



Recession Proof HCMS

or

What to do when the budget runs out



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Buried Treasure
2009 ECRUG Conference



About CTFS

- Canadian Tire Financial Services (CTFS) is ~1,500 employees across 5 locations
- Went Live on PeopleSoft/Oracle 8.9 HR and Payroll Interface in May 2006
- Large emphasis on Position Mgmt and Workforce tracking
- Started to aggressively roll out services to mgmt and assistant population
- Using Ver 9.0 PeopleSoft/Oracle Financials (GL, AP & AM) & Planning and Budgeting module in EPM 9.0



About CTC & Oracle

- CTC is comprised of Canadian Tire Retail, Canadian Tire Financial Services, Canadian Tire Petroleum, Mark's Work Warehouse and PartSource
- Operations across Canada in every province
- Partnered with IBM, CTC went live Sept 2008 with PeopleSoft 9.0 T&L, Payroll for NA, HR, Benefit Admin, e-Time, e-Pay
- Total active HCMS population is ~13,000
- CTFS was designated enterprise Pilot of Employee/Manager Self Service



What is Recession Proof?

- It's recession proof when ;
 - It's free (relatively)
 - It forwards the business
 - It saves money
 - It stands alone (simple vs. complex)
 - It does not consume all available resources
 - It builds capacity



Recession Proof Roadmap

1. Update and Sign Off your business processes

- Trying to implement anything new, chances are you have 2 months of business process review in front of you without even trying. Often overlooked this work is critical to any new HCMS process

2. Data Clean Up

- Ever try to create a new report showing all managers to find out they are all coded slightly different. Has the business gone a quarter costing back someone salaries to find out they were homed to the wrong dept. There are tons of small cleans up that can be done that increase your worth.

3. Self Paced Training

- Why do people only read PeopleBooks when there is a problem? It is actually better as a cheap training tool.



Recession Proof Roadmap contd.

4. Production Clean Up

- Usually workarounds will abound as you lack the time to tackle an issue as it has too many dependencies. Start looking deeper into issues, takes a lot time, but booty galore.

5. Reporting Round Up

- Are people using what is there already? Maybe it is time for some brown bag sessions on getting the facts on what is there already.

6. Security Round Up

- Few things you can do quite easily to validate , (Role inactivates, remove pagelets no one uses etc.).



Recession Proof Roadmap contd.

7. Talk to your Customers

- Communication drives everything. What are they doing and how can you assist? Is now the time to setup an administrators group. etc.

8. Retro Road Map

- Everyone has one and most manage to it. The business climate has changed, so should your roadmap. Great time to get more alignment on the upcoming priorities

9. Terms Standardization

- Nothing more low tech than this. Get everyone to call everything the same thing. Once all your business people are all saying the same things everything goes faster



Recession Proof Roadmap contd.

10. Future Secure Critical SME's

- Get on their radar, formal objectives or firm handshakes, people will always be the make or break of any project

11. Control Table Review

- What's out there that should not be? Get those change controls out and don't stop until you have one clean image.

12. Query Clean Up

- You go live and then a few months later you have 1000 queries.



Recession Proof Roadmap contd.

11. License Review

- What do you have? Should you still have it?

12. In-Source

- What can be done internally to deploy modules that never need large external resources?

13. Meet your Vendor, Oracle, trainers etc.

- Who's who and who is doing what and why?

14. R&D

- Take your worst internal process and say, "what if"



Recession Proof Roadmap contd.

15. Network with your peers share ideas or more
 - What can you build off from others?
16. Review Automation or Workflow
 - Can you save money and people with new workflow?
17. Update Stakeholders
 - Who are your most important stakeholders? If you asked them to rate you, what would they say?



Summary

- There is never a shortage of work
- Look at what can be broken down into small pieces
- Stabilization & Maximization
- Make yourself available
- Build the team