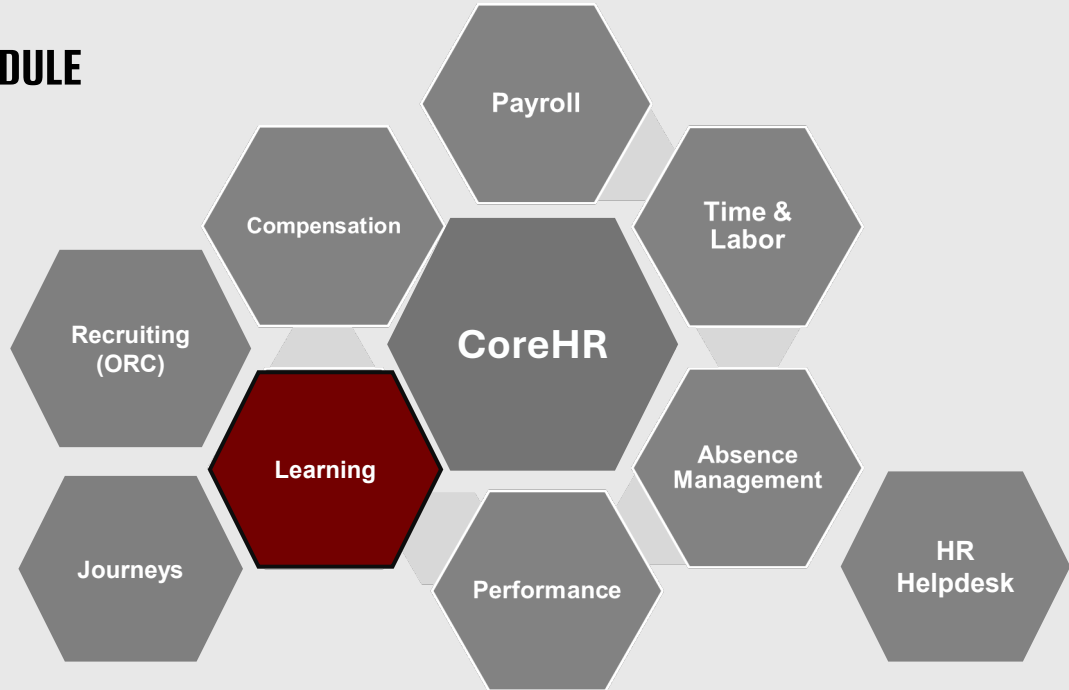
Stop sending emails for assistance.



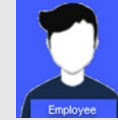
Continue seeking guidance from HR.

# EMPLOYEE LEARNING & DEVELOPMENT

## LEARNING MODULE



# Training Opportunities for Employees



Learning

## Current State:

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Various training sites for Professional Development.

Training materials are distributed across multiple platforms and are not housed in one location.

Registration is managed through various platforms or systems.

Data collection, completion rates, and certificates of completion are sometimes manually processed.

Notices of training via email can be missed.



Comprehensive training is available in WolfieONE to improve Employee Experience.

## Future State:

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### Learners Can

Access Training offered in WolfieONE.

Access **certificates of completion** in WolfieONE.

Receive various training **notifications** within WolfieONE.



**Browse** and **self-enroll** into courses.

**Request cancellations** and this will automatically open seats for other learners.

Request to be **waitlisted** for a full course.



Browsing Learning for available courses in WolfieONE.

Viewing Course materials and dates in WolfieONE.

Accessing Certificates of Completion in WolfieONE.



(There is no equivalent to a unified learning management system in the current state.)



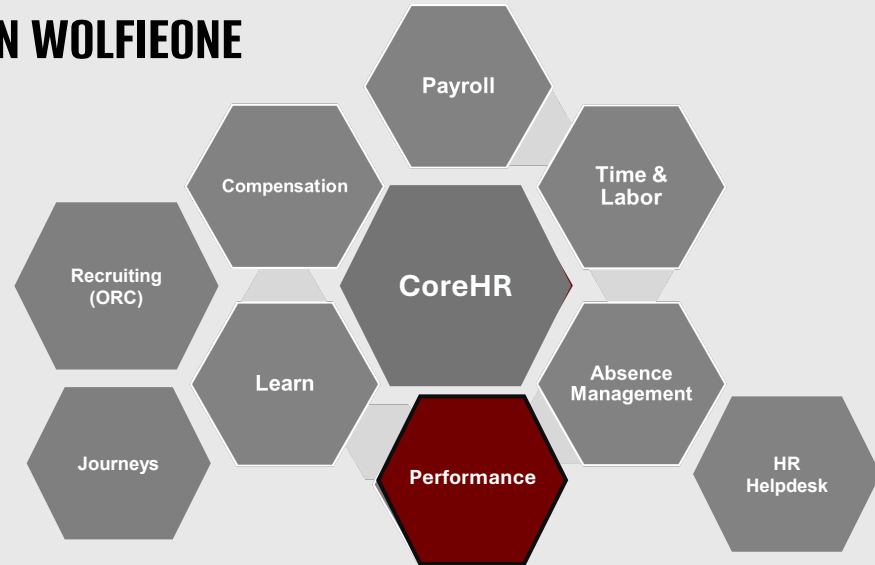
Continue completing required training courses.

Continue using HealthStream and any other training site required by your department.

Continue to use Brightspace for School of Health Professionals.

