

Intro Question w/ Menti

What's one thing you hope to take away from today's town hall?

<https://www.menti.com/alckbrpn6t93>

Join at menti.com | use code **4446 4301**

Quantum HCM April Town Hall

April 25, 2024



QUANTUM
HCM PROJECT



UNIVERSITY
of MARYLAND
BALTIMORE



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Agenda

What is QHCM? Stacy Long & Chiradeep Mukherjee

Quantum HCM Benefits Project Sponsors and Project Module Leads

Q&A Panel Project Management Office and Project Module Leads

The Quantum Journey



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2025 Go-live

Quantum HCM goes live for all HCM
and Payroll activities Spring 2025



Continuous Improvement

Post go-live updates and end user
support engagement



July 5, 2023

Quantum HCM
Implementation Phase Start



2022-2023

Conducted Quantum HCM
Pre-Implementation Phase



2022

Conducted Quantum HCM Discovery Phase



2019

Quantum Financials and
Analytics went LIVE!

Quantum

Quantum HCM Functions



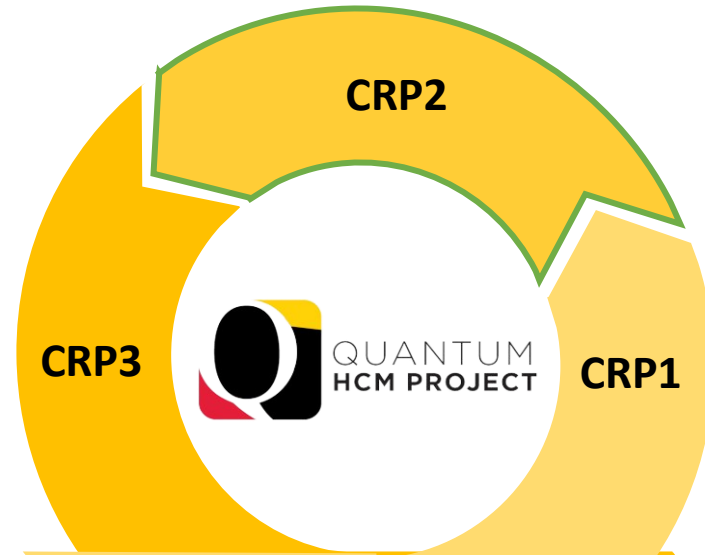
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Quantum HCM Project Timeline



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Quantum HCM Benefits

The technology, business, and community impacts of Quantum HCM on UMB





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Updating HRMS to SaaS (Cloud)



Aging Technology

Application & Infrastructure
PeopleSoft version is aging as well as the on-premises server infrastructure.

Functionality

Current PeopleSoft
Application functionality is limited. The last upgrade was in 2014 and before that in 2002-2003.

Advancement

Cloud Applications
The present and the future! Companies, including Oracle, are no longer investing in or selling applications that run on on-premises infrastructures.

