



## TeamWorks Agency Forum Q&A

### Meeting Date: June 9<sup>th</sup> and 12<sup>th</sup>

Since the start of the TeamWorks Agency Forum meetings one year ago in June, SAO continues to learn from our TeamWorks end-user community on improvements that are needed. We appreciate your feedback and patience as we continue to improve this meeting format and follow-up.

We hope you are looking forward to the next TeamWorks Agency Forum that will be conducted tentatively in October 2014--more information on this meeting will be coming in September 2014.

### Question and Answers: TeamWorks Overall

Question	Answer
How do I contact the TeamWorks Customer Service Center	SAO Customer Service Center (CSC) Contact Information: <i>Available Monday-Friday 8AM - 5PM (unless State offices are closed due to holiday/ inclement weather—other exceptions will posted as they occur to ESS/TeamWorks)</i>  Call 404-657-3956 or 888-896-7771 and select an option. Options and related email addresses can be found at <a href="http://sao.georgia.gov">sao.georgia.gov</a> - then click on TeamWorks menu and then click the Customer Service Center sub-folder.
Can a copy of the slides of this meeting be provided?	The slide presentation will be posted on the SAO website at <a href="http://sao.georgia.gov">sao.georgia.gov</a> and click on the TeamWorks folder and then click on the Customer Service Center sub-folder. There is a TeamWorks Agency Forum sub-folder on the left of the screen that you can click on to find the presentations.
What is the purpose of this meeting? What is the difference between clients and end-users that are referred to	The purpose of the TeamWorks Agency Forum is for SAO TeamWorks support team to have a touch point with the TeamWorks end-users. The information covered in this meeting varies from TeamWorks enhancements that are planned or in progress, to updates regarding TeamWorks Online Training, to reminders of deadlines coming up, etc.



<p>in the meeting?</p>	<p>For management team members in agencies, this information may be a repeat-- if they have attended a separate SAO update meeting.</p> <p>The SAO TeamWorks support team clientele are the TeamWorks end-users, also called clients.</p>
<p>Where on the SAO website is the service level objective (SLO) chart located?</p>	<p>The SLO by Severity Level chart can be found on the SAO website by means of the following path...Go to <a href="http://sao.georgia.gov">sao.georgia.gov</a> and click on the TeamWorks menu and then click on the Customer Service Center submenu. There you will see the Service Level Objective and Severity sub-menu selection on the left side of your screen.</p>
<p>Where can we find TeamWorks training or demos? Is it up to date enough to utilize?</p>	<p>The TeamWorks Online Training (often called UPKs) provides the ability to learn about implemented modules as they are used at the State of Georgia. There are 5 methods of utilizing the Online Training tool, all of which are explained in the “How to Take TeamWorks Financials/HCM Online Training” PowerPoint located on the SAO website. Go to <a href="http://sao.georgia.gov">sao.georgia.gov</a> and click on the Training folder and then click on the TeamWorks Training sub-folder to see the training available (<a href="http://sao.georgia.gov/teamworks-training">http://sao.georgia.gov/teamworks-training</a>). Click on the appropriate link for TeamWorks Financials or HCM to locate the PowerPoint presentations and training links.</p> <p>The SAO TeamWorks team continues to make updates to this Online Training as changes occur in the system. However, the current version that is available can and should continue to be used as a reference for how data is entered into TeamWorks. Communications will be sent out after any major updates to the training (<i>to those end-users who have not signed up to receive TeamWorks Communications via the Financials and HCM News and Announcement page –click Home after logging into TeamWorks to find the “Sign up for News” link</i>).</p>
<p>What browsers are supported by TeamWorks?</p>	<p>You can find supported browsers here: <a href="http://sao.georgia.gov/supported-browsers">http://sao.georgia.gov/supported-browsers</a></p>
<p>Where can I find information related to upcoming events/ changes to HCM?</p>	<p>On the SAO website: <a href="http://sao.georgia.gov/press-releases/2014-06-11/fy2014-year-end-teamworks-activities">http://sao.georgia.gov/press-releases/2014-06-11/fy2014-year-end-teamworks-activities</a></p>





## Question and Answers: TeamWorks Security

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Question	Answer
Will there still be a requirement to change the password on a regular basis?	Password requirements are mandated by both Federal and State regulatory requirements and policies. This is not something SAO is able to reduce. There is currently no change to the current number of days between password expirations.
Will you provide standardized template communications for agencies to broadcast to employees for the upcoming Security changes?	A communication will be sent to both the HR Manager and the Agency Security Officer. This communication will include enough detail for them to forward to their agency TeamWorks HCM end-users.

## Question and Answers: TeamWorks HCM

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Question	Answer
<p>What is the last date agencies can change job data information in HCM before the cutover for JCCP?</p> <p>We were told not to enter transactions with an effective date of 7/16/14, due to JCCP rollout. Is that accurate? If so, please explain.</p>	<p>If using Salary Plan SWD:</p> <ul style="list-style-type: none"> <li>• Complete all Position and Data Job transactions <u>with Effective Dates prior to 7/16/2014</u> before the start of JCCP processing at 3:00 PM on July 10. Normal data entry of Position and Job Data transactions can resume after 12:00 PM on July 11.</li> <li>• Do not enter any Position or Job Data transactions <u>with Effective Dates of 7/16/2014 or greater</u> until after JCCP processing has been completed.</li> </ul> <p>If not using Salary Plan SWD:</p> <ul style="list-style-type: none"> <li>• No restrictions apply.</li> </ul>



<p>Any word on when the HCM process user manual will be produced and made available?</p>	<p>This question appears to be related to an HRA initiative. Please contact the HRA Contact Center at 877-318-2772</p>
<p>Will employees hired July 1 and forward be automatically enrolled in a 5% 401K contribution? Will the agency now need to enter 5% for the GESPS 401k enrollment?</p>	<p>The enrollment process is the same as it is today. The only difference is that the employee contribution will default to 5% instead of 1% for employees hired/rehired 7/1/2014 or later when initially enrolled at Aon Hewitt.</p> <p>There will be additional communications around the time the 5% default goes into effect to provide information on this change.</p>
<p>Will the notification give them instructions to stop contributions? Is the notification an auto-email sent by ERS/SAO? What action will the agency need to take for this?</p>	<p>There are no new notifications to employees or agencies. The notification, a simple Yes/No to indicate that the employee was notified by the agency, will be captured in TeamWorks as part of the hire process and then included in the monthly file that SAO sends to ERS.</p> <p>Please refer to the communication from ERS as to what is required by each agency as part of the notification process outside of TeamWorks.</p>
<p>How do I know as an employee if I fall under the SWD plan for job classification change?</p>	<p>In TeamWorks, navigate to the following: Self Service --&gt; Payroll and Compensation --&gt; Compensation History. Select the most current row in the Salary History box. The Salary Plan will be displayed in the Job Information section.</p>
<p>Please clarify ePerformance cloning dates for FY15.</p>	<p>Cloning of ePerformance Documents will be turned off effective 6/15. HRA will notify when it is time to create FY15 documents.</p>
<p>If there is a 7-16-14 row (sequence 0), will the JCCP process as sequence 1?</p>	<p>You are requested to not enter any Position or Job Data rows with an effective date of 7/16/2014 until after JCCP processing has completed on July 11.</p>



## Question and Answers: TeamWorks Financials

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Question	Answer
What is the last day that an AR interface can be sent over to SAO for June billing?	The last day that an AR interface can be sent over to SAO for June billing is July 3 <sup>rd</sup> with a June 30, 2014 Accounting Date.