

Compensation FOCUS

for the compensation community



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Generic Two Way Interface Is on Its Way

No more dual entry!! Error rates are down!! Sound too good to be true? Many HR specialists and advisors might think so. For years they have been burdened with heavy workloads stemming from duplicate data entry to Human Resource Management Systems (HRMS) and on-line pay. Technology certainly did not make their load any lighter. Something had to be done.

For the twenty-one department and agency members of the PeopleSoft GC (Government of Canada) HRMS Cluster group, the solution lay in the development of a generic two-way pay edit interface between the HRMS and the PWGSC Regional Pay System (RPS).

What will the Interface do?

Departments using the Pay Interface, developed on version 8 of the PeopleSoft product, enter data only once through their HRMS system. Classification, staffing or compensation personnel complete their relevant section of the transaction, which will then be sent to the RPS for editing. After error messages are returned to the HRMS system, and corrections made, the transactions will be batched and sent to the RPS for processing.

The result?

Time delays due to duplicate entry are eliminated; there is less probability of error; and HR data reliability is increased. HR staff now

has a working tool that saves them time and aggravation, allowing them to focus on value added advisory services by spending less time on transaction processing and error correction, and more time on service delivery to clients.

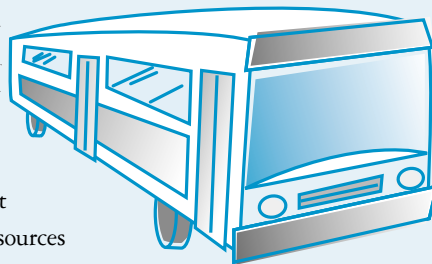
This model interface, which is being piloted with Industry Canada in September 2003, with production by the end of the next fiscal year, will serve as a forerunner for future pay interface development.

For additional information on the generic interface please contact Janis Cooper at janis.cooper@pwgsc.gc.ca.

Transit Pass Pilot

In an effort to reduce greenhouse gas emissions, Treasury Board Secretariat, working with Transport Canada, Environment Canada and the Natural Resources Council of Canada decided in the fall of 2001 to encourage employees to choose public transit as their preferred method of commuting to work. A pilot project has now been initiated to identify and evaluate different ways of increasing the use of public transit.

PWGSC, Accounting, Banking and Compensation Branch (ABC Branch), Compensation Sector is participating as the federal payroll services provider by developing new deduction codes and remittance process for payroll deductions.



A working group with members from each of the participating departments met with transit companies to negotiate an administrative agreement. In addition to this working group, an additional subgroup, consisting of Compensation Managers from the pilot departments, Treasury Board Secretariat and PWGSC's Pay Related Web

Applications and Transit Pass Pilot Project Team, has been established.

To-date, approximately eight hundred employees have signed up for the pilot project. No decision will be made about taking this project to all departments across the country until the pilot is completed and the results analyzed.

Updates will be posted regularly on the Compensation web site!



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

Canada

Employee Benefits Statement — Paper Version

The Federal Government employee “Statement of Pension and Group Benefit Plans” and its accompanying guide have been delivered. This paper version guide is a valuable employee resource document, clearly explaining employees’ pension benefits and options.

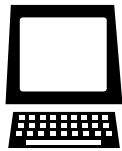
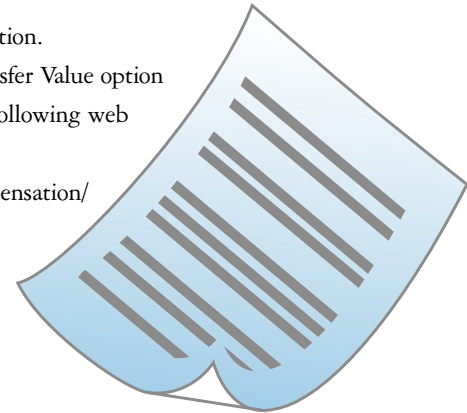
Employees will appreciate the in-depth detail this resource guide provides, covering such topics as the basic data for the calculation of personal pension benefits, pension benefits under the Public Service Superannuation Act (PSSA), group benefit plans, post-retirement bene-

fits, and the Transfer Value option.