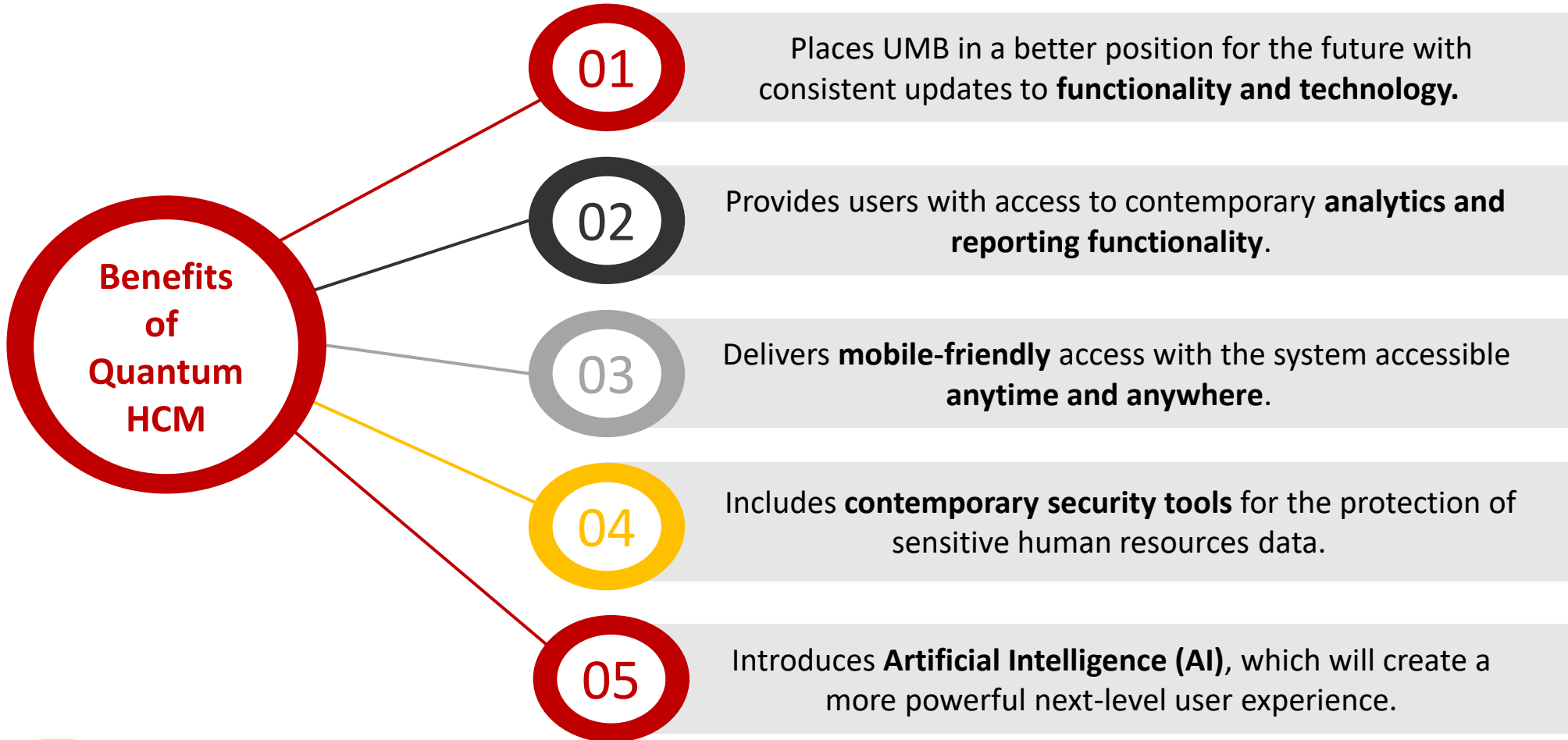
Opportunities

Contemporary Services
Oracle Cloud will bring new opportunities for “people management” and for delivering contemporary new HR-related solutions and services to the entire UMB community.



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Benefits of Quantum HCM





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System Spotlights



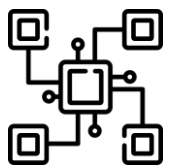
Absence Based Reporting

Exempt Faculty and Staff will move to absence only reporting



Position Management

Redirect existing efforts to manage positions and budgeting (shadow system)



Contemporary and Integrated System

Retiring Taleo, PeopleSoft, ePaf, Onboarding Registration, Learning Management and Performance Management systems to create an all-in-one system within Quantum HCM



Integrated Delivered Analytics

Ready-made analytics and dashboard for empowered decision making



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An Organized Partnership

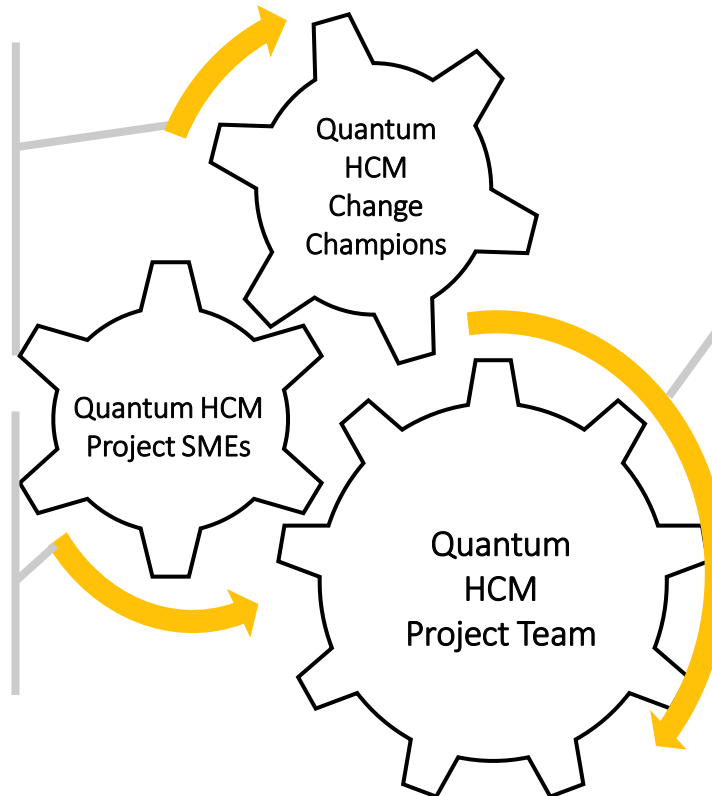
The shared purpose is to inform and empower users across UMB as they adopt the new system and business process changes at go-live and beyond.

Quantum HCM Change Champions

- **Represent** the voice of the **campus community**
- **Support and reinforce** project vision and goals
- **Equip, influence, and encourage** adoption
- **Advise** Quantum HCM **leadership** on how to support units/departments/divisions/schools
- **Communicate** project updates with department

Quantum HCM Project SMEs

- **Provide expertise** to the Quantum HCM Project
- **Assist with process redesign, role mapping, and testing**
- **Communicate** project updates with department
- **Offer feedback** to the Quantum HCM Project



Quantum HCM Project Team

- **Enable previews of upcoming changes** and new system functionality
- **Provide content for communication** efforts
- **Design and deliver** Quantum HCM for UMB
- **Apply** a structured **change management methodology** with outreach and activities
- **Equip end users** with knowledge and skills to operate in the new system



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The Value of Collaboration





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QHCM Impacted Community Groups



HR

HR Council

HR Partners



Payroll

Payroll Reps



Community

Faculty Senate

Staff Senate

SPA/SPAC

Research Admins
Committee

Campus
Community



IT

IT Leaders

IT Stakeholders

Cloud
Administrators



Leadership

A Deans

Deans/VPs

School/Office
Leadership



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Quantum HCM Training Priorities



Variety

Provide a combination of self-service, interactive, just-in-time, and in-system materials

Accessible

Put valuable resources in centralized locations or at your fingertips (ex: Oracle Guided Learning)

Tailored

Provide comprehensive training resources grouped by need or role to avoid confusion

Timely

Aligned to overall timeline ensuring you receive critical information when it's most valuable

Onboarding Journey

Welcome new hire's into UMB with a comprehensive and tailored Onboarding Journey.

