

# Manager Self-Service Project (MSS)

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M.S. in Project Management

Spring 2016

# Manager Self-Service Project

## INTRODUCTION:

- Project Sponsor: VP of Human Resources
- The Manager Self-Service Project (MSS) will allow Management Staff across all Dartmouth-Hitchcock Hospital (DH) locations the ability to view and modify their employee's Human Resources, Benefit Status and Payroll information.
- Management will be able to easily assess and update work force data utilizing a Manager Dashboard.
- Aligns to the DH Strategy by creating an engaged and empowered workforce.
- Supports the organization's mission and vision of creating a sustainable health system.

# Manager Self-Service Project

## OBJECTIVES:

- Automate manual, paper intensive, non-integrated processes to integrated online processes using PeopleSoft.
- Simplify managerial access to updated employee information.
- Streamline Human Resource processes and reduce ad-hoc report requests.
- Reduce support and maintenance costs.

IMPACT: Over 6000 employees and 600 Managers across all Dartmouth-Hitchcock Locations.

## SCOPE LOCATIONS:

- Lebanon, NH
- Concord, NH
- Nashua, NH
- Manchester/Bedford, NH
- Keene, NH
- Bennington, VT
- St. Johnsbury, VT



# Budget = \$2.5m

## Timeline = 9 months

Project Definition	Discovery and Scope	<i>Iterative</i> Development and Configuration	Testing	Training	Go-Live	Transition to Support
<ul style="list-style-type: none"> <li>Define HL Scope, Goals and Objectives</li> <li>Identify Key Stakeholders</li> <li>HL Project Management Structure</li> </ul>	<ul style="list-style-type: none"> <li>Detail Scope</li> <li>GAP Analysis: Determine MSS</li> <li>Transactions: Requirements</li> <li>Workflows</li> <li>Affiliate Integration</li> <li>Project Plan</li> </ul>	<ul style="list-style-type: none"> <li>Dashboard Custom development and configuration.</li> <li>Unit Testing</li> <li>Test Mock Up</li> <li>Test Planning: Scenarios and Scripts</li> <li>Test Schedule: Test Order and Resources</li> </ul>	<ul style="list-style-type: none"> <li>Integration Testing: Payroll, HR, Benefits</li> </ul>	<ul style="list-style-type: none"> <li>Transition Plan</li> <li>Training Development</li> <li>Provide Training</li> </ul>	<ul style="list-style-type: none"> <li>Cutover Plan</li> <li>Communicat. Plan</li> </ul>	<ul style="list-style-type: none"> <li>MSS, OMA &amp; Pink Profile Support Processes</li> </ul>