Information on the Transfer Value option will become available on the following web site:

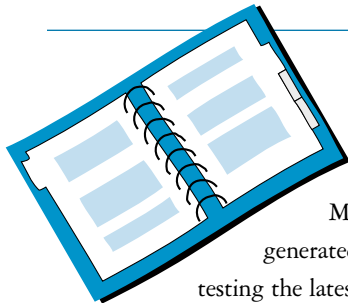
<http://www.pwgsc.gc.ca/compensation/>

after the required security measures are in place (refer to the Public Key Infrastructure article in Issue #49).



Working Tools

This valuable space is reserved for you – the reader of Compensation Focus. If you have any shortcuts, tips or tricks you’d like to share with other readers, contact our editor, Diane Gauthier at (819) 956-6374, by e-mail at diane.gauthier@pwgsc.gc.ca, by fax at (819) 956-6484 or send them to Compensation FOCUS, 10B1, Place du Portage, Phase III, Hull, Québec K1A 0S5.



What’s New On The Web?

Subscribe to Listservs!

Many of the changes made to the Compensation Sector web site are generated from our clients’ sharing of ideas. As we go to publication we are testing the latest, which should be ready soon: creating a number of Listservs that will permit our clients to subscribe to receive e-mail notifications when specific documents become available or modified on the web site. Clients, in effect, will be able to receive customized “what’s new” announcements about the major publications on the web site.

Watch for a link inviting you to join these publications Listservs!

Information at your fingertips

Compensation Sector has now mounted on-line topic pages on pay, pension and insurance to make access to information quick and timely. If, for example, you have a question about a pay manual, need a link to the Bilingual Bonus Directive, or want a Direct Deposit Enrollment Request form, make your first stop on the web the URL noted below. Just follow the links once you reach the topic page. The sites devoted to pension and insurance make these subjects equally accessible.

Reference URLs:

Pay <http://www.pwgsc.gc.ca/compensation/text/pay-toc-e.html>

Pension <http://www.pwgsc.gc.ca/compensation/text/pen-toc-e.html>

Insurance <http://www.pwgsc.gc.ca/compensation/text/ins-toc-e.html>

We would like to encourage everyone to continue sending us your ideas at <http://www.pwgsc.gc.ca/compensation/text/contact-us-e.html>

Compensation FOCUS

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We welcome letters, opinions and story ideas.

Send contributions to

Diane Gauthier

Editor, Compensation FOCUS

10B1 Place du Portage, Phase III

Hull, Quebec

K1A 0S5

Tel.: (819) 956-6374

Fax: (819) 956-6484

e-mail: diane.gauthier@pwgsc.gc.ca

Compensation FOCUS

is written and produced by

Krista Dunlop and Associates Inc.

Implementation of a Blended Training Approach

Results of Disability Insurance On-line and Classroom Pilot Project

The 30 Compensation Advisors who attended the pilot project represented 15 departments: Canada Customs and Revenue Agency, Transport Canada, Public Works and Government Services Canada, Industry Canada, Statistics Canada, Citizenship and Immigration Canada, Canadian International Development Agency, Solicitor General Canada, Royal Canadian Mounted Police, Department of Finance, Canada/Treasury Board of Canada (Secretariat), Indian and Northern Affairs Canada, Canadian Food Inspection Agency, Health Canada, Agriculture and Agri-Food Canada, and Passport Office.

The training program called for Compensation Advisors to complete the on-line module within a two-week period preceding the classroom session of the course. This also included the completion and submission of an Application of Learning. The majority of participants completed the on-line module within a day and a half. While completing the on-line course, participants were instructed to direct any questions to their supervisor or coach in their specific department. Subsequent to completing the on-line module, four one-day classroom sessions were held. This segment of the training provided an opportunity to openly discuss any difficulties

participants had encountered, to answer participants' questions, to review the Application of Learning answers they submitted and write the final Evaluation of Learning.