Key Tasks Include:

- Section 1 of I-9
- Health and Retirement Benefits Information and Enrollment
- HR Intake / In-Person Orientation Details
- Manager Checklist: List of tasks and resources for manager to prepare for new hire

Key Enhancements:

- Centralized onboarding experience
- Automatically assigned to new hire
- Track new hire onboarding progress and send reminders for outstanding tasks



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The screenshot displays a digital onboarding interface. At the top, a dark header reads '< Before Your First Day Onboarding Activities (Staff/Faculty) (3)'. Below this, a progress bar indicates 'Tasks completed 0 of 16'. A task titled 'Welcome to the University of Maryland, Baltimore' is listed with a 'Due in 30 days' and 'Required' status. The main content area features a 'Welcome!' message and a video player for 'University of Maryland, Baltimore Campus Video Tour'. Below the video, there is a section titled 'Understanding Your Retirement Benefits' with a 'Due in 14 days' deadline. This section includes 'Important Information Regarding Your Retirement' and details about 'FACULTY AND EXEMPT STAFF' retirement options, such as the 'Maryland State Retirement & Pension System (MSRPS)' and an 'Optional Retirement Program (ORP)'. A 'Go to website' link is provided at the bottom of the retirement information section.

Offboarding Journey

Introducing a new, centralized Offboarding Journey to streamline communication and prepare for the offboarding of an employee.

Key Tasks Include:

- Returning of UMB Resources (i.e., One Card, Hard Keys, Technology)
- Employee Payouts
- Maryland Supplemental Retirement Plan
- Transfer of Knowledge and Transition Plan

Key Enhancements:

- Streamlines offboarding communication to departments (i.e., Payroll, Benefits, Research and Compliance)
- Automatically assigned to employee
- Track offboarding progress and send reminders for outstanding tasks



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The screenshot displays the 'Offboarding Activities (2)' interface. At the top, there is a header with a back arrow and the title 'Offboarding Activities (2)'. Below the header is a progress bar showing 'Tasks completed 0 of 12'. The main content area is a list of tasks, each with an icon, title, and due date:

- Offboarding Confirmation** (Due in 2 days)
- Update Contact Information** (Due in 14 days)
- Maryland Supplemental Retirement Plan** (Due in 14 days)
- Return Parking Pass** (Due in 14 days)
- Return UMB One Card ID** (Due in 14 days)
- Return Hard Keys** (Due in 14 days)

The 'Transfer of Knowledge' task is selected, showing a detailed view with the following content:

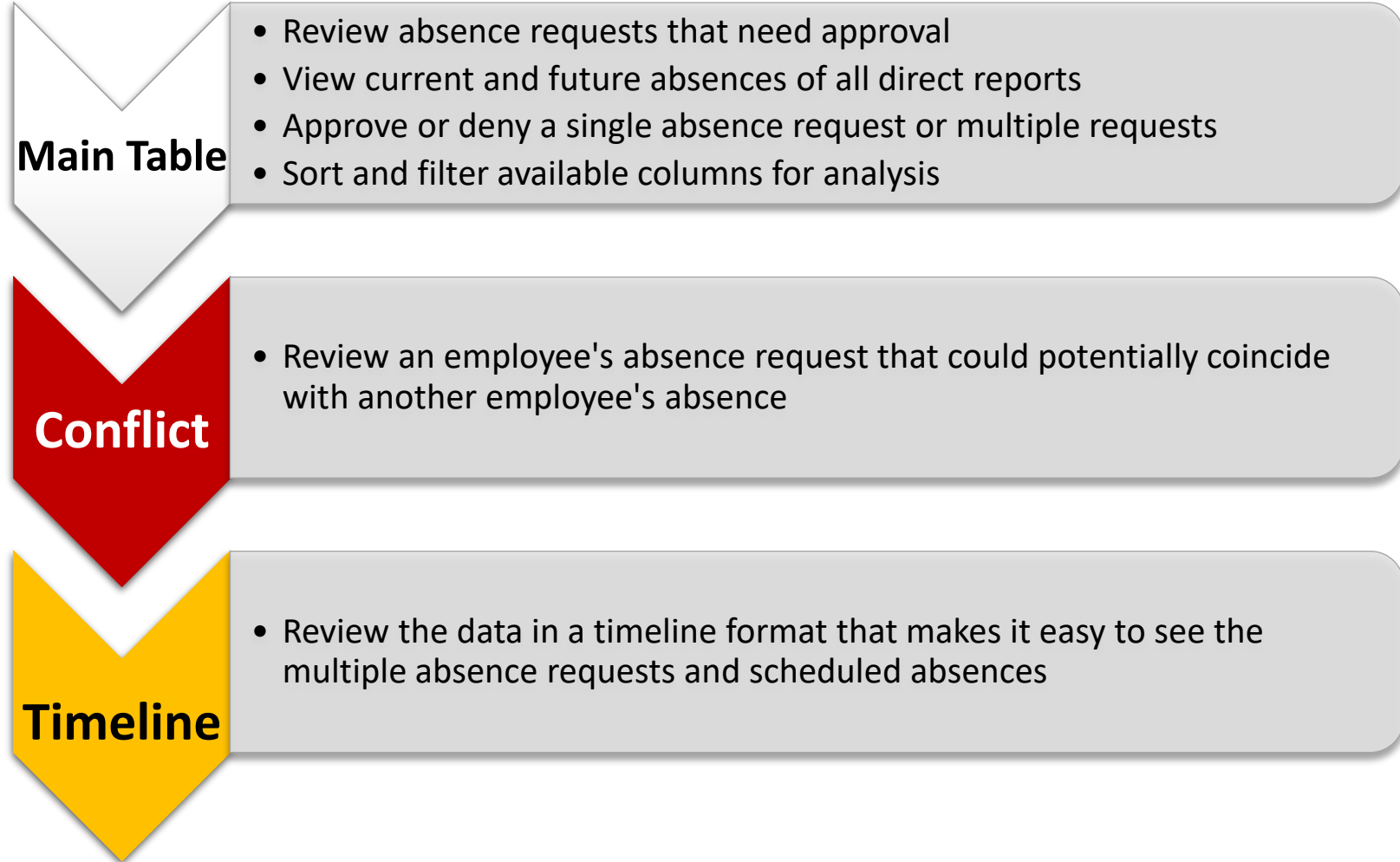
- Transfer of Knowledge** (Due in 14 days) - Required
- Instructions:** As part of your offboarding journey, please compile your job responsibilities and duties into a Transfer of Knowledge document. Please work with your Manager or Department Representative to receive further instruction and guidance on what is to be included. When complete, please upload the document below.
- Comments:** A text input field for adding comments.
- Drag and Drop:** A dashed box for uploading files, with the text 'Select or drop files here.'
- Actions:** Buttons for 'Done', 'Not Applicable', and 'More Actions' (with a dropdown arrow).



