

Manager Self-Service Project (MSS)

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M.S. in Project Management

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