The post-evaluation comments received from all participants provided valuable feedback. Overall, the participants felt that the on-line material was quite good, and helped with learning. They liked the complementary classroom session, which provides a disruption-free environment and is ideal for discussion.

Changes, based on the observations and assessment of an independent evaluator, will be made to both on-line and classroom modules. An increased focus will also be placed on communications with supervisors and coaches regarding their roles and responsibilities. Coaches or supervisors should go through the on-line modules themselves to be prepared to answer questions from participants.

The pilot also showed that the conditions required to facilitate learning must also be improved. Participants need time to take the on-line portion, free from distractions such as interruptions, telephone calls or background noise. Managers, supervisors and participants must all be committed to dedicating time for learning.



Application of Learning

The Application of Learning provides a practical review of the material covered in the on-line module and cases for discussion and review during the classroom component.

Regional Pay System Master File Expansion

Treasury Board Approval Received

Since the Regional Pay System's (RPS) Master File's creation some 30 years ago, it has been stretched to its limit to accommodate a multitude of new compensation initiatives. These include additional deductions and entitlements for workers in over 100 government departments and 50 agencies. Last expanded in 1991, the RPS Master File has had to accommodate requirements generated by pension reform, taxation legislation, and collective bargaining.

Most of the available space on the RPS Master File has now been consumed. An expansion is necessary to ensure that PWGSC can continue to meet its obligations regarding Public Service compensation administration, until the implementation of the new pay system. The objective is to provide the capacity needed to implement collective agreements, new government policies and other initiatives approved in the near future. The target implementation date for the new master file is March 2004.

Client departments will see:

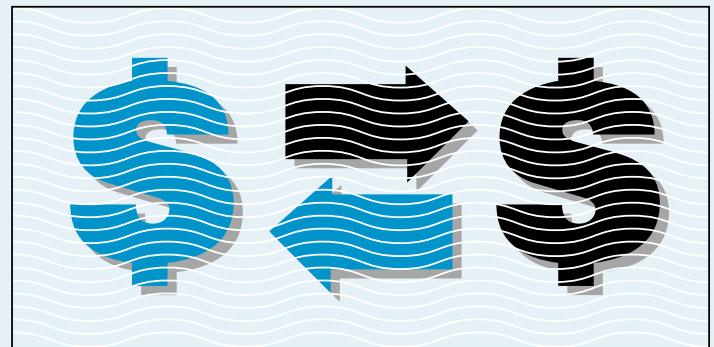
- the flexibility to increase the number of deduction and entitlement codes available,
- the capacity for additional leave-without-pay reason codes through expanded field size,
- the expansion of the master employee record allowances and deductions (A/D) portion to handle up to forty occurrences, and
- the transition to a seven character geographic location code from the current six characters to align with the Statistics Canada data and external systems.

Partnering with Clients

Between November 2001 and March 2002 a study was conducted to identify the issues and challenges facing payroll processing within the Canada Customs and Revenue Agency (CCRA). The study was also intended to provide a clear direction for improved payroll processing that could be implemented immediately and effectively.

A multi-disciplinary team consisting of both CCRA and PWGSC staff jointly worked on the project. The team identified five viable options. The "Enhanced PWGSC/CCRA

Solution" was retained. This decision involves CCRA processing its gross pay expenditures utilizing the Corporate Administrative



System (CAS), and implementing short-term enhancements, "quick hits", to address current challenges as well as longer term improved solutions and services from PWGSC's Pay Modernization initiatives.

PWGSC has applied the partnership approach with their continuous dialogue with departments such as CCRA and Statistics Canada. In the latter case, the objective has been to ensure a seamless transition from Statistics Canada's existing systems to their redesigned systems link with the Regional Pay System. PWGSC in partnership with the Human Resource Management Systems (HRMS) Peoplesoft Cluster Departments has defined an automated link between the Peoplesoft Human Resource (HR) system and the Regional Pay System. (See the cover story on the Generic Two Way Interface.)

Over the past year, the strategic direction of PWGSC has accentuated the importance of partnering with clients to continuously attempt to improve client services. Continuous dialogues and collaborative efforts are leading the way to more client-centered service delivery.