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Absence Planning

Managers can review the data in three ways on this page:



Absence Planning Features



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< Absence Planning

Meg Fitzimmons

Timeline View

1 – Main Table

Search for employee

Status 4 Date 3-Apr-2023 - 16-May-2024 Clear (5)

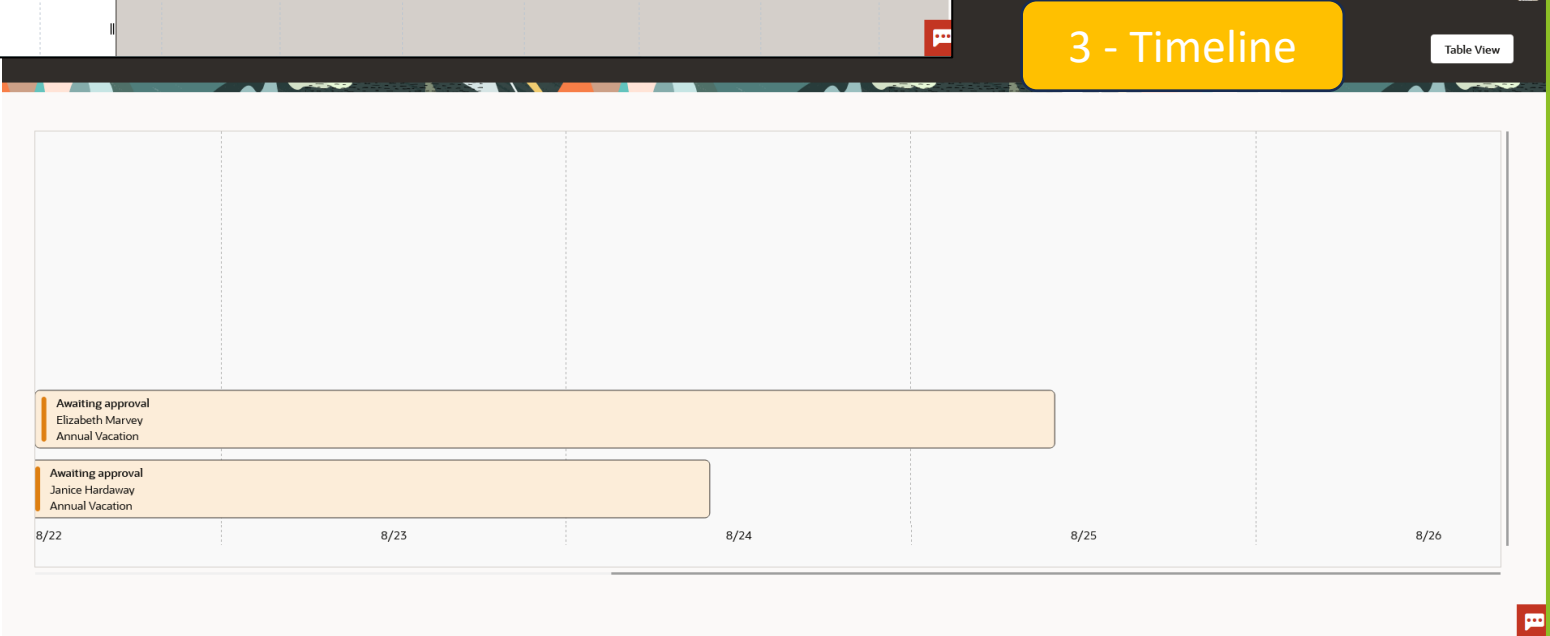
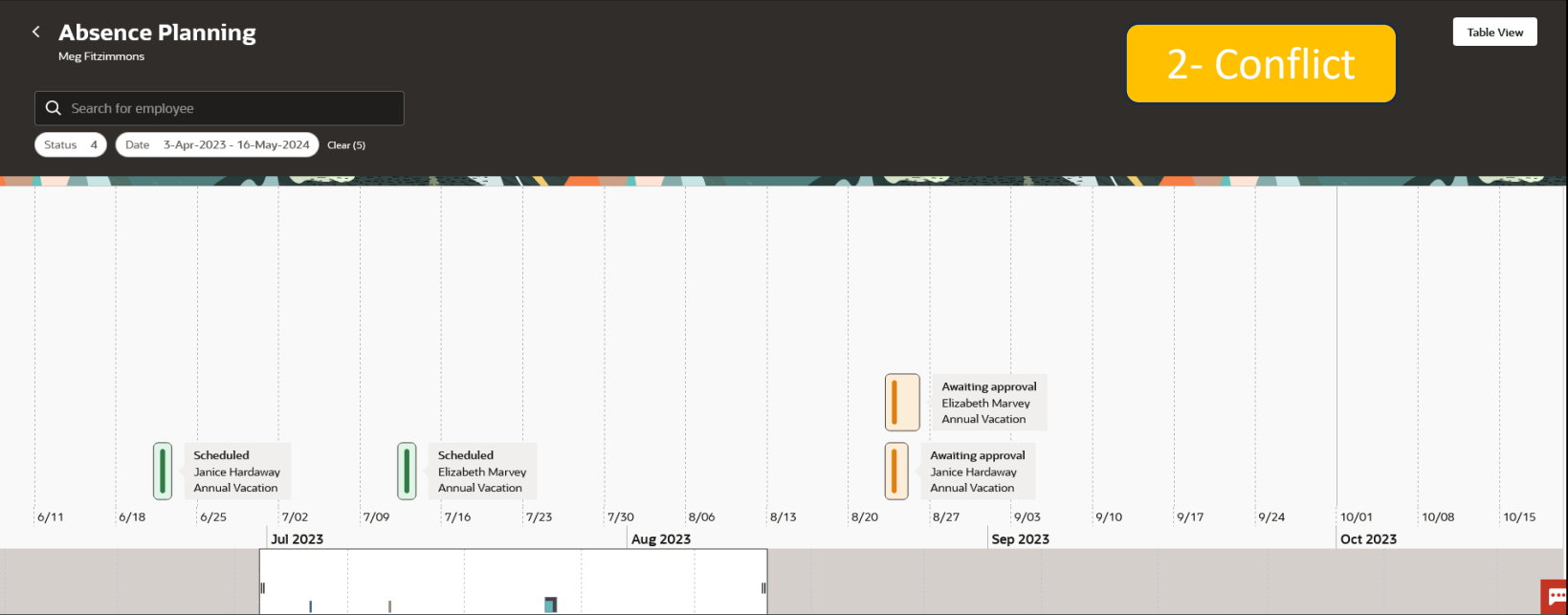
Approve Reject

