



TeamWorks HCM System Updates FAQs

TeamWorks Human Capital Management (HCM) System Updates are coming in October 2022. These PeopleSoft updates will continue to support strategic goals, business objectives, and regulatory requirements.

Please regularly check the HCM System Updates website for additional information: <https://sao.georgia.gov/twhcmsysupdates>

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Questions and Answers

General Q&As

Question	Answer
Who do I contact if I have questions related to the HCM System Updates?	<p>SAO Customer Service Center (CSC) Contact Information: <i>Available Monday-Friday 8AM - 5PM except holidays</i></p> <p>SAO – TW HCM Customer Service Center (CSC) 404-657-3956 888-896-7771 hcm@sao.ga.gov sao.georgia.gov</p>
What's the implementation timeline?	<p>Tentative Key Dates:</p> <ul style="list-style-type: none">User Acceptance Testing (UAT): September 14th through September 21st



	<ul style="list-style-type: none"> • System downtime: October 7th at 3 pm until October 11th at 7 am • Tentative Go-Live: October 11th – system should be up by 7 am for all users
Where can I find information?	Please regularly visit the HCM System Updates website. SAO will post new items as they are available: https://sao.georgia.gov/twhcmsysupdates
What is the difference between the HCM System Updates and NextGen?	The HCM System Updates will be applied to the existing TeamWorks Peoplesoft application. NextGen will be a new application that will replace the Peoplesoft application in the future.
Will the User Productivity Kits (UPKs) be updated?	Yes, all UPKs will be updated to show the new updates/navigation, but not all topics will be updated by the initial go-live date. Prior to go-live, a listing will be shared of the ones that have already been updated, and those that remain.
When will the mobile app be available?	The mobile device functionality will be available at the time of go-live on compatible mobile devices; however, the functionality of the mobile device could be limited compared to a standard laptop or desktop. Note: WorkCenter functionality will not be available on mobile devices
What if you have any Favorites saved? Where would that be located?	Please save your Favorites prior to go-live and re-create them after. Use the following job aid to save Favorites: Save the navigation of your current Favorites Use the following job aid to recreate Favorites: Adding Favorites
Will the queries remain the same?	Public queries will remain the same. Private queries will be available in the updated system; however, in some cases, they could break due to the system changes and would need to be edited to function properly.
What's a PUM?	The HCM PeopleSoft System Updates are known as PeopleSoft Update Manager (PUM).



ePerformance Q&As

Will ePerformance look and function differently for Employee Self Service (ESS)?	HCM System Updates will provide a modern look for ESS users via new Tiles. The functionality of ePerformance for ESS will be largely unchanged.
Will ePerformance look and function differently for Manager Self Service (MSS)?	HCM System Updates will provide a modern look for all users, including Managers via new Tiles. Managers will notice slight changes in functionality when creating new documents for their employees and viewing documents for indirect reports. Managers will also have a new feature that will allow them to track the status of their documents. Delegation will also have a new look and feel.
Will ePerformance look and function differently for HR Admins?	HR Admins will now perform Performance Management responsibilities through the Workforce Development WorkCenter. This will provide more efficient navigation to the Performance Management Components.