# ACCESSING YOUR DUTIES AND PERFORMANCE

## PERFORMANCE AND GOALS IN WOLFIEONE

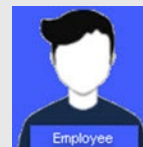


# Performance Management Improvement

## Current State:

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- Performance evaluations and programs are PDFs, separate from any system.
- Employees can ask HR for evaluations and programs or save them to their own drives.
- Performance evaluation is a manual process.
- Programs and evaluations are not automated.



## Future State:

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### Employees can:

- View and engage with digitized performance programs and evaluations anytime directly in WolfieONE.
- Access the latest Program and Evaluation upon WolfieONE Go Live and all subsequent evaluations and programs thereafter.
- Receive yearly evaluations on a schedule with automatic notifications.





Start checking WolfieONE for alerts on upcoming Evaluations. (Evaluations will be Journeys that appear during the evaluation period.)

Start logging into WolfieONE to review program and evaluations.



Stop completing paper forms.

Stop saving and storing programs and evaluations on a separate drive.



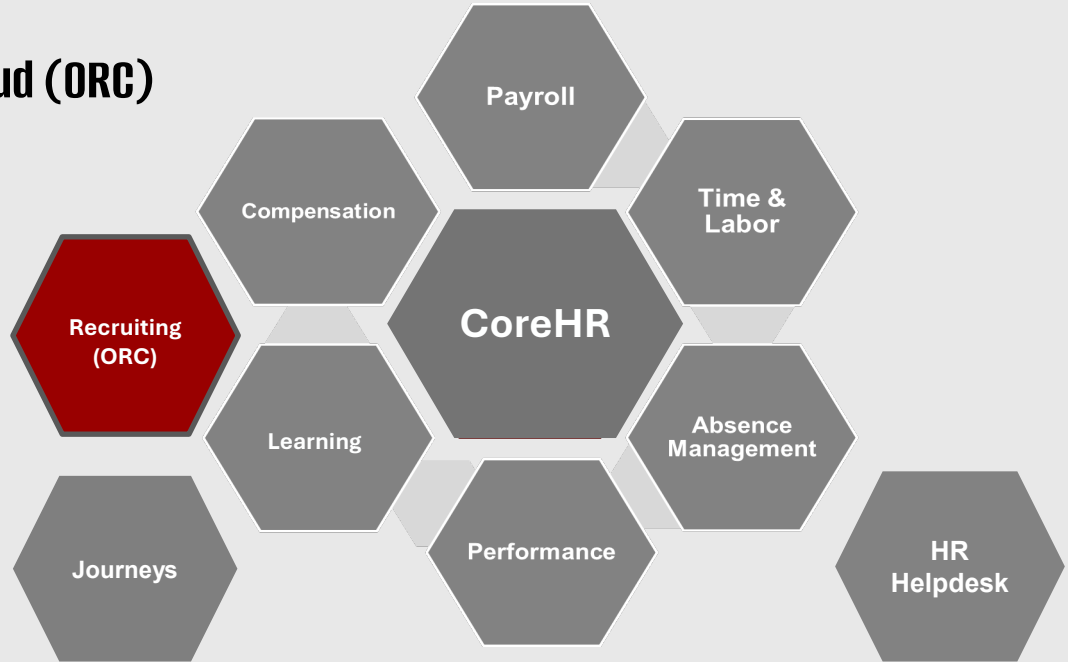
Continue following current program and fulfilling duties.

Continue fulfilling professional development goals.

Continue seeking feedback and having conversations with your manager throughout the year on performance and goals.

# EXPLORE JOB OPPORTUNITIES AND UPDATE YOUR PROFILE

## Recruiting – Oracle Recruiting Cloud (ORC)



# Explore Job Opportunities and Update Your Profile

## Current State:

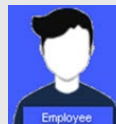
Taleo is used as the recruiting tool for staff.

Current staff access Jobs site on: [stonybrook.edu/jobs](https://stonybrook.edu/jobs)

Communication with candidates is through email.



**New Job application experience for new and current employees**



## Future State:

Current employees access postings and apply for staff jobs within WolfieONE.

Current employees will have a **quicker application experience**.

Better filtering capabilities to find the right jobs, tailored search.

Managers and recruiters can **search internally for skill sets, better visibility**. Leveraging “best fit analysis”.

**Communication** is consolidated into WolfieONE so there is little chance of missing emails.





Seeking new opportunities within WolfieONE.

Updating your skills and experience in WolfieONE.

Leveraging WolfieONE's filters and search tools for more precise and organized job search results.



Stop using Taleo  
(after WolfieONE Go Live).



Continue seeking growth and new opportunities within the campus community.

# SUMMARY: WHAT IS CHANGING FOR EMPLOYEES

- **HR forms – Journeys or Transactions:** Employees will benefit from a streamlined process to replace many of the HR forms (PDFs). Some will be a Journey checklist; some will be a simple transaction in WolfieONE.
- **HR requests - HR ticketing system:** Employees will have a more organized way to request assistance, track progress, and receive timely support.
- **Training and Professional development:** Employees will have access to the WolfieONE Learning environment to sign up for courses to enhancing their skills and career growth.
- **Performance Programs and Evaluations – digitized:** Employees will access digitized performance programs and evaluations located directly in WolfieONE.
- **Improved Job Opportunity Searches:** Employees will experience quicker and more efficient job application processes, better job filtering, and centralized communication within WolfieONE.



# QUESTIONS?

# QUESTIONS AND FEEDBACK

Share suggestions or feedback on  
**WolfieONE** [here](#)

or email us

[ocm@stonybrook.edu](mailto:ocm@stonybrook.edu)



# RESOURCES

- WolfieONE: <https://www.stonybrook.edu/erp/>