Status ^	Employee ^	Absence Type ^	Start Date ^	End Date ^	Duration	Submission Date ^	Seniority Date ^	Conflict	Action
<input type="checkbox"/> Awaiting approval	Elizabeth Marvey	Annual Vacation	22-Aug-2023	25-Aug-2023	25h 30m	1-May-2023	21-Sep-2001	1	<input type="button" value="View Conflict"/>
<input type="checkbox"/> Awaiting approval	Janice Hardaway	Annual Vacation	22-Aug-2023	24-Aug-2023	17h	1-May-2023	27-Sep-2001	1	<input type="button" value="View Conflict"/>
<input type="checkbox"/> Scheduled	Janice Hardaway	Annual Vacation	21-Jun-2023	21-Jun-2023	8h 30m	1-May-2023	27-Sep-2001		<input type="button" value="View Details"/>
<input type="checkbox"/> Scheduled	Elizabeth Marvey	Annual Vacation	12-Jul-2023	12-Jul-2023	8h 30m	1-May-2023	21-Sep-2001		<input type="button" value="View Details"/>

Absence Planning Features



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Reporting & Analytics Update

What is the Quantum HCM Reporting Hub and how does it fit into Quantum HCM?

- ✓ Reporting & Analytics is an integral part of each Quantum HCM functional area.
- ✓ Within the Quantum HCM Reporting Hub, the dashboards and reports are being developed and logically organized by Quantum HCM functional modules (e.g. Recruiting, Benefits, Core HR, Payroll, Compensation, Labor distribution, Absence, etc.)
- ✓ Secure access to these reports will be tailored to your role.



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Reporting & Analytics Update

Who has contributed to the list of reports?

- ✓ Representatives from each school and central office have contributed to our list of reporting requirements.
- ✓ Outreach will continue throughout the project.
- ✓ The ability to test reports will arrive later this year with CRP3.

Who can I reach out to about reports?

- ✓ The HCM Reporting & Analytics Project Team – Neal Gallico & Maly Poon

Reporting Screenshots



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1 – Home Page Navigator



My Enterprise

Tools

Configuration

Reporting Hubs

Others

2 – Reporting Hub Section

Reporting Hubs



Absence Reporting Hub



Benefits Reporting Hub



Payroll Reporting Hub

3 – Reporting hubs for
business groups



Reporting Screenshots



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Report Run
Statistics

Landing Page link here

Payroll Period End Date Between -

Report Time Run: 4/19/2024, 7:48:16 AM
Time to get Report: 1.67 secs

Prompts

Payroll Payroll Schedule K Audit (QHR-229.R1)

Summary: Payroll Schedule K Audit

Pay Deduction Description	Current Deduction
City Tax Withheld	\$4,725.00
DBP Dental	\$729.88
DepSup-1	\$37.30
FIT Withheld	\$25,033.05
Fdly 403B	\$3,266.72
Pretax Deductions	\$5,376.16
SIT Withheld	\$24,229.35
Term Life	\$855.24
UMBC Parkg	\$524.32
Voluntary Deductions	\$36,021.44

4 Key Sections

- Summary
- Details
- Prompt Selections
- Report Output Options

Details: Payroll Schedule K Audit

Pay Deduction Description	Current Deduction	Payroll Period End Date	Effective Date
City Tax Withheld	\$4,725.00	12/2/2023	12/8/2023
DBP Dental	\$729.88	12/2/2023	12/8/2023
DepSup-1	\$37.30	12/2/2023	12/8/2023

Prompt Selections

Based on the dashboard prompts applied to the left, the reports on this dashboard page are now filtered by:

Payroll End Dates Between:

Refresh - Print - Export Options

[Refresh](#) - [Print](#) - [Export](#)

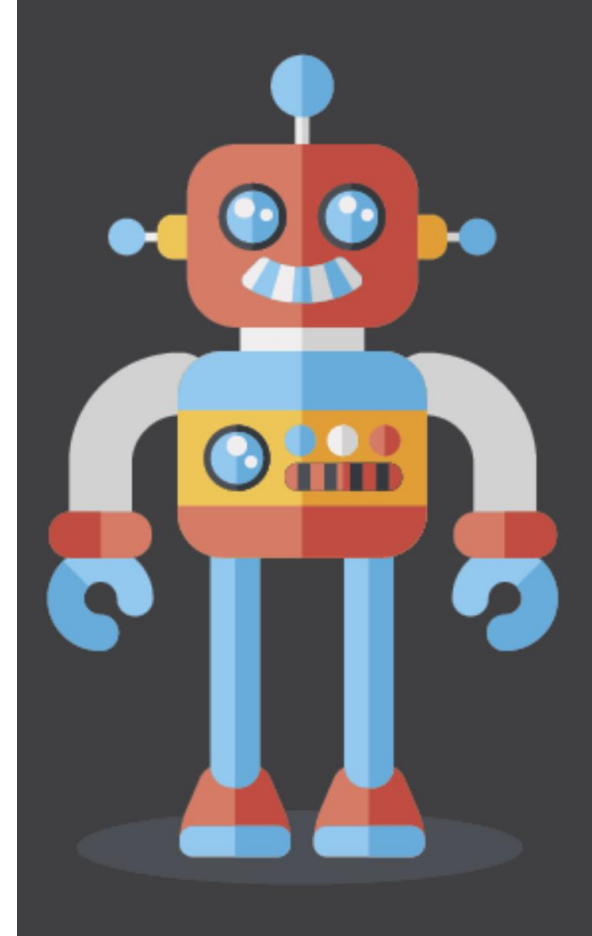


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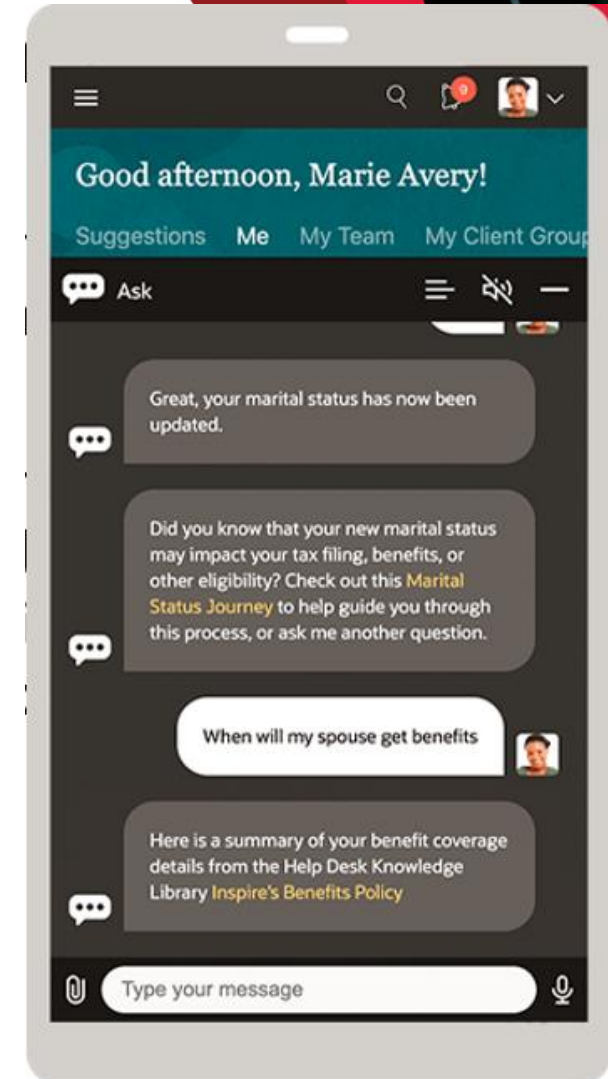
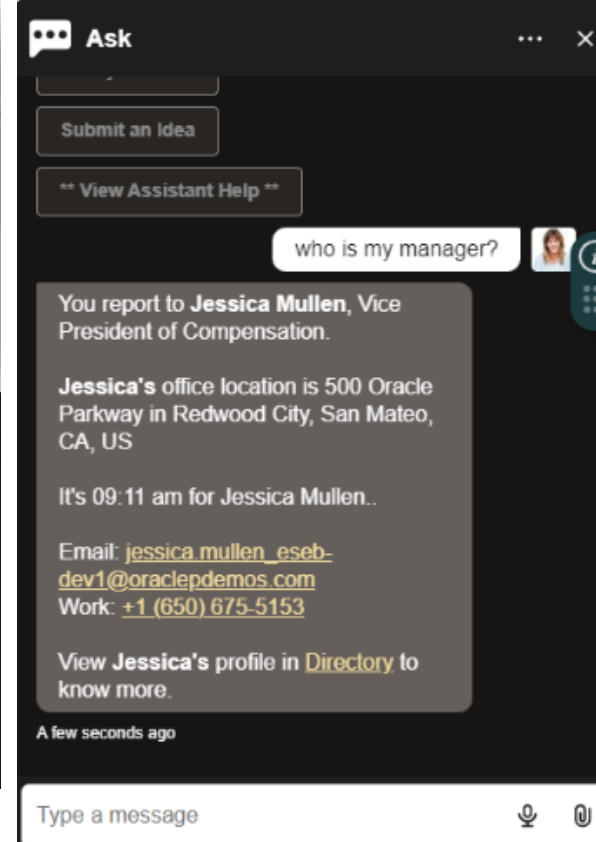
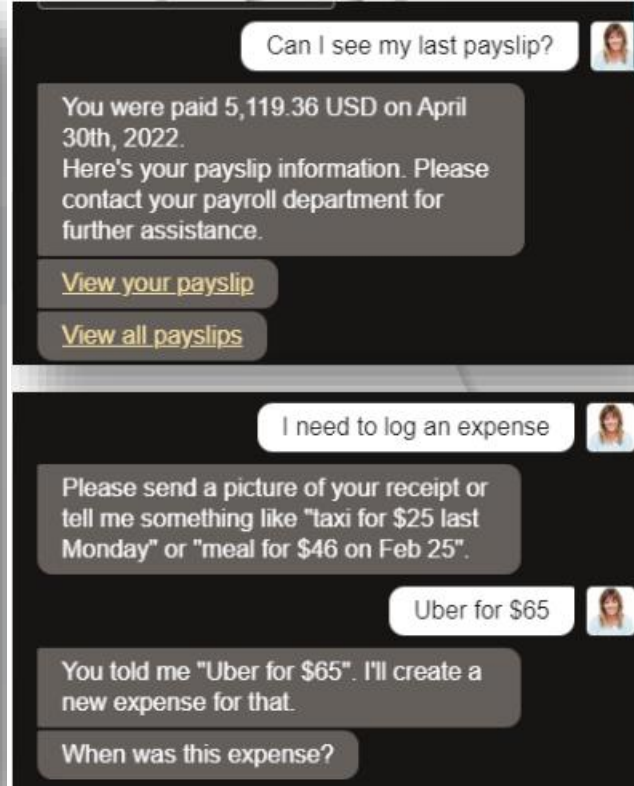
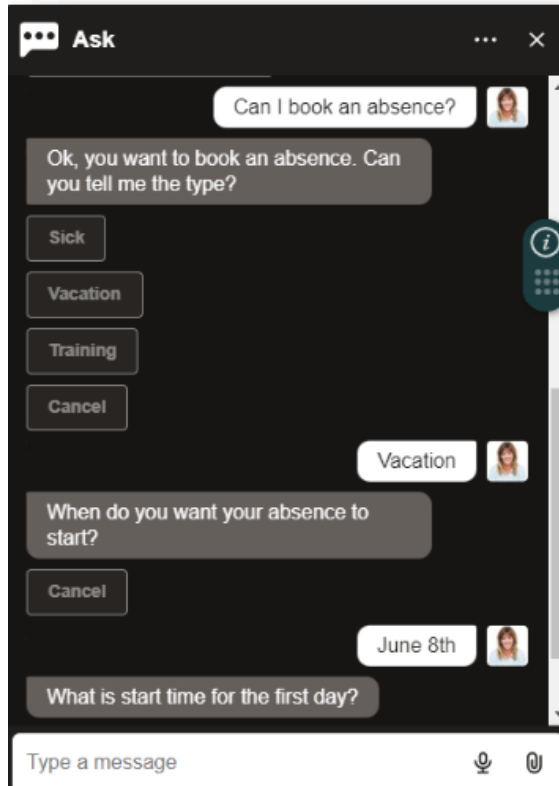
Oracle Digital Assistant (ODA)

Oracle Digital Assistant (ODA) is an **AI-powered tool** with **pre-built support "skills"** designed to make your life *easier* and *more convenient* by:

- ✓ utilizing **natural language processing** and **machine learning algorithms**, and
- ✓ providing **task assistance** to support Employee Self-Service, Manager Self-Service, Hiring Managers, and Employee Candidates queries.



Conversation Examples





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Oracle Digital Assistant (ODA)

Oracle Digital Assistant (ODA) will allow you to:



get quick answers to your questions,



efficiently perform tasks and transactions, and



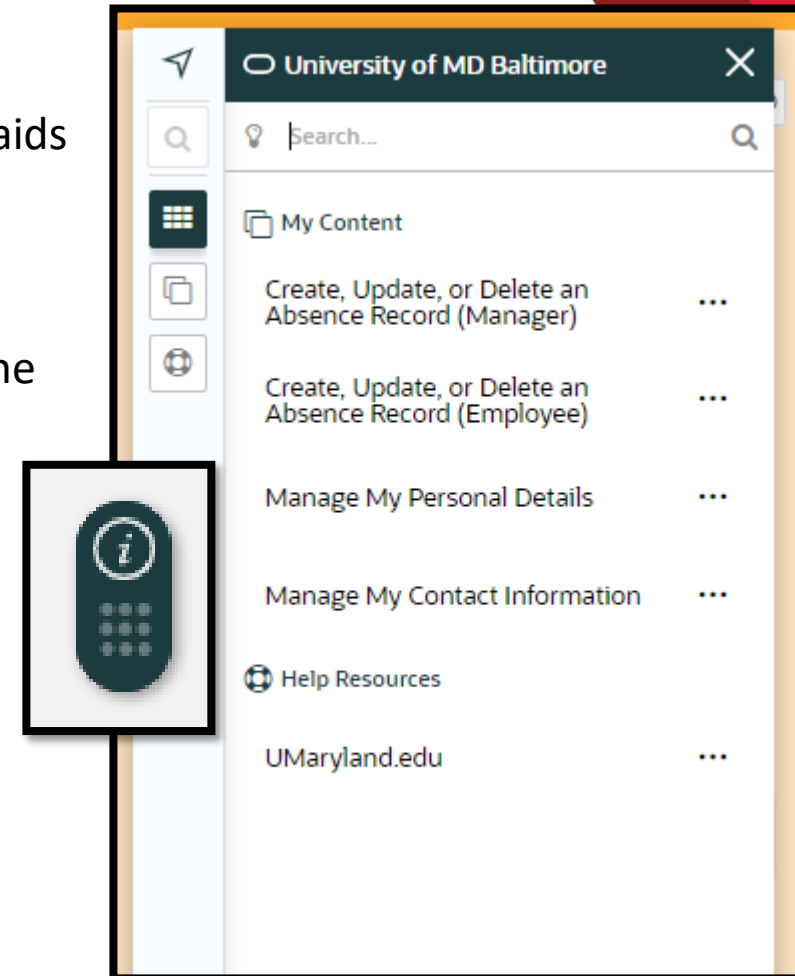
access relevant data to inform your decisions.

Oracle Guided Learning



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- Oracle Guided Learning (OGL) is a digital adoption module that aids in training, adoption, and engagement of Oracle Cloud system transactions.
- OGL is an **in-application, step-by-step walkthrough of a task or business process**. OGL will act as a reinforcement, separate to the other training methods for end users.
- OGL Guides will be available for those working within the following impacted QHCM areas:
 - Absence
 - Benefits
 - Compensation
 - Core HR
 - Position Management
 - Learning Management
 - Recruiting
 - Talent Management
 - Time and Labor
 - Payroll
 - Labor Distribution
 - Onboarding / Offboarding



OGL is a separate, additional support that will be provided on top of training for QHCM

Oracle Guided Learning Features

Process Guides



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The image displays two screenshots of the Oracle HCM interface, illustrating guided learning features for personal details management.

Left Screenshot: Shows a user dashboard for Ryan O'Malley. A "Manage My Personal Details" guide overlay is active, providing instructions on how to update personal details. The dashboard includes navigation tabs (Me, My Team, My Client Groups, Benefits Administration, Contract Management, Supply Chain Planning, Product Ma) and a "QUICK ACTIONS" section with icons for Personal Details, Identification Info, Contact Info, and Family and Emergency Contacts. A "Select Personal Details" guide overlay is also visible over the Personal Details icon.

Right Screenshot: Shows the "Personal Details" page for Ryan O'Malley. A "Select Personal Information" guide overlay is active, providing instructions on how to review and update personal details. The page includes a "QUICK ACTIONS" section with icons for Personal Details, Identification Info, Contact Info, and Family and Emergency Contacts. A "Select Personal Information" guide overlay is also visible over the Personal Details icon.

Personal Details Page Content:

- Personal Details:** Details about yourself, such as name, date of birth, marital status, and national identifier.
- Identification Info:** View and edit your passport, driver license, visa, and citizenship info.
- Contact Info:** Add or update ways you can be reached, such as phone, email, and address.
- Family and Emergency Contacts:** Add family and friends to your case of emergency.
- Document Records:** Manage your document records and associated attachments, such as birth and marriage certificates, awards, and recognition.
- Employment Info:** Details about your assignment, such as legal employer, business unit, department, and location.
- Additional Assignment Info:** View more details about your assignment.
- My Compensation:** View your compensation details as salary and personal contract.

Personal Information:

- First Name: Ryan
- Last Name: O'Malley
- Start Date: 03/12/2024

Oracle Guided Learning Features



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Job Aids and Videos


Oracle Guided Learning Features

SmartTips



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1 When and Why

*When is the employee start date? 

03/05/2024

*Legal Employer
University of Maryland, Baltimore

Worker Type
Employee

Ensure that the employee start date aligns with the Monday bi-weekly onboarding dates. You can find those dates linked below.

[2024 Onboarding Schedule](#)



683

840

187537

TICKET



Live Audience: Raise your hand to ask a question.

All Audiences: Go to www.slido.com and use code #1871979 or scan QR code below



Town Hall Highlights

The 'why' behind changing

- The current system, PeopleSoft, is an aging and functionality becoming limited.
- Going to a cloud-based system, like QHCM:
 - ✓ Increases functionality & system updates
 - ✓ More accurate reporting & analytic functions
 - ✓ Better security tools
 - ✓ Is mobile-friendly
 - ✓ Harnesses AI to improve employee experience

Impacted Areas

QHCM includes **Human Resources and Payroll functions**, so every employee will be impacted in some capacity.

- Employees working in HR departments or with HR functions (like HR or Payroll Reps) will see the most changes to their day-to-day work.
- ALL employees will see an increase in self-service functionality (ex: updating

Important Dates

The project team is currently in the Design & Build phase, which includes multiple rounds of testing functionality.

May—Dec. 2024: Employees working in HR departments or with HR functions (like HR or Payroll Reps) will see the most changes to their day-to-day work.